Contents

Pro	eface xi
1	The Sorcerer's Apprentice 1 Example: Designing a Multimedia System 2 Guiding and Coordinating Discovery 6 Example: Designing a Library System 8 Identifying the Real Problem 11 Thriving on Design 13
2	What Is Design? 19 Clarifying the Problem 22 Identifying Design Moves 26 Envisioning the Solution 29 Recognizing Trade-offs and Dependencies 34 Integrating Diverse Knowledge and Skill 37 Anticipating Impacts on Human Activity 39 Design Is Hard 42
3	Scenario-Based Design 45 What Are Scenarios? 46 Challenge: Design Action Competes with Reflection 48 Scenarios Evoke Reflection in Design 50
	Challenge: Design Situations Are Fluid 52 Scenarios Are at Once Concrete and Flexible 54 Challenge: External Factors Constrain Design 55 Scenarios Promote Work Orientation 57
	Challenge: Design Moves Have Many Consequences 58 Scenarios Have Many Views 60

7

8

	Chantenge: Technical Knowledge Lags Design 63
	Scenarios Can Be Abstracted and Categorized 64
	Toward a Scenario-Based Framework for Design 67
4	
	Raison d'Etre 72
	Clarifying Design Concerns and Objectives 76
	Envisioning Alternative Situations 79
	Managing Consequences and Trade-offs 86
	Creating and Using Design Knowledge 92
	Staying Focused on People and Use 96
5	Example: Programming Tutorial and Tools 101
	Design Context 102
	Design Analysis 106
	Envisionment: Bittitalk Browser 108
	Envisionment: View Matcher 113
	Development: MiTTS 117
	Deployment and Evaluation 121
6	Usability Rationale 125
	Claims and Requirements for the Touchstone Scenario 127
	Designing and Analyzing a New Touchstone Scenario 131
	Identifying Appropriate Goals 136
	Sustained Learning 142
	Consequences for Work Groups 150
	The Place of Claims Analysis in Scenario-Based Design 154
7	Cumulative Design 159
	A View Matcher for Reuse 161
	Principled Emulation of a View Matcher 166
	Activity Modeling in the MoleHill Guru 175
	Genre Specialization in the MoleHill Goalposter 181
	Envisioning and Refining the Goalposter 187
	Design Patterns and Design Models 192
3	Evaluation and Theory Building 195
	Evaluation Goals and Methods 196
	Evaluating and Davidonius D.:
	Attributions to Multiple Theories 205
	r

Remote and Distributed Causes	212
Thread-Level Claims 217	
Evaluation-Driven Design 224	

9 Software Development 229 Object-Oriented Software 229 Responsibility-Driven Design 234 Developing Object Models from Scenarios 237 The Scenario Browser 245 The Specification-Implementation Gap 251

10 Finding Scenarios and Making Claims 255 Where Do Scenarios Come From? 255 How to Make Claims 271 Managing Scenarios and Claims 283

11 Getting Around the Task-Artifact Cycle 287 Scenario-Based System Development 287 MiTTS Again 292 Requirements Development in LiNC 297 Toward a Scenario-Based Methodology 309

12 The Scenario Dilemma 315 Some Status on Scenario-Based Design 316 Challenges for the Future 322 No More Sorcerers 328

References 331 Index 351