

Workshop on Design for heterogeneous user groups IRIS31, 12 August 2008

Workshop focus

One of the most intriguing systems development challenges in the field of e-government is the combination of an increasing user-centred (citizen-centred) focus and the design of large-scale public information systems. Together these two developing lines create a need for knowledge about *how* to design for heterogeneous user groups. Both from a requirements engineering perspective and regarding iterations and validations throughout the process. Since the public information system's actual end users are national citizens (and sometimes even transnational, for example, in European projects), the old systems development dilemma about how to capture the needs and experiences of hundreds of users has grown in importance.

This workshop intended to cover both the critical *and* practical implications of this issue; why and how are important questions and fruitful discussions cover both of them. It is as such equally important to create design methods and understand the ideological standing points behind them.

Panellists

Kim Andersen, Copenhagen Business School, Denmark
Sara Eriksén, Blekinge Institute of Technology, Sweden
Anna Ståhlbröst, Luleå University of Technology, Sweden
Clas Thorén, Swedish Administrative Development Agency (Verva), Sweden

Organizers

Karin Axelsson
Katarina Lindblad-Gidlund

Discussed issues

Technology-/opportunity-driven or problem-oriented development – where are we today?

Where and how do we find users for user participation?

Does the government view citizens as active participants or passive users?

Power relations and different user views (“users are the only ones who can tell what they want” vs. “users do not know what they want”); are users regarded as experts or novices?

The importance of always being able to make own choices in authority contacts.

What methods do we have to identify user needs, storytelling is one such method.

Personas as a way to individualise users.

How to prioritize between many (possibly conflicting) user needs; clustering user needs can be a way to go.

What incentives are there to get users participating, how can users be motivated to participate?

Automatic collection of user needs? Many methods are very expensive to use.