

Breakdown analysis

Worksheet

Activity:

Breakdowns are situations in which the user cannot use the system as intended. Some breakdowns result in complete failure, others are 'solved' with workarounds, and in a few rare instances, users come up with clever innovations.

Good design considers real-world use, including breakdowns, not just stereotypical, optimal situations. Some breakdowns are caused by hardware failures, such as when the wifi is down. User-

oriented breakdowns are more interesting, such as assuming the user is paying attention when they are not or creating a cumbersome process for an often repeated task.

Look through your group's interviews and interaction points and list the breakdowns that negatively affected the user's experience. Emphasize user-oriented, rather than technical breakdowns.

Breakdown analysis					
Group:		Project:		Date	
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