

Designing from Both Sides of the Screen: How Designers and Engineers Can Collaborate to Build Cooperative Technology



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Written from the perspectives of both a user interface designer and a software engineer, this book demonstrates rather than just describes how to build technology that cooperates with people. It begins with a set of interaction design principles that apply to a broad range of technology, illustrating with examples from the Web, desktop software, cell phones, PDAs, cameras, voice menus, interactive TV, and more. It goes on to show how these principles are applied in practice during the development process -- when the ideal design can conflict with other engineering goals. The authors demonstrate how their team built a full-featured instant messenger application for the wire Palm and PC. Through this realistic example, they describe the many subtle tradeoffs that arise between design and engineering goals. Through simulated conversations, they show how they came to understand each other's goals and constraints and found solutions that addressed both of their needs -- and ultimately the needs of users who just want their technology to work.