On the Establishment of UCSD in Organisations

Åsa Cajander
Uppsala Universitet
Usability, who cares?
The Introduction of UCSD in Organisations

- Action Research
- Organisational Change
- The Introduction of UCSD in organisations
- New methods for the introduction of UCSD
- Public authorities

http://urn.kb.se/resolve?urn=urn:nbn:se:uu:diva-122387
It is difficult to work with usability and to establish usability in organisations.
Sometimes it is even more difficult…
http://www.agileproductdesign.com/blog/user_experience_relevance.html
Things must change if you want to work according to UCSD

• The fundamental change:
  – The user in focus
Computer systems are thoughts and values put in action….

- Thoughts about work
  - What does work consist of?
- Thoughts on control and surveillance
- Values
  - What is important?
- Efficiency
- Focus on automation
- Customer satisfaction focus
- Values and thoughts about humans
What is work?
Changed view of what computers contribute to
Structures that make it difficult

- Values
  - Rationality
  - The focus on time
  - Money
  - Efficiency

- Gender
  - Women in a men’s world…

- Status

- Projects as organisational form?
To conclude – The introduction of USSD is a complex problem
How do you do it then????

– Jump??
Education

- In what??
- In what way??
- WHO??

- Values
- Competencies
- System development methods?
  - System developers doing field studies
Discuss and clarify values
Participation

Who are the users?
Communities of Practice

• Create and impact through Communities of Practice (Wenger)
Coaching
Future work shops
Usability Index

Avl-index
Ett instrument för att mäta IT-systems användbarhet
Policy writing, new processes
Ethical Competence
• Connect to Agile systems development?
  – Kanban
  – Scrum
  – XP

• Connect Usability and Security?
Plan for the unexpected

• How???