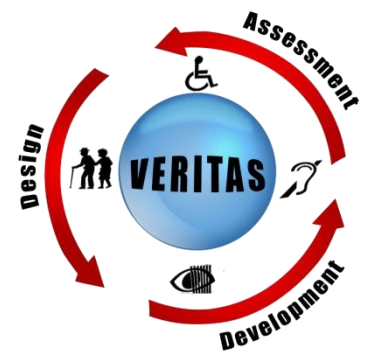




VERITAS project

FP7 247765



VERITAS User requirements



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MCA



Who is VERITAS for and what exists

- Main questions to be addressed



- Who are the end-users?
- What does the industry have available? (see next presentation)
- What do they want?
- Placing the user/beneficiary at the centre through UCD approach



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Methodology

- Analysis of end-user groups
 - Mapped also with consortium
 - Local community building (focus groups)
- State of the art analysis and benchmarking on existing modelling frameworks and their ability to address accessibility issues
 - Collection within and outside consortium
- Survey among end-users designers/developers and stakeholders from 5 application areas
 - Over 200 surveys and interviews so far



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User Requirements extraction (1/2)

- UCD-based user requirements extraction available
 - Developers/Designers in all 5 application areas
 - Subcategories identified
 - People with disabilities
 - People with vision impairments
 - People with mobility impairments
 - People with hearing impairments
 - People with speech impairments
 - People with cognitive impairments
 - Older people
 - Young elderly, Elderly, Old elderly

All
associated
with
VERITAS
partners



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User Requirements extraction (2/2)

○ Stakeholders

- Representatives in all 5 application areas
 - Subcategories identified
- Specialised software/application designers/developers/experts
- Desktop designers/developers
- Accessibility assessors
- Policy makers

All
associated
with
VERITAS
partners



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Local community building (1/2)

- To ensure continuous involvement of end-users and stakeholders
 - Local community building to support the focus groups and local workshops
 - Focus groups will be composed by mixed users and developers audiences', from 5-10 in each.
 - At least 1 will performed for each application area, at the lab of an end user (i.e. CRF, BAUUNION), preceded by a small demo of the existing tool, as well as paper demos and/or WoZ of the project concept.
 - They will follow the interviews and questionnaires surveys, and they will focus on unresolved ubiquitous issues.
 - Focus groups will also be performed after each pre-test/test session at each project pilot phase, involving test participants and other stakeholders/observers.



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Local community building (2/2)

- Local community building to support the focus groups and local workshops
 - Designers/developers pilot sites
 - Germany, Greece, Italy, UK,
 - Older people and people with disabilities pilot sites
 - Bulgaria, Germany, Greece, Italy, UK



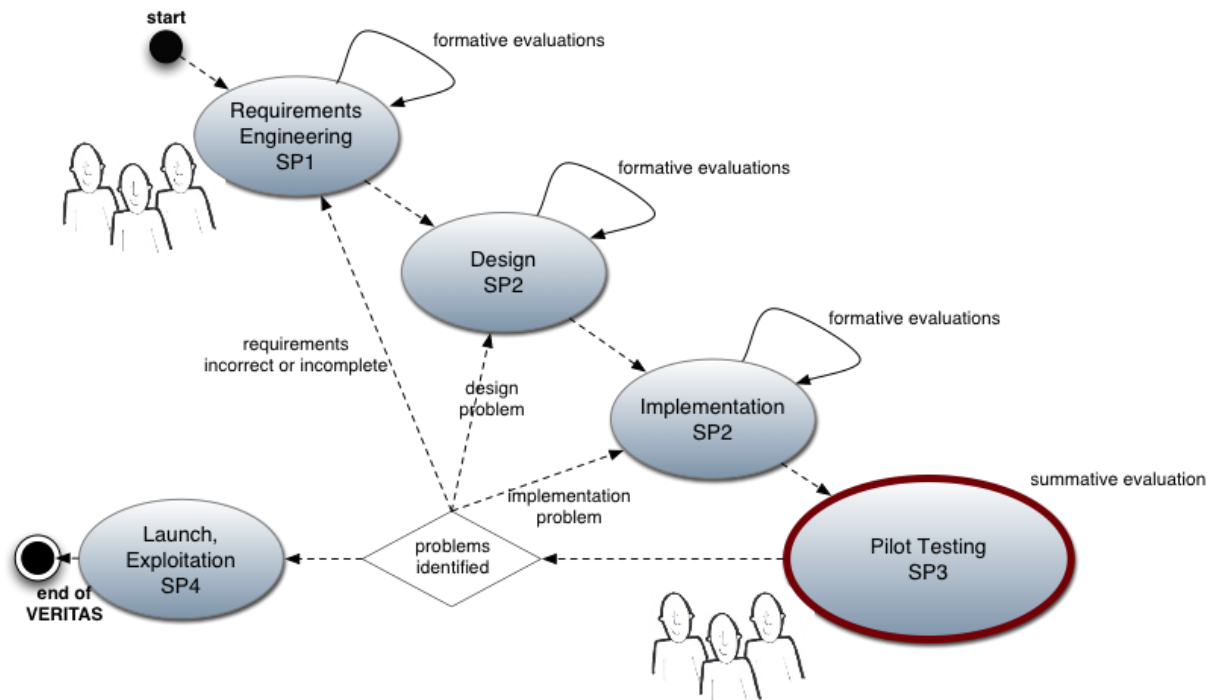
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User Centred Design approach

- UCD model: enhanced waterfall model allowing iterations and an iterative approach to match the user's requirements

Veritas UCD approach

enhanced waterfall model



Design for all...



Survey - status

- Survey industrial needs per sector
 - Envisaged 200 (217) surveys and 20 (21) interviews by end June (August) 2010

Method	Auto- motive	Work- place	Smart living	Info- tainment	Health- care	Total overall
Surveys	47	40	44	40	46	217
Interviews	4	4	4	4	5	21
Totals per area	51	44	48	44	51	238



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Survey – What did we ask?

- 5 different questionnaires, one for each relevant domain
 - Questionnaires are structured in 7 sections:
 - Personal data (standard)
 - Job and Professional knowledge (tailored)
 - Design process overall questions (tailored)
 - Accessibility (tailored)
 - Design process – accessibility and your design process (tailored)
 - Accessibility and data collection (tailored)
 - Design process: VERITAS approach to design (tailored)
- Online survey and direct interviews

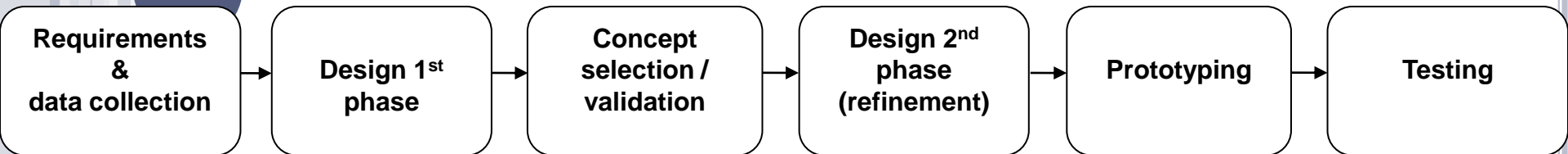


Achievements A1.1.3

- Understanding procedure of design and development of new products/services in 5 application areas:
- Different steps of typical design process
 - Requirements & data collection
 - Design 1st phase
 - Concept selection / validation
 - Design 2nd phase (refinement)
 - Prototyping
 - Testing



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Achievements A1.1.3

- Findings on design process:
 - Survey confirmed basic design process
 - Clear advantage of the VERITAS design approach would be the inclusion of properties of people with disabilities in the simulation tools
 - Designers/developers expect that VERITAS application will be seamless integrated in the adopted tools and design process, without any additional effort in using them
- Findings on survey (see next slides)



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Achievements A1.1.3

- Most accessibility experienced application areas

	Auto- motive	Smart living	Office Work place	Info- tainment	Health- care
Usability		X	X	X	X
Accessibility		X	X		
Simulation	X		X		X
Virtual Environment	X				



Achievements A1.1.3

- Most accessibility tested application areas

	Auto- motive	Smart living	Office Work place	Info- tainmen t	Health- care
accessibility assessment tool					
direct participation of end users		X	X		
Experts evaluation	X	X	X		X
Assistive Technology			X		
official guidelines		X	X	X	
internal checklist					
Testing it by yourself	X				



Achievements A1.1.3

- Reasons why designers do not involve elderly or people with disabilities in the design process

	Auto- motive	Smart living	Office Work place	Info- tainment	Health- care
Lack of opportunities	X	X	X	X	X
Lack of resources		X	X	X	X
Lack of time		X	X		



Achievements A1.1.3

- Where would designers involve elderly or people with disabilities in the design process

	Auto-motive	Smart living	Office Work place	Info-tainment	Health-care
Requirements & data collection	x	x	x	x	x
Design 1st phase	x	x		x	
Concept selection / validation		x			x
Design 2nd phase (refinement)	x		x		
Prototyping					



Achievements A1.1.3

- Some initial findings about survey desires
 - VERITAS must have
 - advanced features, allowing user to design and test in every domain application
 - be time-saving
 - encourage and recommend when and why involve end-users in the design process
 - allow also to learn more about usability and accessibility guidelines, standards and problems
 - indicate in each stage of the design which accessibility requirement has to be complied with and how to achieve this goal.



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Conclusions

- Current data supports need for VERITAS
 - Current solutions do not address what VERITAS aims to do
 - Current design processes are not accessibility friendly
 - VERITAS could be integrated at every step of the process



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Where to find detailed data?

- After formal approval by the EC
 - D1.1.1 UCD-based user requirements extraction
 - Public deliverable
 - Downloadable from the project website



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