Paper Prototyping Workshop

Chris DiPierro
CTO

cdipierro@mi-corporation.com

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www.mi-corporation.com

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Traditional Project

- Traditionally
  - User states a need
    - "Inspecting things takes a long time, sure would be nice if we could do it on a computer. Here's a PDF I made."
  - Business owner translates need
    - "It's expensive to capture things on paper. Using the cheapest possible solution, I'd really like to cut the costs of inspecting things."
  - IT gets involved
    - "We have existing infrastructure that allows for the capturing of inspection data in a our custom system, we need to use that and now do it on mobile."

Traditional Project

- Continued…
  - Sales
    - "We have a lot of experience capturing things related to inspections on mobile devices and integrating them with custom third party databases. We will estimate this."
  - Project Manager
    - "Connecting to custom systems is hard (Gartner says so). And we don't have any real indication of how the PDF should be filled. To protect ourselves, how about $1,000,000?"
  - Business owner
    - "That sounds like a lot, but you guys are experts, ok go."

Traditional Project

- Continued
  - Developer
    - "I guess I'll just add all these fields that are on the PDF and cram it all in"
  - Project Manager
    - "Here you go, it's done!"
  - User
    - "What? I never use half of those fields. And how am I supposed to navigate on this?"
  - Project Manager
    - "Change request time!"

Traditional Project

- Continued…
  - Business Owner
    - "Why is this now $1,500,000?"
  - Project Manager
    - "Requirements were unclear"
  - Everyone
   - "This project stinks…"

Paper Prototyping Instead

- Cut out the translation layers
  - Direct communication between PM and user(s)
- Speed, speed, speed
  - How long does it take you to draw?
- Honest feedback
  - Users are not intimidated by paper and prevents them thinking they "should understand" what you've built
- User investment
  - Seeing your changes come to life is believing
- Low cost of change
  - Pieces of paper & sticky notes

Objections

- My drawing is terrible
  - Yes, but it doesn't matter
- There's a lot of paper
  - Yes, but building a lot of screens is not faster
- My user doesn't have enough imagination
  - Yes, but how does non-paper change this?
- I still have to create the real things anyway
  - Yes, but you don't have to re-do 80%

Examples
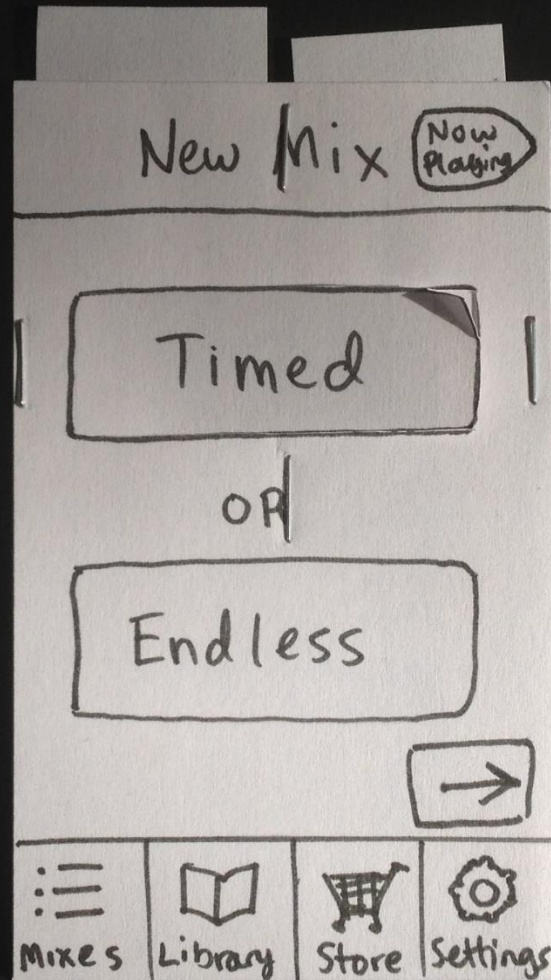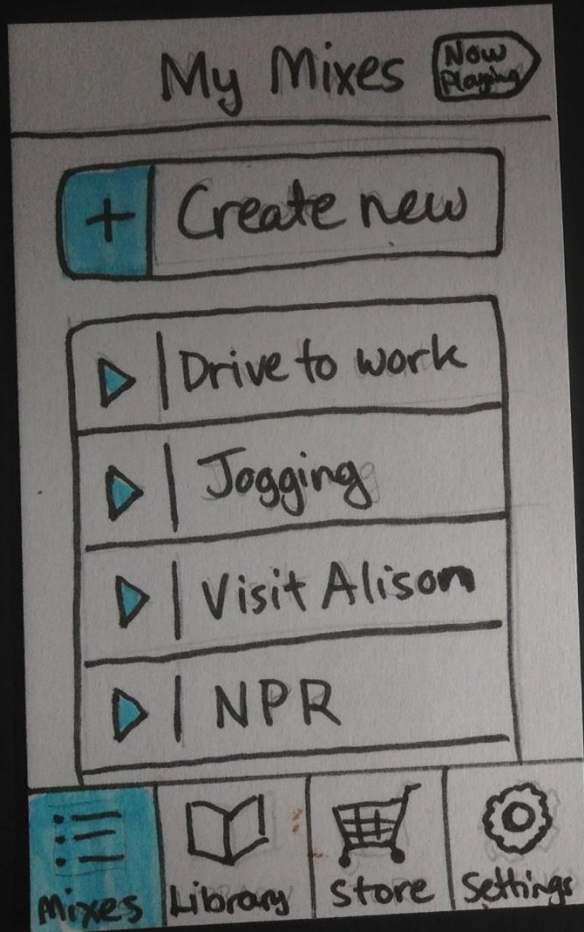
Try It!

- Break into groups
  - Each group should have people drawing
  - Each group should have 1 team leader (presenter)
  - Each group will be assigned 2 users
- Read the exercise paper provided
- Draw an initial solution
  - Show to user
  - Iterate
  - Rinse / repeat
- At end of 30 minutes, present!

Tips

- Don't "justify"
  - Let users tell you what they expect a button does, don't justify to them why it's there

- Iterate quickly
  - If a user says "I should be able to navigate to there from here" then draw them a button or use a sticky note to adapt

- Have people simulate processes
  - Have a person be the server and hand things from person 1 to person 2

Tell us all what you learned