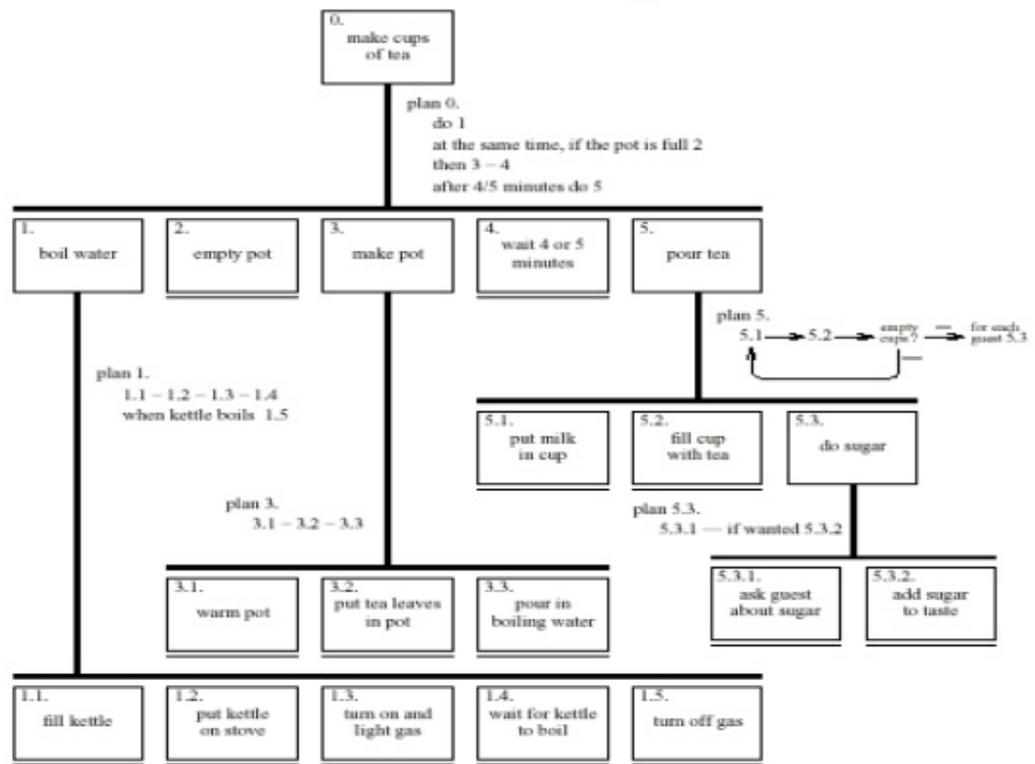## TASK ANALYSIS TIPS

In *Task Analysis,* we build detailed descriptions of what people need to do to accomplish their goals

Selecting Tasks:
- Tasks are attached to a goal – what is the customer trying to accomplish?
- Identify real tasks that customers have faced
- Try to provide reasonable coverage of your domain – make sure they align with the major goals of your users.
- Identify a mixture of simple and complex tasks:
    - Simple (common or introductory)
    - Moderate
    - Complex (infrequent or for power users)
- Try **hierarchical task analysis** – see example for making tea. This can help you identify which tasks are especially cumbersome. The top item in a task hierarchy is the user's goal. In this case, it is making tea.

Refined HTA for making tea

IDENTIFYING NEW TASKS
- Use your task analysis to identify points of opportunity.
- When identifying new tasks, say what customers WANT TO DO, not how they will do it
  - This leaves the syntactic design space open for us to explore
- Be specific – tell stories based on facts:
  - Say who customers are (personas or profiles)
    - What are their characteristics?
    - Design can vary based on user groups
- Consider your new tasks in the context of your HTA (hierarchical task analysis). How does it fit with the other tasks?
  - This forces you to consider unintended consequences of new tasks. For example, if there are new physical artifacts, how do they interfere with or relate to other physical artifacts?