

Thinking with Representations

Task Analysis

Why task analysis?

- What is it for?

Why task analysis?

- Working with formal descriptions vs. informal (desktop walkthrough)
- Options?
 - CJM
 - Service blueprint
 - Storyboard
 - Desktop walkthrough
 - Flowcharts (of other kinds)

Task analysis?

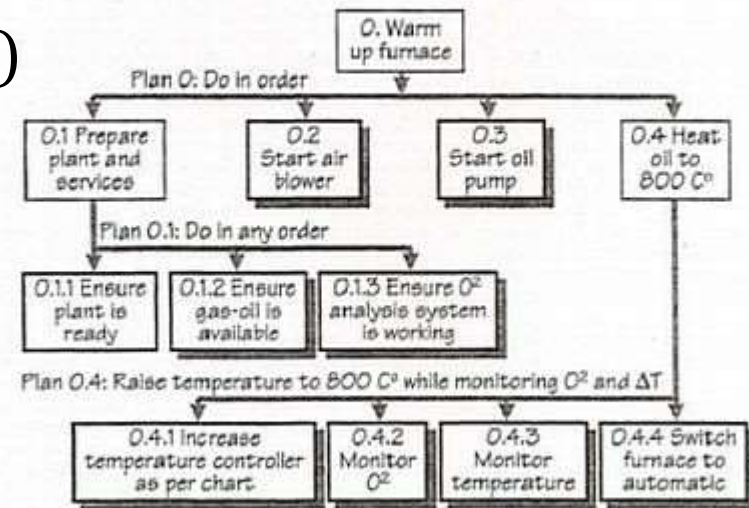
- Different types (Hierarchical, Cognitive,
- Used in pedagogy and education, crisis management and more
- Pedagogy – how do you perform a task?
- Crisis management – scenario evaluation
- Also design
 - Based on understanding of users and their goals

Questions during design research

- **Trigger:** What prompts users to start their task?
- **Desired Outcome:** How users will know when the task is complete?
- **Base Knowledge:** What will the users be expected to know when starting the task?
- **Required Knowledge:** What the users actually need to know in order to complete the task?
- **Artifacts:** What tools or information do the users utilize during the course of the task?

Task analysis?

- Work flow: (hierarchical task analysis)
 - Identify task (there will be many tasks)
 - Break it down (4-8 subtasks)
 - Draw layered task diagram
 - Write the story - skip
 - Validate - skip



- Apply to current solution (from Desktop Walkthrough?)

Comarison

- How is this process and visualisation different from:
 - CJM
 - Service blueprint
 - Storyboard
 - Desktop walkthrough
- Decide in the group on a classification of the different forms of representations and represent them visually in e.g. a diagram, figure or chart

The End