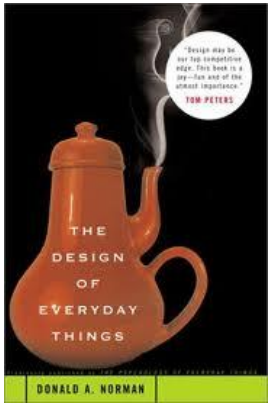
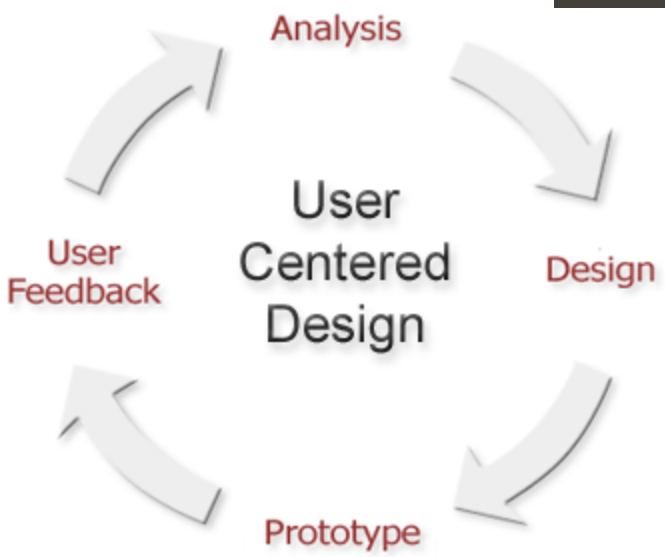
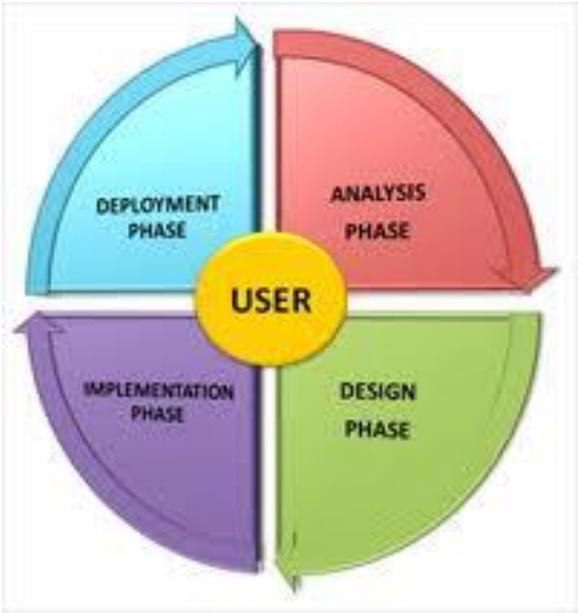
Metatheoretical Snowmen II User-Centered Design (UCD)

Soo Young Rieh
School of Information
University of Michigan

Origin of User-Centered Design

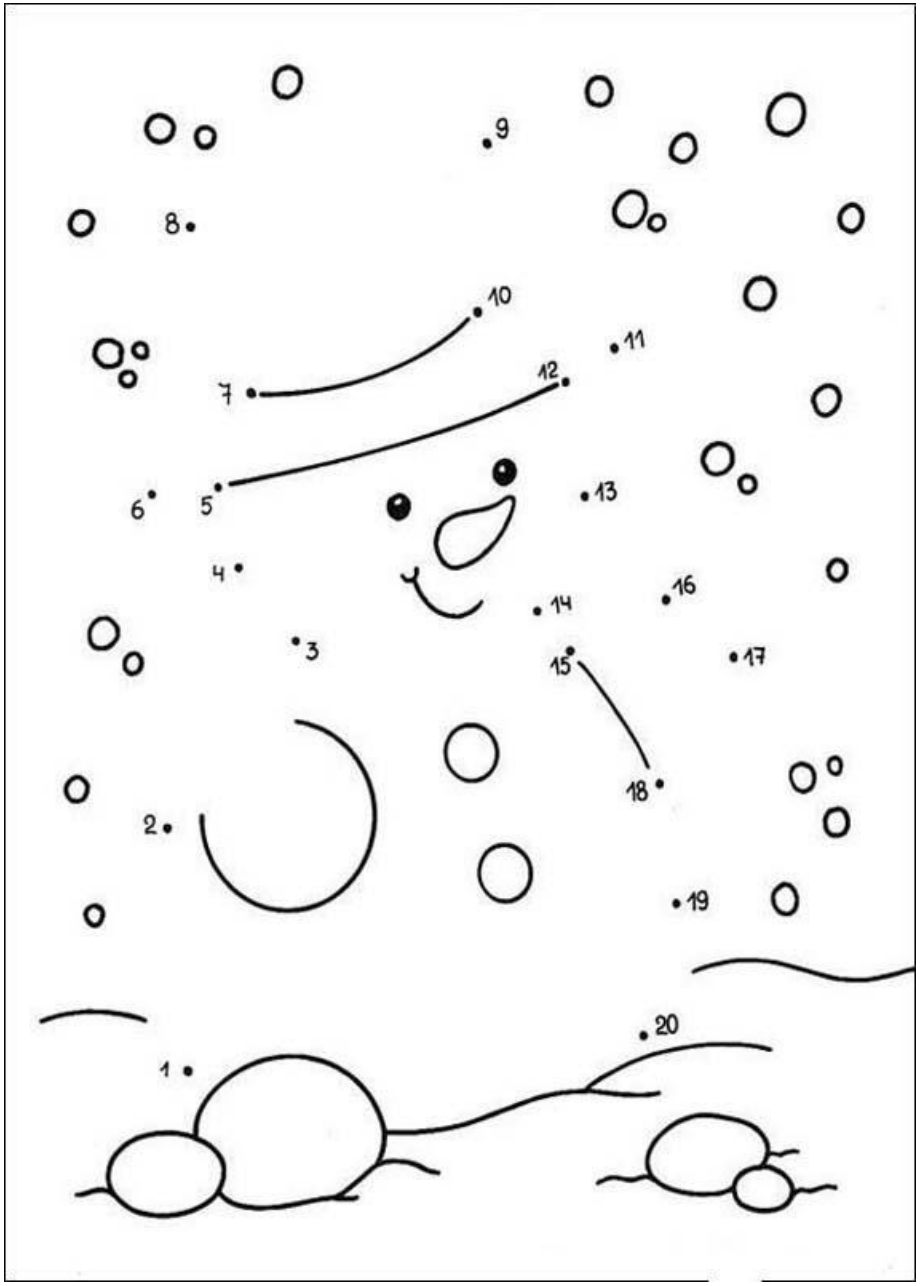






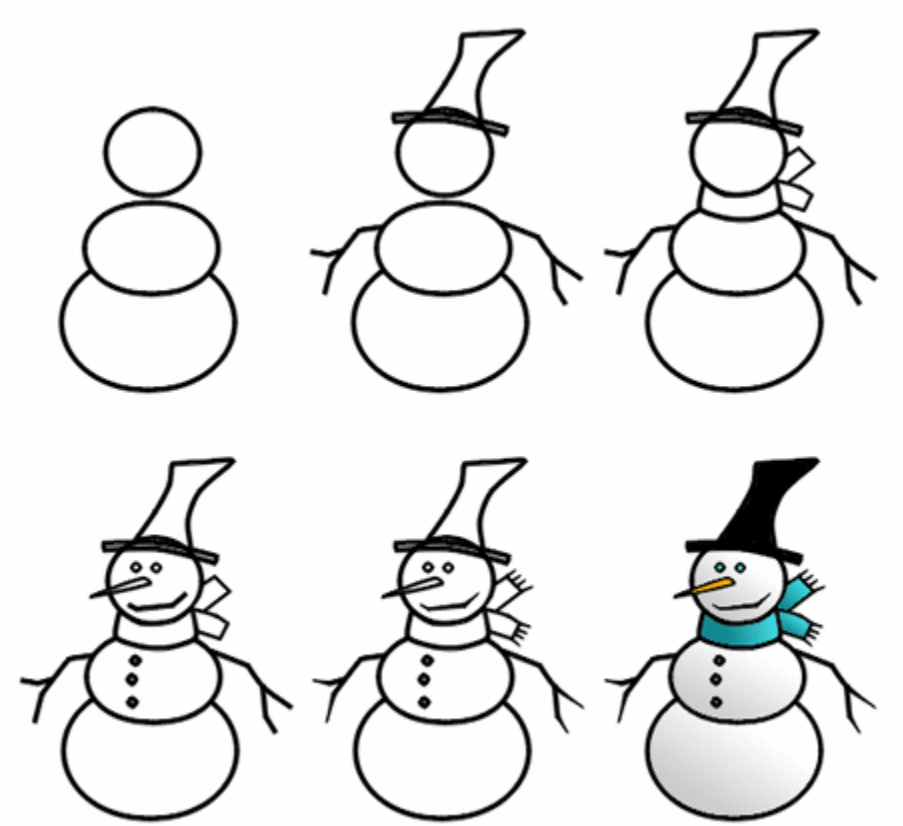
My Snowman = information system

Information Behavior Research



Implications for system design are limited

UCD as a Metatheory



human interactions
with
information systems

Primary goal is to
design and improve
system based on
understanding of
human information
behavior

Information behavior in context

System to support human interaction with systems

Goals and Tasks

"Does it work so well that people can concentrate on what they are doing rather than on operating the system or device?" (Bates, 2005)

Thanks!

Soo Young Rieh
rieh@umich.edu