Understanding Your Users A Practical Guide To

Knowing your users stimulates your imagination and helps you create more exciting and effective design solutions. But there is a problem: the normal conception of 'the user' is incomplete and based on outdated notions. These notions of simple, direct relationships between people and products are no longer valid in today's complex, technologically interconnected world. This fun and practical book with a set of cards will change the way readers think about users. Rethinking Usersintroduces a radical new approach that questions some of our most fundamental ideas about the nature of user experience. It points to new opportunities to create products and services that help users in new ways. The book includes a deck of user archetype cards and step-by-step team activities for unlocking new user-centered thinking and design inspiration. For designers, design researchers, strategists, innovators, product managers, and entrepreneurs in almost any field.

Conventional product development focuses on the solution. Empathy is a mindset that focuses on people, helping you to understand their thinking patterns and perspectives. Practical Empathy will show you how to gather and compare these patterns to make better decisions, improve your strategy, and collaborate successfully.

How do we ensure that our Web sites actually give users what they need? What are the best ways to understand our users' goals, behaviors, and attitudes, and then turn that understanding into business results? Personas bring user research to life and make it actionable, ensuring we're making the right decisions based on the right information. This practical guide explains how to create and use personas to make your site more successful. The User Is Always Right: A Practical Guide to Creating and Using Personas takes you through each step of persona creation, including tips for conducting qualitative user research, new ways to apply quantitative research (such as surveys) to persona creation, various methods for generating persona segmentation, and proven techniques for making personas realistic. You'll also learn how to use personas effectively, from directing overall business strategy and prioritizing features and content to making detailed decisions about information architecture, content, and design.

If you are in charge of the user experience, development, or strategy for a web site, A Web for Everyone will help you make your site accessible without sacrificing design or innovation. Rooted in universal design principles, this book provides solutions: practical advice and examples of how to create sites that everyone can use.

Interviewing is a foundational user research tool that people assume they already possess. Everyone can ask questions, right? Unfortunately, that's not the case. Interviewing Users provides invaluable interviewing techniques and tools that enable you to conduct informative interviews with anyone. You'll move from simply gathering data to uncovering powerful insights about people.

Machine Habitus

Practical Empathy

From Journeyman to Master

Designing Web Usability

The Art of Failure

A Research and Design Survival Guide

Designing Accessible User Experiences

A Practical Guide to Usability Testing

Quantifying the User Experience: Practical Statistics for User Research offers a practical guide for using statistics to solve quantitative problems in user research. Many designers and researchers view usability and design as qualitative activities, which do not require attention to formulas and numbers. However, usability practitioners and user researchers are increasingly expected to quantify the benefits of their efforts. The impact of good and bad designs can be quantified in terms of conversions, completion rates, completion times, perceived satisfaction, recommendations, and sales. The book discusses ways to quantify user research; summarize data and compute margins of error; determine appropriate samples sizes; standardize usability questionnaires; and settle controversies in measurement and statistics. Each chapter concludes with a list of key points and references. Most chapters also include a set of problems and answers that enable readers to test their understanding of the material. This book is a valuable resource for those engaged in measuring the behavior and attitudes of people during their interaction with interfaces. Provides practical guidance on solving usability testing problems with statistics for any project, including those using Six Sigma practices Show practitioners which test to use, why they work, best practices in application, along with easy-to-use excel formulas and web-calculators for analyzing data Recommends ways for practitioners to communicate results to stakeholders in plain English Resources and tools available at the authors' site: http://www.measuringu.com/

Thoroughly reviewed and eagerly anticipated by the agile community, User Stories Applied offers a requirements process that saves time, eliminates rework, and leads directly to better software. The best way to build software that meets users' needs is to begin with "user stories": simple, clear, brief descriptions of functionality that will be valuable to real users. In User Stories Applied, Mike Cohn provides you with a front-to-back blueprint for writing

these user stories and weaving them into your development lifecycle. You'll learn what makes a great user story, and what makes a bad one. You'll discover practical ways to gather user stories, even when you can't speak with your users. Then, once you've compiled your user stories, Cohn shows how to organize them, prioritize them, and use them for planning, management, and testing. User role modeling: understanding what users have in common, and where they differ Gathering stories: user interviewing, questionnaires, observation, and workshops Working with managers, trainers, salespeople and other "proxies" Writing user stories for acceptance testing Using stories to prioritize, set schedules, and estimate release costs Includes end-of-chapter practice questions and exercises User Stories Applied will be invaluable to every software developer, tester, analyst, and manager working with any agile method: XP, Scrum... or even your own home-grown approach.

Thoroughly rewritten for today's web environment, this bestselling book offers a fresh look at a fundamental topic of web site development: navigation design. Amid all the changes to the Web in the past decade, and all the hype about Web 2.0 and various "rich" interactive technologies, the basic problems of creating a good web navigation system remain. Designing Web Navigation demonstrates that good navigation is not about technology-it's about the ways people find information, and how you guide them. Ideal for beginning to intermediate web designers, managers, other non-designers, and web development pros looking for another perspective, Designing Web Navigation offers basic design principles, development techniques and practical advice, with real-world examples and essential concepts seamlessly folded in. How does your web site serve your business objectives? How does it meet a user's needs? You'll learn that navigation design touches most other aspects of web site development. This book: Provides the foundations of web navigation and offers a framework for navigation design Paints a broad picture of web navigation and basic human information behavior Demonstrates how navigation reflects brand and affects site credibility Helps you understand the problem you're trying to solve before you set out to design Thoroughly reviews the mechanisms and different types of navigation Explores "information scent" and "information shape" Explains "persuasive" architecture and other design concepts Covers special contexts, such as navigation design for web applications Includes an entire chapter on tagging While Designing Web Navigation focuses on creating navigation systems for large, information-rich sites serving a business purpose, the principles and techniques in the book also apply to small sites. Well researched and cited, this book serves as an excellent reference on the topic, as well as a superb teaching guide. Each chapter ends with suggested reading and a set of questions that offer exercises for experiencing the concepts in action.

User story mapping is a valuable tool for software development, once you understand why and how to use it. This insightful book examines how this often misunderstood technique can help your team stay focused on users and their needs without getting lost in the enthusiasm for individual product features. Author Jeff Patton shows you how changeable story maps enable your team to hold better conversations about the project throughout the development process. Your team will learn to come away with a shared understanding of what you're attempting to build and why. Get a high-level view of story mapping, with an exercise to learn key concepts quickly Understand how stories really work, and how they come to life in Agile and Lean projects Dive into a story's lifecycle, starting with opportunities and moving deeper into discovery Prepare your stories, pay attention while they're built, and learn from those you convert to working software

"Hackos and Redish wisely offer us the three things we most need about user and task analysis: practical advice, practical advice, and practical advice." -Ben Shneiderman, University of Maryland "This book is well written, thorough, and loaded with techniques, examples, and resources that bring analysis to everyone." -Marcia L. Conner, Director of Usability & Learnability PeopleSoft, Inc. User and Task Analysis for Interface Design helps you design a great user interface by focusing on the most important step in the process -the first one. You learn to go out and observe your users at work, whether they are employees of your company or people in customer organizations. You learn to find out what your users really need, not by asking them what they want, but by going through a process of understanding what they are trying to accomplish. JoAnn Hackos and Janice (Ginny) Redish, internationally known experts in usable design, take you through a step-by-step process to conduct a user and task analysis. You learn: * How interface designers use user and task analysis to build successful interfaces * Why knowledge of users, their tasks, and their environments is critical to successful design * How to prepare and set up your site visits * How to select and train your user and task analysis team * What observations to make, questions to ask, and questions to avoid * How to record and report what you have learned to your development team members * How to turn the information you've gathered into design ideas * How to create paper prototypes of your interface design * How to conduct usability tests with your prototypes to find out if you're on the right track. This book includes many examples of design successes and challenges for products of every kind.

For Agile Software Development

Sketching User Experiences

Practical Web Inclusion and Accessibility

Quantifying the User Experience
Eye Tracking the User Experience
Site Reliability Engineering
User Story Mapping
Web Accessibility

Provides a roadmap for understanding the relationship between technology and human rights law and practice. This title is also available as Open Access.

We commonly think of society as made of and by humans, but with the proliferation of machine learning and AI technologies, this is clearly no longer the case. Billions of automated systems tacitly contribute to the social construction of reality by drawing algorithmic distinctions between the visible and the invisible, the relevant and the irrelevant, the likely and the unlikely – on and beyond platforms. Drawing on the work of Pierre Bourdieu, this book develops an original sociology of algorithms as social agents, actively participating in social life. Through a wide range of examples, Massimo Airoldi shows how society shapes algorithmic code, and how this culture in the code guides the practical behaviour of the code in the culture, shaping society in turn. The 'machine habitus' is the generative mechanism at work throughout myriads of feedback loops linking humans with artificial social agents, in the context of digital infrastructures and pre-digital social structures. Machine Habitus will be of great interest to students and scholars in sociology, media and cultural studies, science and technology studies and information technology, and to anyone interested in the growing role of algorithms and AI in our social and cultural life.

How do today's most successful tech companies—Amazon, Google, Facebook, Netflix, Tesla—design, develop, and deploy the products that have earned the love of literally billions of people around the world? Perhaps surprisingly, they do it very differently than the vast majority of tech companies. In INSPIRED, technology product management thought leader Marty Cagan provides readers with a master class in how to structure and staff a vibrant and successful product organization, and how to discover and deliver technology products that your customers will love—and that will work for your business. With sections on assembling the right people and skillsets, discovering the right product, embracing an effective yet lightweight process, and creating a strong product culture, readers can take the information they learn and immediately leverage it within their own organizations—dramatically improving their own product efforts. Whether you're an early stage startup working to get to product/market fit, or a growth-stage company working to scale your product organization, or a large, long-established company trying to regain your ability to consistently deliver new value for your customers, INSPIRED will take you and your product organization to a new level of customer engagement, consistent innovation, and business success. Filled with the author's own personal stories—and profiles of some of today's most-successful product managers and technology-powered product companies, including Adobe, Apple, BBC, Google, Microsoft, and Netflix—INSPIRED will show you how to turn up the dial of your own product efforts, creating technology products your customers love. The first edition of INSPIRED, published ten years ago, established itself as the primary reference for technology product managers, and can be found on the shelves of nearly every successful technology product company worldwide. This thoroughly updated second edition shares the same objective of being the most valuable resource for technology product managers, yet it is completely new—sharing the latest practices and techniques of today's most-successful tech product companies, and the men and women behind every great product.

In this volume, the authors begin by defining usability, advocating and explaining the methods of usability engineering and reviewing many techniques for assessing and assuring usability throughout the development process. They then follow all the steps in planning and conducting a usability test, analyzing data, and using the results to improve both products and processes. This book is simply written and filled with examples from many types of products and tests. It discusses the full range of testing options from quick studies with a few subjects to more formal tests with carefully designed controls. The authors discuss the place of usability laboratories in testing as well as the skills needed to conduct a test. Included are forms to use or modify to conduct a usability test, as well as layouts of existing labs that will help the reader build his or her own.

Eye tracking is a widely used research method, but there are many questions and misconceptions about how to effectively apply it. Eye Tracking the User Experience—the first how-to book about eye tracking for UX practitioners—offers step-by-step advice on how to plan, prepare, and conduct eye tracking studies; how to analyze and interpret eye movement data; and how to successfully communicate eye tracking findings.

How the World's Top Companies Use Human Insight to Create Great Experiences
User Tested
Health Measurement Scales
A Practical Guide to User Research Methods
The Pragmatic Programmer
Observing the User Experience
How Analytics Can Help You Understand Your Users
Optimizing the User Experience

Today many companies are employing a user-centered design (UCD) process, but for most companies, usability begins and ends with the usability test. Although usability testing is a critical part of an effective user-centered life cycle, it is only one component of the UCD process. This book is focused on the requirements gathering stage, which often receives less attention than usability testing, but is equally as important. Understanding user requirements is critical to the development of a successful product. Understanding Your Users is an easy to read, easy to implement, how-to guide on usability in the real world. It focuses on the "user requirements gathering" stage of product development and it provides a variety of techniques, many of which may be new to usability professionals. For each technique, readers will learn how to prepare for and conduct the activity, as well as analyze and present the data —all in a practical and hands-on way. In addition, each method presented provides different information about the user and their requirements (e.g., functional requirements, information architecture, task flows). The

techniques can be used together to form a complete picture of the users' requirements or they can be used separately to address specific product questions. These techniques have helped product teams understand the value of user requirements gathering by providing insight into how users work and what they need to be successful at their tasks. Case studies from industry-leading companies demonstrate each method in action. In addition, readers are provided with the foundation to conduct any usability activity (e.g., getting buy-in from management, legal and ethical considerations, setting up your facilities, recruiting, moderating activities) and to ensure the incorporation of the results into their products. ·Covers all of the significant requirements gathering methods in a readable, practical way ·Presents the foundation readers need to prepare for any requirements gathering activity and ensure that the results are incorporated into their products ·Includes invaluable worksheet and template appendices ·Includes a case study for each method from industry leaders ·Written by experienced authors who teach conference courses on this subject to usability professionals and new product designers alike

Disasters happen. Be prepared. Here's how. As a leading security engineer, Michal Zalewksi has spent his career methodically anticipating and planning for cyberattacks. In Practical Doomsday, Zalewski applies the same thoughtful, rational approach to preparing for disasters of all kinds. By sharing his research, advice, and a healthy dose of common sense, he'll help you rest easy knowing you have a plan for the worst—even if the worst never comes. The book outlines a level-headed model for evaluating risks, one that weighs the probability of scenarios against the cost of preparing for them. You'll learn to apply that model to the whole spectrum of potential crises, from personal hardships like job loss or a kitchen fire, to large-scale natural disasters and industrial accidents, to recurring pop-culture fears like all-out nuclear war. You'll then explore how basic lifestyle adjustments, such as maintaining a robust rainy-day fund, protecting yourself online, and fostering good relationships with your neighbors, can boost your readiness for a wide range of situations. You'll also take a no-nonsense look at the supplies and equipment essential to surviving sudden catastrophes, like prolonged power outages or devastating storms, and examine the merits and legal implications of different self-defense strategies. You'll learn: • How to identify and meaningfully assess risks in your life, then develop strategies for managing them • Ways to build up and diversify a robust financial safety net—a key component of nearly all effective preparedness strategies • How to adapt your prep plans to a variety of situations, from shelter-in-place scenarios to evacuations by car or on foot • Sensible approaches to stockpiling food, water, and other essentials, along with recommendations on what supplies are actually worth having Disasters happen, but they don't have to dominate your life. Practical Doomsday will help you plan ahead, so you can stop worrying about what tomorrow may bring and start enjoying your life today.

A new edition of this practical guide for clinicians who are developing tools to measure subjective states, attitudes, or non-tangible outcomes in their patients, suitable for those who have no knowledge of statistics.

Understanding Your UsersA Practical Guide to User Requirements Methods, Tools, and TechniquesElsevier

Five years and more than 100,000 copies after it was first published, it's hard to imagine anyone working in Web design who hasn't read Steve Krug's "instant classic" on Web usability, but people are still discovering it every day. In this second edition, Steve adds three new chapters in the same style as the original: wry and entertaining, yet loaded with insights and practical advice for novice and veteran alike. Don't be surprised if it completely changes the way you think about Web design. Three New Chapters! Usability as common courtesy -- Why people really leave Web sites Web Accessibility, CSS, and you -- Making sites usable and accessible Help! My boss wants me to _____. -- Surviving executive design whims "I thought usability was the enemy of design until I read the first edition of this book. Don't Make Me Think! showed me how to put myself in the position of the person who uses my site. After reading it over a couple of hours and putting its ideas to work for the past five years, I can say it has done more to improve my abilities as a Web designer than any other book. In this second edition, Steve Krug adds essential ammunition for those whose bosses, clients, stakeholders, and marketing managers insist on doing the wrong thing. If you design, write, program, own, or manage Web sites, you must read this book." -- Jeffrey Zeldman, author of Designing with Web Standards

Discover the Whole Story, Build the Right Product

A Practical Guide to User Requirements Methods, Tools, and Techniques

INSPIRED

The User is Always Right

A Web for Everyone

Practical Digital Preservation

A Practical Introduction

User and Task Analysis for Interface Design

The web has to be inclusive. One in five people living in the UK have a disability. From Microsoft's "inclusive design" movement - creating adaptive controllers for users with a range of disabilities - to Beyoncé's site being sued for failure to be accessible, the importance of considering access needs is gaining mainstream attention. Recognizing and catering for a range of disabilities in our online platforms is key to achieving a truly inclusive web. You'll be guided through a broad range of access needs, the barriers users often face, and provided practical advice on how your sites can help rather than hinder. Going beyond advice tailored solely for developers, this book offers potential improvements for designers, developers, user experience professionals, QA and testers, so that everyone involved in building a website can engage with the concepts without the need to understand how to code. Learn about the very latest technology - such as natural language processing and smart home tech - and explore its application accessibly. This book comes complete with practical examples you can use in your own sites and, for the first time in any web accessibility book, access needs experienced by those with mental health disorders and cognitive impairments are comprehensively covered. Applicable to both new projects and those maintaining existing sites and looking for achievable improvements on them, Practical Web Inclusion and Accessibility gives you all the information you need to ensure that your sites are truly accessible for the modern, inclusive web. What You Will Learn Understand the vast range of disabilities that have online access

needs Apply the practical steps required to cater for those needs Use new technology to open up exciting avenues for the sites you create and maintain Approach accessibility from a full spectrum of online disciplines Start thinking about users with specific disabilities and how it impacts your work Who This Book Is For Anyone who wants to have a greater understanding of the inclusive web and considerations that should be made. You do not need to have coding knowledge.

Observing the User Experience: A Practitioner's Guide to User Research aims to bridge the gap between what digital companies think they know about their users and the actual user experience. Individuals engaged in digital product and service development often fail to conduct user research. The book presents concepts and techniques to provide an understanding of how people experience products and services. The techniques are drawn from the worlds of human-computer interaction, marketing, and social sciences. The book is organized into three parts. Part I discusses the benefits of end-user research and the ways it fits into the development of useful, desirable, and successful products. Part II presents techniques for understanding people's needs, desires, and abilities. Part III explains the communication and application of research results. It suggests ways to sell companies and explains how user-centered design can make companies more efficient and profitable.

This book is meant for people involved with their products' user experience, including program managers, designers, marketing managers, information architects, programmers, consultants, and investors. Explains how to create usable products that are still original, creative, and unique A valuable resource for designers, developers, project managers - anyone in a position where their work comes in direct contact with the end user Provides a real-world perspective on research and provides advice about how user research can be done cheaply, quickly and how results can be presented persuasively Gives readers the tools and confidence to perform user research on their own designs and tune their software user experience to the unique needs of their product and its users

An insightful discussion and practical guide on how to put customers back into the center of your business model With so many digital experiences touching our lives—and businesses—it's understandable to feel like you're drowning in data. There's a dashboard or chart for just about everything, but data alone can't help you understand and empathize with your customers. No amount of it will take you inside their heads, help you see the world through their eyes, or let you experience what it's really like to be your customer. Only human insight from real people can do that. User Tested gives both individual contributors and executives an approachable, pragmatic playbook for stepping beyond standard business metrics and infusing real human insight into every business decision, design, and experience. In this book, you'll: Learn how businesses became obsessed with data—but disconnected from their customers—and why that's not sustainable Get the basics about how to capture human insight through user testing, including how to find the right people, ask the right questions, and make sense of and act on all the insights you uncover Dive into a detailed playbook that shares real-world examples of how you can collect and scale human insight across the teams in your organization—from marketing to product, and beyond Learn how to evangelize the power of human insight throughout your organization, so every department can create a culture of customer empathy and share a firsthand understanding of customer needs Find out how companies like Microsoft, AAA Club Alliance, HelloFresh, and Notre Dame's IDEA Center solidly connect with and elicit meaningful feedback from customers in friendlier, faster, and more direct ways Perfect for any industry, User Tested: How the World's Top Companies Use Human Insight to Create Great Experiences was co-authored by the chief insights officer and the CEO of UserTesting—a SaaS company fundamentally changing the way both B2B and consumer brands find out what real people think and feel. The book reflects the authors' commitment to helping you position the customer squarely in the center of your business model by weaving their true voices throughout your company's decision making.

"This is a practical book about how to measure the user experience of websites, software, mobile apps, products, or just anything people use. This book is for UX researchers, designers, product owners, or anyone that has a vested interest in improving experience of websites and products"--Introduction.

Contextual design is a state-of-the-art approach to designing products directly from an understanding of how the customer works and what the customer needs. Based on a method developed and taught by the authors, this is a practical, hands-on guide that articulates the underlying principles of contextual design and shows how to use them to address different problems, constraints, and organizational situations.

Contextual Design
How Google Runs Production Systems
Don't Make Me Think
Benchmarking the User Experience
Using the Trusted Platform Module in the New Age of Security
Shipping Creative Work

User Stories Applied

A Practical Guide to TPM 2.0: Using the Trusted Platform Module in the New Age of Security is a straight-forward primer for developers. It shows security and TPM concepts, demonstrating their use in real applications that the reader can try out. Simply put, this book is designed to empower and excite the programming community to go out and do cool things with the TPM. The approach is to ramp the reader up quickly and keep their interest.A Practical Guide to TPM 2.0: Using the Trusted Platform Module in the New Age of Security explains security concepts, describes the TPM 2.0 architecture, and provides code and pseudo-code examples in parallel, from very simple concepts and code to highly complex concepts and pseudo-code. The book includes instructions for the available execution environments and real code examples to get readers up and talking to the TPM quickly. The authors then help the users expand on that with pseudo-code descriptions of useful applications using the TPM.

A guide to designing for the Web critiques existing Web sites, suggests simple solutions for improving site usability, and offers advice on writing for the Web

Practical Web Analytics for User Experience teaches you how to use web analytics to help answer the complicated questions facing UX professionals. Within this book, you'll find a quantitative approach for measuring a website's effectiveness and the methods for posing and answering specific questions about how users navigate a website. The book is organized according to the concerns UX practitioners face. Chapters are devoted to traffic, clickpath, and content use analysis, measuring the effectiveness of design changes, including A/B testing, building user profiles based on search habits, supporting usability test findings with reporting, and more. This is the must-have resource you need to start capitalizing on web analytics and analyze websites effectively. Discover concrete information on how web analytics data support user research and user-centered design Learn how to frame questions in a way that lets you navigate through massive amounts of data to get the answer you need Learn how to gather information for personas, verify behavior found in usability testing, support heuristic evaluation with data, analyze keyword data, and understand how to communicate these findings with business stakeholders

The overwhelming majority of a software system's lifespan is spent in use, not in design or implementation. So, why does conventional wisdom insist that software engineers focus primarily on the design and development of large-scale computing systems? In this collection of essays and articles, key members of Google's Site Reliability Team explain how and why their commitment to the entire lifecycle has enabled the company to successfully build, deploy, monitor, and maintain some of the largest software systems in the world. You'll learn the principles and practices that enable Google engineers to make systems more scalable, reliable, and efficient—lessons directly applicable to your organization. This book is divided into four sections: Introduction—Learn what site reliability engineering is and why it differs from conventional IT industry practices Principles—Examine the patterns, behaviors, and areas of concern that influence the work of a site reliability engineer (SRE) Practices—Understand the theory and practice of an SRE's day-to-day work: building and operating large distributed computing systems Management—Explore Google's best practices for training, communication, and meetings that your organization can use

What others in the trenches say about The Pragmatic Programmer... "The cool thing about this book is that it's great for keeping the programming process fresh. The book helps you to continue to grow and clearly comes from people who have been there." —Kent Beck, author of Extreme Programming Explained: Embrace Change "I found this book to be a great mix of solid advice and wonderful analogies!" —Martin Fowler, author of Refactoring and UML Distilled "I would buy a copy, read it twice, then tell all my colleagues to run out and grab a copy. This is a book I would never loan because I would worry about it being lost." —Kevin Ruland, Management Science, MSG-Logistics "The wisdom and practical experience of the authors is obvious. The topics presented are relevant and useful.... By far its greatest strength for me has been the outstanding analogies—tracer bullets, broken windows, and the fabulous helicopter-based explanation of the need for orthogonality, especially in a crisis situation. I have little doubt that this book will eventually become an excellent source of useful information for journeymen programmers and expert mentors alike." —John Lakos, author of Large-Scale C++ Software Design "This is the sort of book I will buy a dozen copies of when it comes out so I can give it to my clients." —Eric Vought, Software Engineer "Most modern books on software development fail to cover the basics of what makes a great software developer, instead spending their time on syntax or technology where in reality the greatest leverage possible for any software team is in having talented developers who really know their craft well. An excellent book." —Pete McBreen, Independent Consultant "Since reading this book, I have implemented many of the practical suggestions and tips it contains. Across the board, they have saved my company time and money while helping me get my job done quicker! This should be a desktop reference for everyone who works with code for a living." —Jared Richardson, Senior Software Developer, iRenaissance, Inc. "I would like to see this issued to every new employee at my company...." —Chris Cleeland, Senior Software Engineer, Object Computing, Inc. "If I'm putting together a project, it's the authors of this book that I want. . . . And failing that I'd settle for people who've read their book." —Ward Cunningham Straight from the programming trenches, The Pragmatic Programmer cuts through the increasing specialization and technicalities of modern software development to examine the core process--taking a requirement and producing working, maintainable code that delights its users. It covers topics ranging from personal responsibility and career development to architectural techniques for keeping your code flexible and easy to adapt and reuse. Read this book, and you'll learn how to Fight software rot; Avoid the trap of duplicating knowledge; Write flexible, dynamic, and adaptable code; Avoid programming by coincidence; Bullet-proof your code with contracts, assertions, and exceptions; Capture real requirements; Test ruthlessly and effectively; Delight your users; Build teams of pragmatic programmers; and Make your developments more precise with automation. Written as a series of self-contained sections and filled with entertaining anecdotes, thoughtful examples, and interesting analogies, The Pragmatic Programmer illustrates the best practices and major pitfalls of many different aspects of software development. Whether you're a new coder, an experienced programmer, or a manager responsible for software projects, use these lessons daily, and you'll quickly see improvements in personal productivity, accuracy, and job satisfaction. You'll learn skills and develop habits and attitudes that form the foundation for long-term success in your career. You'll become a Pragmatic Programmer.

Defining Customer-centered Systems

New Technologies for Human Rights Law and Practice

A Practical Guide to Their Development and Use

Understanding Your Users

Practical Web Analytics for User Experience

An Essay on the Pain of Playing Video Games

About Face 3

The Essentials of Interaction Design

From the bestselling author of Linchpin, Tribes, and The Dip comes an elegant little book that will inspire artists, writers, and entrepreneurs to stretch and commit to putting their best work out into the world. Creative work doesn't come with a guarantee. But there is a pattern to who succeeds and who doesn't. And engaging in the consistent practice of its pursuit is the best way forward. Based on the breakthrough Akimbo workshop pioneered by legendary author Seth Godin, The Practice will help you get unstuck and find the courage to make and share creative work. Godin insists that writer's block is a myth, that consistency is far more important than authenticity, and that experiencing the imposter syndrome is a sign that you're a well-adjusted human. Most of all, he shows you what it takes to turn your passion from a private distraction to a productive contribution, the one you've been seeking to share all along. With this book as your guide, you'll learn to dance with your fear. To take the risks worth taking. And to embrace the empathy required to make work that contributes with authenticity and joy.

Think Like a UX Researcher will challenge your preconceptions about user experience (UX) research and encourage you to think beyond the obvious. You'll discover how to plan and conduct UX research, analyze data, persuade teams to take action on the results and build a career in UX. The book will help you take a more strategic view of product design so you can focus on optimizing the user's experience. UX Researchers, Designers, Project Managers, Scrum Masters, Business Analysts and Marketing Managers will find tools, inspiration and ideas to rejuvenate their thinking, inspire their team and improve their craft. Key Features A dive-in-anywhere book that offers practical advice and topical examples. Thought triggers, exercises and scenarios to test your knowledge of UX research. Workshop ideas to build a development team's UX maturity. War stories from seasoned researchers to show you how UX research methods can be tailored to your own organization.

This new and completely updated edition is a comprehensive, easy-to-read, "how-to" guide on user research methods. You'll learn about many distinct user research methods and also pre- and post-method considerations such as recruiting, facilitating activities or moderating, negotiating with product developments teams/customers, and getting your results incorporated into the product. For each method, you'll understand how to prepare for and conduct the activity, as well as analyze and present the data - all in a practical and hands-on way. Each method presented provides different information about the users and their requirements (e.g., functional requirements, information architecture). The techniques can be used together to form a complete picture of the users' needs or they can be used separately throughout the product development lifecycle to address specific product questions. These techniques have helped product teams understand the value of user experience research by providing insight into how users behave and what they need to be successful. You will find brand new case studies from leaders in industry and academia that demonstrate each method in action. This book has something to offer whether you are new to user experience or a seasoned UX professional. After reading this book, you'll be able to choose the right user research method for your research question and conduct a user research study. Then, you will be able to apply your findings to your own products. Completely new and revised edition includes 30+% new content! Discover the foundation you need to prepare for any user research activity and ensure that the results are incorporated into your products Includes all new case studies for each method from leaders in industry and academia

An accessible primer on how to create effective graphics from data This book provides students and researchers a hands-on introduction to the principles and practice of data visualization. It explains what makes some graphs succeed while others fail, how to make high-quality figures from data using powerful and reproducible methods, and how to think about data visualization in an honest and effective way. Data Visualization builds the reader's expertise in ggplot2, a versatile visualization library for the R programming language. Through a series of worked examples, this accessible primer then demonstrates how to create plots piece by piece, beginning with summaries of single variables and moving on to more complex graphics. Topics include plotting continuous and categorical variables; layering information on graphics; producing effective "small multiple" plots; grouping, summarizing, and transforming data for plotting; creating maps; working with the output of statistical models; and refining plots to make them more comprehensible. Effective graphics are essential to communicating ideas and a great way to better understand data. This book provides the practical skills students and practitioners need to visualize quantitative data and get the most out of their research findings. Provides hands-on instruction using R and ggplot2 Shows how the "tidyverse" of data analysis tools makes working with R easier and more consistent Includes a library of data sets, code, and functions

Web accessibility not just morally sound – there are legal obligations as well Very large potential audience, consisting of web developers and business managers Very little competition to this book

How to Observe Users, Influence Design, and Shape Business Strategy
A How-to Guide for Organizations of Any Size
A User's Guide to the End of the World
Designing Web Navigation
Rethinking Users
Interviewing Users
The User Experience Team of One
A Practical Guide to Creating and Using Personas for the Web

An exploration of why we play video games despite the fact that we are almost certain to feel unhappy when we fail at them. We may think of video games as being "fun," but in The Art of Failure, Jesper Juul claims that this is almost entirely mistaken. When we play video games, our facial expressions are rarely those of happiness or bliss. Instead, we frown, grimace, and shout in frustration as we lose, or die, or fail to advance to the next level. Humans may have a fundamental desire to succeed and feel competent, but game players choose to engage in an activity in which they are nearly certain to fail and feel incompetent. So why do we play video games even though they make us unhappy? Juul examines this paradox. In video games, as in tragic works of art, literature, theater, and cinema, it seems that we want to experience unpleasantness even if we also dislike it. Reader or audience reaction to tragedy is often explained as catharsis, as a purging of negative emotions. But, Juul points out, this doesn't seem to be the case for video game players. Games do not purge us of unpleasant emotions; they produce them in the first place. What, then, does failure in

video game playing do? Juul argues that failure in a game is unique in that when you fail in a game, you (not a character) are in some way inadequate. Yet games also motivate us to play more, in order to escape that inadequacy, and the feeling of escaping failure (often by improving skills) is a central enjoyment of games. Games, writes Juul, are the art of failure: the singular art form that sets us up for failure and allows us to experience it and experiment with it. The Art of Failure is essential reading for anyone interested in video games, whether as entertainment, art, or education.

A practical guide to the development and operation of digital preservations services for organizations of any size Practical Digital Preservation offers a comprehensive overview of best practice and is aimed at the non-specialist, assuming only a basic understanding of IT. The book provides guidance as to how to implement strategies with minimal time and resources. Digital preservation has become a critical issue for institutions of all sizes but until recently has mostly been the preserve of national archives and libraries with the resources, time and specialist knowledge available to experiment. As the discipline matures and practical tools and information are increasingly available the barriers to entry are falling for smaller organizations which can realistically start to take active steps towards a preservation strategy. However, the sheer volume of technical information now available on the subject is becoming a significant obstacle and a straightforward guide is required to offer clear and practical solutions. Each chapter in Practical Digital Preservation covers the essential building blocks of digital preservation strategy and implementation, leading the reader through the process. International case studies from organizations such as the Wellcome Library, Central Connecticut State University Library in the USA and Gloucestershire Archives in the UK illustrate how real organizations have approached the challenges of digital preservation. Key topics include: • Making the case for digital preservation • Understanding your requirements • Models for implementing a digital preservation service • Selecting and acquiring digital objects • Accessioning and ingesting digital objects • Describing digital objects • Preserving digital objects • Providing access to users • Future trends. Readership: Anyone involved in digital preservation and those wanting to get a better understanding of the process, students studying library and information science (LIS), archives and records management courses and academics getting to grips with practical issues.

This completely updated volume presents the effective and practical tools you need to design great desktop applications, Web 2.0 sites, and mobile devices. You'll learn the principles of good product behavior and gain an understanding of Cooper's Goal-Directed Design method, which involves everything from conducting user research to defining your product using personas and scenarios. Ultimately, you'll acquire the knowledge to design the best possible digital products and services.

The Most Useful UNIX Guide for Mac OS X Users Ever, with Hundreds of High-Quality Examples! Beneath Mac OS® X's stunning graphical user interface (GUI) is the most powerful operating system ever created: UNIX®. With unmatched clarity and insight, this book explains UNIX for the Mac OS X user–giving you total control over your system, so you can get more done, faster. Building on Mark Sobell's highly praised A Practical Guide to the UNIX System, it delivers comprehensive guidance on the UNIX command line tools every user, administrator, and developer needs to master—together with the world's best day-to-day UNIX reference. This book is packed with hundreds of high-quality examples. From networking and system utilities to shells and programming, this is UNIX from the ground up–both the "whys" and the "hows"–for every Mac user. You'll understand the relationships between GUI tools and their command line counterparts. Need instant answers? Don't bother with confusing online "manual pages": rely on this book's example-rich, quick-access, 236-page command reference! Don't settle for just any UNIX guidebook. Get one focused on your specific needs as a Mac user! A Practical Guide to UNIX® for Mac OS® X Users is the most useful, comprehensive UNIX tutorial and reference for Mac OS X and is the only book that delivers Better, more realistic examples covering tasks you'll actually need to perform Deeper insight, based on the authors' immense knowledge of every UNIX and OS X nook and cranny Practical guidance for experienced UNIX users moving to Mac OS X Exclusive discussions of Mac-only utilities, including plutil, ditto, nidump, otool, launchctl, diskutil, GetFileInfo, and SetFile Techniques for implementing secure communications with ssh and scp–plus dozens of tips for making your OS X system more secure Expert guidance on basic and advanced shell programming with bash and tcsh Tips and tricks for using the shell interactively from the command line Thorough guides to vi and emacs designed to help you get productive fast, and maximize your editing efficiency In-depth coverage of the Mac OS X filesystem and access permissions, including extended attributes and Access Control Lists (ACLs) A comprehensive UNIX glossary Dozens of exercises to help you practice and gain confidence And much more, including a superior introduction to UNIX programming tools such as awk, sed, otool, make, gcc, gdb, and CVS

In Sketching User Experiences: The Workbook, you will learn, through step-by-step instructions and exercises, various sketching methods that will let you express your design ideas about user experiences across time. Collectively, these methods will be your sketching repertoire: a toolkit where you can choose the method most appropriate for developing your ideas, which will help you cultivate a culture of experience-based design and critique in your workplace. Features standalone modules detailing methods and exercises for practitioners who want to learn and develop their sketching skills Extremely practical, with illustrated examples detailing all steps on how to do a method Excellent for individual learning, for

classrooms, and for a team that wants to develop a culture of design practice Perfect complement to Buxton's Sketching User Experience or any UX text
How to Uncover Compelling Insights
How to Create Tech Products Customers Love
Practical Statistics for User Research
Web Standards and Regulatory Compliance
A Practical Guide to Research
A Practitioner's Guide to User Research
Data Visualization
The Design Guide to User Ecosystem Thinking
The User Experience Team of One prescribes a range of approaches that have big impact and take less time and fewer resources than the standard lineup of UX deliverables. Whether you want to cross over into user experience or you're a seasoned practitioner trying to drag your organization forward, this book gives you tools and insight for doing more with less.
Toward a Sociology of Algorithms
For Collaboration and Creativity in Your Work
A Common Sense Approach to Web Usability
A Practical Guide to UNIX for Mac OS X Users
A Practical Guide to TPM 2.0
Think Like a UX Researcher
Practical Doomsday
The Practice