

# **Supporting Design**

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## **Overview**

- Supporting the design process
- Supporting designers
- Supporting design teams
- Different kinds of support

## Supporting the design process

- Support is needed not only for individual tasks, but also for managing the production and coordination of the results and integrating them into a coherent whole.
- Support becomes more important when the project becomes larger and more people become involved.
- Examples:
  - Software support
  - Support for discussion with users
  - Support for guidance
  - Programming support
  - Project management support

## Supporting designers

- Providing design support means providing help and assistance to the designers. It is important to consider not only what designers need to achieve, but also how they work.
- Things to keep in mind when considering the type of support a designer may need:
  - Designer experience & level of experience within the particular application domain
  - Previous known solutions
  - Problem decomposition
  - Alternative designs
  - Design simulation
  - Understanding the problem domain
  - Reasoning strategy

## **Supporting design teams**

- Designers usually work in teams but often they will have their own tasks, so support for both individual and team work is important.
- A team structure introduces factors of communication and coordination that affect the kind of support that is appropriate.
- Effective communication requires access to each other and each other's ideas and partial designs, use of a common language, a way of tracking and recording ideas and decisions, etc. More importantly, it requires an environment that promotes ease of communication.
- Team design complicates the goal of involving the user in the design process, too.

## **Different kinds of support**

### Examples:

- Support for guidance
- Support for communicating and recording design decisions
- Software support