Contextual Design: Defining Customer-Centered Systems (Interactive Technologies)

By Hugh Beyer, Karen Holtzblatt
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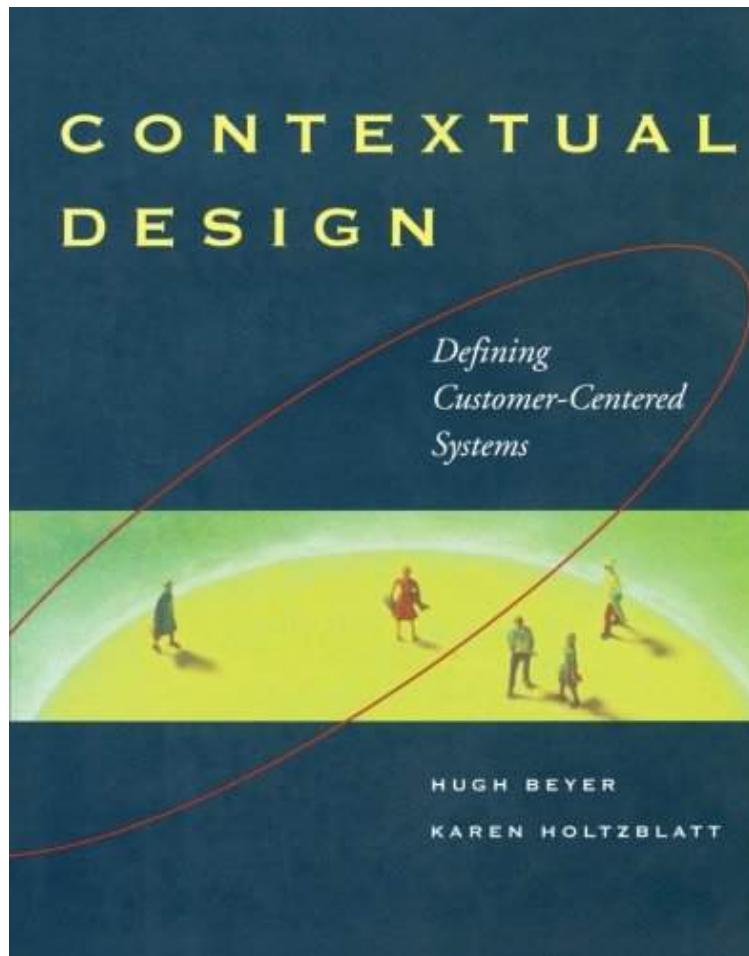
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distracting 9 of This book introduces a customer centered approach to business by showing how data gathered from people while they work can drive the definition of a product or process while supporting the needs of teams and their organizations This is a practical hands on guide for anyone trying to design systems that reflect the way customers want to do their work The authors developed Contextual Design the method discussed here through their work with teams struggling to design p com There s certainly no shortage of software design methods most demand total allegiance and many claim to be the only true way to delivering useful and maintainable software systems in a timely manner Contextual Design describes another worthwhile

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