

The assignment on workflows was interesting. You have an end user and you have to design the system around him. I have been doing this for years in SharePoint and on marker boards. The different ways that people did it with storyboards, icons, animation, and standard workflows was interesting. I can see how a high level brief would use the simple person interaction design and a high tech level would use a flowchart type. This has helped me to figure out different ways to deal with my customers.

The Guest speaker was even more revealing on how the UXD flows and can be a game changer in the customer's eyes. I thought of Knowledge Management and Innovation Management when I saw the presentation. I can see all these disciplines converging into multiple fields and benefiting the designer, customer, and end user. This is something that has to be learned through the years via mistakes. I am glad she said that her mistakes and the lessons learned from them was what she was showing us as an entry point into UXD. This shows how the speaker was able to take the complicated and make it simple.

