## BRIEF CONTENTS

	Guided tour Foreword Preface to the third edition Publisher's acknowledgements Introduction	xiv xvi xix xxiii I
Part I	FOUNDATIONS	9
Chapter I Chapter 2 Chapter 3 Chapter 4	The human The computer The interaction Paradigms	11 59 123 164
Part 2	DESIGN PROCESS	189
Chapter 5 Chapter 6 Chapter 7 Chapter 8 Chapter 9 Chapter 10 Chapter 11	Interaction design basics HCI in the software process Design rules Implementation support Evaluation techniques Universal design User support	191 225 258 289 318 365 395
Part 3	MODELS AND THEORIES	417
Chapter 12 Chapter 13	Cognitive models Socio-organizational issues and stakeholder requirements	419 450

vi	Brief	Contents

Chapter 14 Chapter 15 Chapter 16 Chapter 17 Chapter 18	Communication and collaboratio0n models Task analysis Dialog notations and design Models of the system Modeling rich interaction	475 510 544 594 629
Part 4	OUTSIDE THE BOX	661
Chapter 19 Chapter 20 Chapter 21	Groupware Ubiquitous computing and augmented realities Hypertext, multimedia and the world wide web References	663 716 748 791
	Index	817

## Contents

Guided tour	xiv
Foreword	XV
Preface to the third edition	xix
Publisher's acknowledgements	xxiii
Introduction	Loom 1
Introduction	

Part I	FOUNDATIONS	9
	Design Frankrichten in eine Preise und des Frankrichten in des Frankri Herberten in des Frankrichten in de	
Chapter I	The human	П
1.1	Introduction	12
1.2	Input–output channels	13
	Design Focus: Getting noticed	16
	Design Focus: Where's the middle?	22
1.3	Human memory	27
	Design Focus: Cashing in	30
	Design Focus: $7 \pm 2$ revisited	32
1.4	Thinking: reasoning and problem solving	39
	Design Focus: Human error and false memories	49
1.5	Emotion	51
1.6	Individual differences	52
1.7	Psychology and the design of interactive systems	53
1.8	Summary	55
	Exercises	56
	Recommended reading	57
Chapter 2	The computer	59
2.1	Introduction	60
2.2	Text entry devices	63
	Design Focus: Numeric keypads	67
2.3	Positioning, pointing and drawing	71

2.4	Display devices	78
	Design Focus: Hermes: a situated display	86
2.5	Devices for virtual reality and 3D interaction	87
2.6	Physical controls, sensors and special devices	91
	Design Focus: Feeling the road	94
	Design Focus: Smart-Its – making using sensors easy	96
2.7	Paper: printing and scanning	97
	Design Focus: Readability of text	101
2.8	Memory	107
2.9	Processing and networks	114
	Design Focus: The myth of the infinitely fast machine	116
2.10	Summary	120
	Exercises	121
	Recommended reading	122
Chapter 3	The interaction	123
3.1	Introduction	124
3.2	Models of interaction	124
	Design Focus: Video recorder	130
3.3	Frameworks and HCI	130
3.4	Ergonomics	131
	Design Focus: Industrial interfaces	133
3.5	Interaction styles	136
	Design Focus: Navigation in 3D and 2D	144
3.6	Elements of the WIMP interface	145
	Design Focus: Learning toolbars	151
3.7	Interactivity	152
3.8	The context of the interaction	154
	Design Focus: Half the picture?	155
3.9	Experience, engagement and fun	156
3.10	Summary	160
5.10	Exercises	161
	Recommended reading	162
Chapter 4	Paradigms	164
4.1	Introduction	165
4.2	Paradigms for interaction	165
4.3	Summary	185
	Exercises	186
	Recommended reading	187

-								
C	2	n	T (	<b>5</b> P	<b>٦</b> #	C.		v
С	U.		1.5	-	11	з.		х

Part 2	DESIGN PROCESS	189
Chapter 5	Interaction design basics	191
5.1	Introduction	192
5.2	What is design?	193
5.3	The process of design	195
5.4	User focus	197
5.1	Design Focus: Cultural probes	200
5.5	Scenarios	201
5.6	Navigation design	203
5.0	Design Focus: Beware the big button trap	206
	Design Focus: Modes	207
5.7	Screen design and layout	211
5.7	Design Focus: Alignment and layout matter	214
	Design Focus: Checking screen colors	219
5.8	Iteration and prototyping	220
5.9	Summary	222
5.7	Exercises	223
	Recommended reading	224
	incommended reading	
Chapter 6	HCI in the software process	225
6.1	Introduction	226
6.2	The software life cycle	226
6.3	Usability engineering	237
6.4	Iterative design and prototyping	241
	Design Focus: Prototyping in practice	245
6.5	Design rationale	248
6.6	Summary	256
	Exercises	257
	Recommended reading	257
Chapter 7	Design rules	258
	They many be made and the	
7.1	Introduction	259
7.2	Principles to support usability	260
7.3	Standards	275
7.4	Guidelines	277
7.5	Golden rules and heuristics	282
7.6	HCI patterns	284
7.7	Summary	286
	Exercises	287
	Recommended reading	288

Chapter 8	Implementation support	-	289
8.1	Introduction		290
8.2	Elements of windowing systems		291
8.3	Programming the application		296
0.4	Design Focus: Going with the grain		301
8.4	Using toolkits		302
0.5	Design Focus: Java and AWT		304
8.5	User interface management systems		306
8.6	Summary		313
	Exercises		314
	Recommended reading	Section and	316
Chapter 9	Evaluation techniques		318
9.1	What is evaluation?	have a second	319
9.2	Goals of evaluation		319
9.3	Evaluation through expert analysis		320
9.4	Evaluation through user participation		327
9.5	Choosing an evaluation method		357
9.6	Summary		362
	Exercises	(Inpart)	363
	Recommended reading		364
Chapter 10	Universal design	and offer a state of the	365
10.1	Introduction		
10.1	Universal design principles		366
10.2	Multi-modal interaction		366 368
10.5	Design Focus: Designing websites for screen readers		374
	Design Focus: Choosing the right kind of speech		375
	Design Focus: Apple Newton		381
10.4	Designing for diversity		384
10.1	Design Focus: Mathematics for the blind		386
10.5	Summary		393
	Exercises		393
	Recommended reading		394
Chapter II	User support	Iolontin ST	395
	Introduction		396
11.2	Requirements of user support		397
11.3	Approaches to user support		399
11.5	Adaptive help systems		404
11.4	Design Focus: It's good to talk – help from real people		404
11.5	Designing user support systems		412
11.6	Summary		414
11.0	Exercises		415
	Recommended reading		416
	0		

Contents	xi
Concentes	~

Part 3	MODELS AND THEORIES	417
Chapter 12	Cognitive models	419
12.1	Introduction	420
12.2	Goal and task hierarchies	421
	Design Focus: GOMS saves money	424
12.3	Linguistic models	430
12.4	The challenge of display-based systems	434
12.5	Physical and device models	436
12.6	Cognitive architectures	443
12.7	Summary	447
	Exercises	448
	Recommended reading	448
Chapter 13	Socio-organizational issues and stakeholder requirements	450
13.1	Introduction	451
13.2	Organizational issues	451
	Design Focus: Implementing workflow in Lotus Notes	457
13.3	Capturing requirements	458
	Design Focus: Tomorrow's hospital – using participatory design	468
13.4	Summary	472
	Exercises	473
	Recommended reading	474
Chapter 14	Communication and collaboration models	475
14.1	Introduction	476
14.2	Face-to-face communication	476
	Design Focus: Looking real – Avatar Conference	481
14.3	Conversation	483
14.4	Text-based communication	495
14.5	Group working	504
14.6	Summary	507
	Exercises	508
	Recommended reading	509
Chapter 15	Task analysis	510
15.1	Introduction	511
15.2	Differences between task analysis and other techniques	511
15.3	Task decomposition	512
15.4	Knowledge-based analysis	519
15.5	Entity-relationship-based techniques	525
15.6	Sources of information and data collection	532
15.7	Uses of task analysis	538

15.8	Summary Exercises Recommended reading	541 542 543
Chapter 16	Dialog notations and design	544
16.1 16.2 16.3 16.4 16.5 16.6 16.7	What is dialog? Dialog design notations Diagrammatic notations Design Focus: Using STNs in prototyping Design Focus: Digital watch – documentation and analysis Textual dialog notations Dialog semantics Dialog semantics Dialog analysis and design Summary Exercises Recommended reading	545 547 548 551 563 565 573 582 589 591 592
Chapter 17	Models of the system	594
17.1 17.2 17.3 17.4 17.5	Introduction Standard formalisms Interaction models Continuous behavior Summary Exercises Recommended reading	595 595 608 618 624 625 627
Chapter 18	Modeling rich interaction	629
18.1 18.2 18.3 18.4 18.5	Introduction Status–event analysis Rich contexts Low intention and sensor-based interaction Design Focus: Designing a car courtesy light Summary Exercises Recommended reading	630 631 639 649 655 655 657 658 659

Part 4	OUTSIDE THE BOX	661
Chapter 19	Groupware	663
19.1 19.2	Introduction Groupware systems	664 664

19.3	Computer-mediated communication	667
10.4	Design Focus: SMS in action	673
19.4 19.5	Meeting and decision support systems	679
19.5	Shared applications and artifacts Frameworks for groupware	685 691
17.0	Design Focus: TOWER – workspace awareness	701
19.7	Implementing synchronous groupware	702
19.8	Summary	713
17.0	Exercises	714
	Recommended reading	715
hapter 20	Ubiquitous computing and augmented realities	716
20.1	Introduction	717
20.1	Ubiquitous computing applications research	717
20.2	Design Focus: Ambient Wood – augmenting the physical	723
	Design Focus: Classroom 2000/eClass – deploying and evaluating ubicomp	727
	Design Focus: Shared experience	732
20.3	Virtual and augmented reality	733
	Design Focus: Applications of augmented reality	737
20.4	Information and data visualization	738
	Design Focus: Getting the size right	740
20.5	Summary	745
	Exercises	746
	Recommended reading	746
Chapter 21	Hypertext, multimedia and the world wide web	748
21.1	Introduction	749
21.2	Understanding hypertext	749
21.3	Finding things	761
21.4	Web technology and issues	768
21.5	Static web content	771
21.6	Dynamic web content	778
21.7	Summary	787
	Exercises	788
	Recommended reading	788
	References	791
	Index	817

0