



HUMAN-COMPUTER INTERACTION

THIRD
EDITION

DIX
FINLAY
ABOWD
BEALE

chapter 15

task models

What is Task Analysis?

Methods to analyse people's jobs:

- what people do
- what things they work with
- what they must know

An Example

- in order to clean the house
 - get the vacuum cleaner out
 - fix the appropriate attachments
 - clean the rooms
 - when the dust bag gets full, empty it
 - put the vacuum cleaner and tools away
- must know about:
 - vacuum cleaners, their attachments, dust bags, cupboards, rooms etc.

Approaches to task analysis

- Task decomposition
 - splitting task into (ordered) subtasks
- Knowledge based techniques
 - what the user knows about the task and how it is organised
- Entity/object based analysis
 - relationships between objects, actions and the people who perform them
- lots of different notations/techniques

general method

- observe
- collect unstructured lists of words and actions
- organize using notation or diagrams

Differences from other techniques

Systems analysis vs. **Task analysis**

system design - focus - the user

Cognitive models vs. **Task analysis**

internal mental state - focus - external actions

practiced `unit' task - focus - whole job

Task Decomposition

Aims:

- describe the actions people do
- structure them within task subtask hierarchy
- describe order of subtasks

Variants:

- Hierarchical Task Analysis (HTA)
 - most common

- CTT (CNUCE, Pisa)
 - uses LOTOS temporal operators

Textual HTA description

Hierarchy description ...

0. in order to clean the house
 1. get the vacuum cleaner out
 2. get the appropriate attachment
 3. clean the rooms
 - 3.1. clean the hall
 - 3.2. clean the living rooms
 - 3.3. clean the bedrooms
 4. empty the dust bag
 5. put vacuum cleaner and attachments away

... and plans

Plan 0: do 1 - 2 - 3 - 5 in that order. when the dust bag gets full do 4

Plan 3: do any of 3.1, 3.2 or 3.3 in any order depending
on which rooms need cleaning

N.B. only the plans denote order

Generating the hierarchy

- 1 get list of tasks
- 2 group tasks into higher level tasks
- 3 decompose lowest level tasks further

Stopping rules

How do we know when to stop?

Is “empty the dust bag” simple enough?

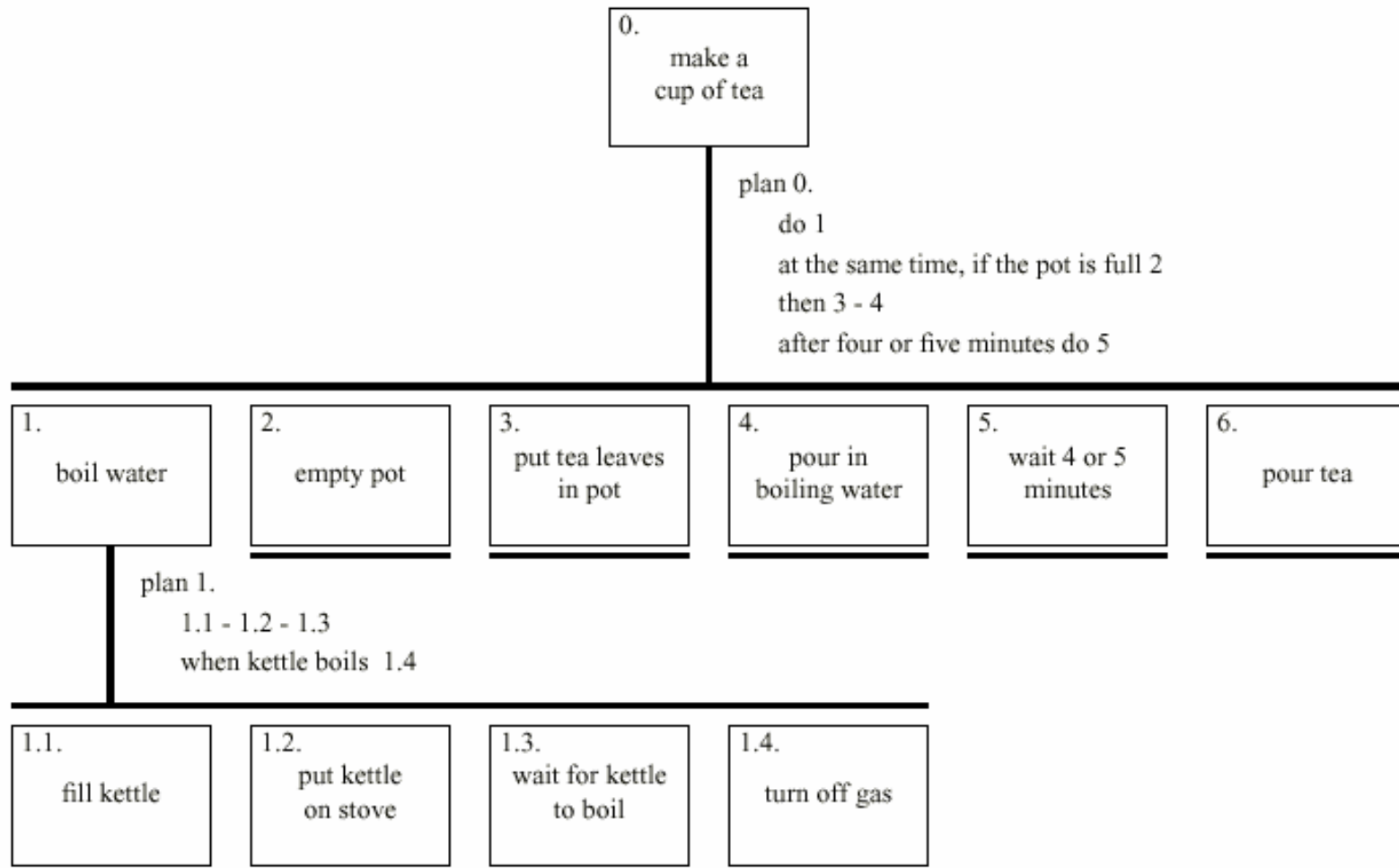
Purpose: expand only relevant tasks

Motor actions: lowest sensible level

Tasks as explanation

- imagine asking the user the question:
what are you doing now?
- for the same action the answer may be:
 - typing ctrl-B
 - making a word bold
 - emphasising a word
 - editing a document
 - writing a letter
 - preparing a legal case

Diagrammatic HTA



Refining the description

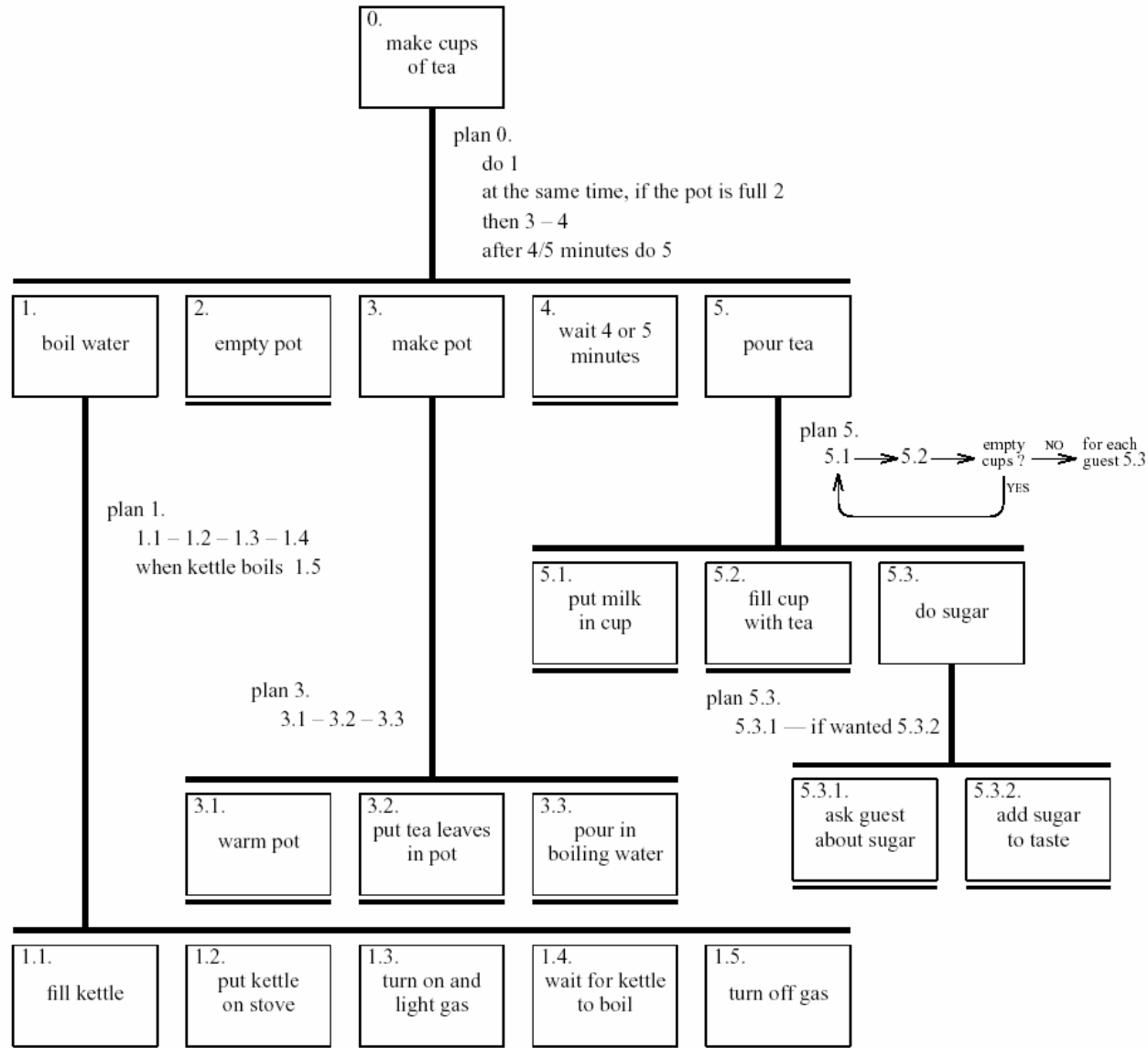
Given initial HTA (textual or diagram)

How to check / improve it?

Some heuristics:

- | | |
|----------------|--|
| paired actions | e.g., where is `turn on gas' |
| restructure | e.g., generate task `make pot' |
| balance | e.g., is `pour tea' simpler than making pot? |
| generalise | e.g., make one cup or more |

Refined HTA for making tea



Types of plan

- fixed sequence - 1.1 then 1.2 then 1.3
- optional tasks - if the pot is full 2
- wait for events - when kettle boils 1.4
- cycles - do 5.1 5.2 while there are still empty cups
- time-sharing - do 1; at the same time ...
- discretionary - do any of 3.1, 3.2 or 3.3 in any order
- mixtures - most plans involve several of the above

Knowledge Based Analyses

Focus on:

Objects – used in task

Actions – performed

+ Taxonomies –
represent levels of abstraction

Knowledge-Based Example ...

motor controls

steering *steering wheel, indicators*

engine/speed

direct *ignition, accelerator, foot brake*

gearing *clutch, gear stick*

lights

external *headlights, hazard lights*

internal *courtesy light*

wash/wipe

wipers *front wipers, rear wipers*

washers *front washers, rear washers*

heating *temperature control, air direction,*

fan, rear screen heater

parking *hand brake, door lock*

radio *numerous!*

Task Description Hierarchy

Three types of branch point in taxonomy:

- XOR – normal taxonomy
object in one and only one branch
- AND – object must be in both
multiple classifications
- OR – weakest case
can be in one, many or none

wash/wipe AND

function XOR

wipe *front wipers, rear wipers*

wash *front washers, rear washers*

position XOR

front *front wipers, front washers*

rear *rear wipers, rear washers*

Larger TDH example

```
kitchen item AND
/___shape XOR
/   |___dished  mixing bowl, casserole, saucepan,
/   |           soup bowl, glass
/   |___flat    plate, chopping board, frying pan
/___function OR
  {___preparation  mixing bowl, plate, chopping board
  {___cooking      frying pan, casserole, saucepan
  {___dining XOR
    |___for food   plate, soup bowl, casserole
    |___for drink  glass
```

N.B. ‘/ | {’ used for branch types.

More on TDH

Uniqueness rule:

- can the diagram distinguish all objects?

e.g., plate is:

```
kitchen item/shape(flat)/function{preparation,dining(for food)}/
```

nothing else fits this description

Actions have taxonomy too:

```
kitchen job OR
```

```
|___ preparation beating, mixing
```

```
|___ cooking frying, boiling, baking
```

```
|___ dining pouring, eating, drinking
```

TDH exercise

- My office has the following – classify them

Pen, pencil, highlighter pen, overhead projector pen, whiteboard pen, rubber, twink, whiteboard duster, sellotape, stapler, hole punch, scissors, drawing pins, paper clips, bulldog clip

TDH exercise draft answer

desktop equipment

writing equipment

paper writing equipment (*pen, pencil, highlighter pen*)

lecture writing equipment (*OHP pen, whiteboard pen*)

correction equipment (*rubber, twink, whiteboard duster*)

paper fixing equipment (*sellotape*)

paper holding equipment (*stapler, drawing pin, paper clip, bulldog clip*)

paper filing equipment (*hole punch*)

paper extraction equipment (*scissors*)

Entity-Relationship Techniques

Focus on objects, actions and their relationships

Similar to OO analysis, but ...

- includes non-computer entities
- emphasises domain understanding not implementation

Running example

'Vera's Veggies' – a market gardening firm
owner/manager: Vera Bradshaw
employees: Sam Gummage and Tony Peagreen
various tools including a tractor 'Fergie'
two fields and a glasshouse
new computer controlled irrigation system

Objects

Start with list of objects and classify them:

Concrete objects:

simple things: spade, plough, glasshouse

Actors:

human actors: Vera, Sam, Tony, the customers
what about the irrigation controller?

Composite objects:

sets: the team = Vera, Sam, Tony

tuples: tractor may be < Fergie, plough >

Attributes

To the objects add attributes:

Object Pump3 **simple** – irrigation pump

Attributes:

status: on/off/faulty

capacity: 100 litres/minute

N.B. need not be computationally complete

Actions

List actions and associate with each:

agent – who performs the actions

patient – which is changed by the action

instrument – used to perform action

examples:

Sam (*agent*) planted (*action*) the leeks (*patient*)

Tony dug the field *with* the spade (*instrument*)

Actions (ctd)

implicit agents – read behind the words

` the field was ploughed' – *by whom?*

indirect agency – the real agent?

` Vera programmed the *controller* to irrigate the field'

messages – a special sort of action

` Vera *told* Sam to ... '

rôles – an agent acts in several rôles

Vera as *worker* or as *manager*

example - objects and actions

Object Sam **human actor**

Actions:

S1: drive tractor

S2: dig the carrots

Object Vera **human actor**

– the proprietor

Actions: as worker

V1: plant marrow seed

V2: program irrigation controller

Actions: as manager

V3: tell Sam to dig the carrots

Object the men **composite**

Comprises: Sam, Tony

Object glasshouse **simple**

Attribute:

humidity: 0-100%

Object Irrigation Controller

non-human actor

Actions:

IC1: turn on Pump1

IC2: turn on Pump2

IC3: turn on Pump3

Object Marrow **simple**

Actions:

M1: germinate

M2: grow

Events

... when something happens

- performance of action
 'Sam dug the carrots'
- spontaneous events
 'the marrow seed germinated'
 'the humidity drops below 25%'
- timed events
 'at midnight the controller turns on'

Relationships

- object-object
 - social - Sam is subordinate to Vera
 - spatial - pump 3 is in the glasshouse
- action-object
 - agent (listed with object)
 - patient and instrument
- actions and events
 - temporal and causal
 - 'Sam digs the carrots because Vera told him'
- temporal relations
 - use HTA or dialogue notations.
 - show task sequence (normal HTA)
 - show object lifecycle

example - events and relations

Events:

- Ev1: humidity drops below 25%
- Ev2: midnight

Relations: object-object

- location (Pump3, glasshouse)
- location (Pump1, Parker's Patch)

Relations: action-object

- patient (V3, Sam)
 - Vera tells *Sam* to dig
- patient (S2, the carrots)
 - Sam digs the *carrots* ...
- instrument (S2, spade)
 - ... *with* the spade

Relations: action-event

before (V1, M1)

- the marrow must be sown *before* it can germinate

triggers (Ev1, IC3)

- *when* humidity drops below 25%, the controller turns on pump 3

causes (V2, IC1)

- the controller turns on the pump *because* Vera programmed it

Exercise

- Consider the ethnographic observation of someone reading a newspaper.
 - Identify the objects, main attributes and actions which are part of this task.

Exercise answer

Object Reader **human actor**

Actions:

- R1: Pick up the paper
- R2: Turn page
- R3: Locate section
- R4: Locate index
- R5: Read article

Object Paper **composite**

Comprises: set of sections

Attributes:

indexPoint: (section, page)

Actions:

- P1: next section
- P2: previous section
- P3: goto section
- P4: first section
- P5: last section

Object section

non-human actor

Attribute:

name: [news| international|
business| travel| sport]

Actions:

- S1: next page
- S2: previous page
- S3: goto page
- S4: first page
- S5: last page

Sources of Information

Documentation

- N.B. manuals say what is *supposed* to happen but, good for key words and prompting interviews

Observation

- formal/informal, laboratory/field (see Chapter 9)

Interviews

- the expert: manager or worker? (ask both!)

Early analysis

Extraction from transcripts

- list nouns (objects) and verbs (actions)
- beware technical language and context:
 `the rain poured' vs. `I poured the tea'

Sorting and classifying

- grouping or arranging words on cards
- ranking objects/actions for task relevance (see ch. 9)
- use commercial outliner

Iterative process:

- data sources can point to further analysis
- ... but costly, so use cheap sources where available

Uses - manuals & documentation

Conceptual Manual

- from knowledge or entity–relations based analysis
- good for open ended tasks

Procedural 'How to do it' Manual

- from HTA description
- good for novices
- assumes all tasks known

To make cups of tea

boil water — see page 2
empty pot
make pot — see page 3
wait 4 or 5 minutes
pour tea — see page 4

— page 1 —

Make pot of tea *once water has boiled*

warm pot
put tea leaves in pot
pour in boiling water

— page 3 —

Uses - requirements & design

Requirements capture and systems design

- lifts focus from system to use
- suggests candidates for automation
- uncovers user's conceptual model

Detailed interface design

- taxonomies suggest menu layout
- object/action lists suggest interface objects
- task frequency guides default choices
- existing task sequences guide dialogue design

NOTE. task analysis is never complete

- rigid task based design \Rightarrow inflexible system