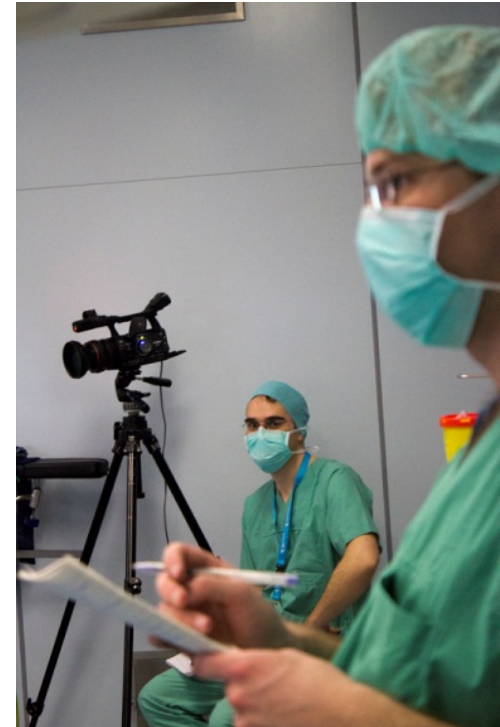


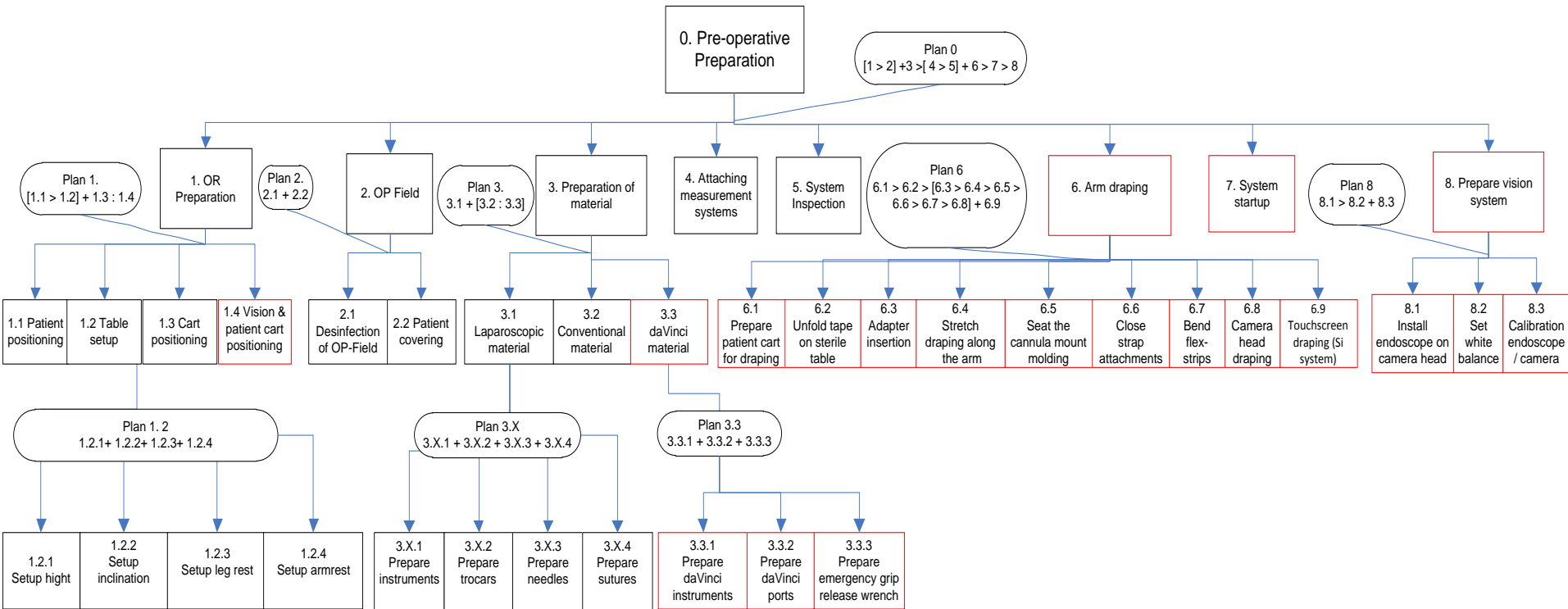


Analytical methods - (Field) Observations



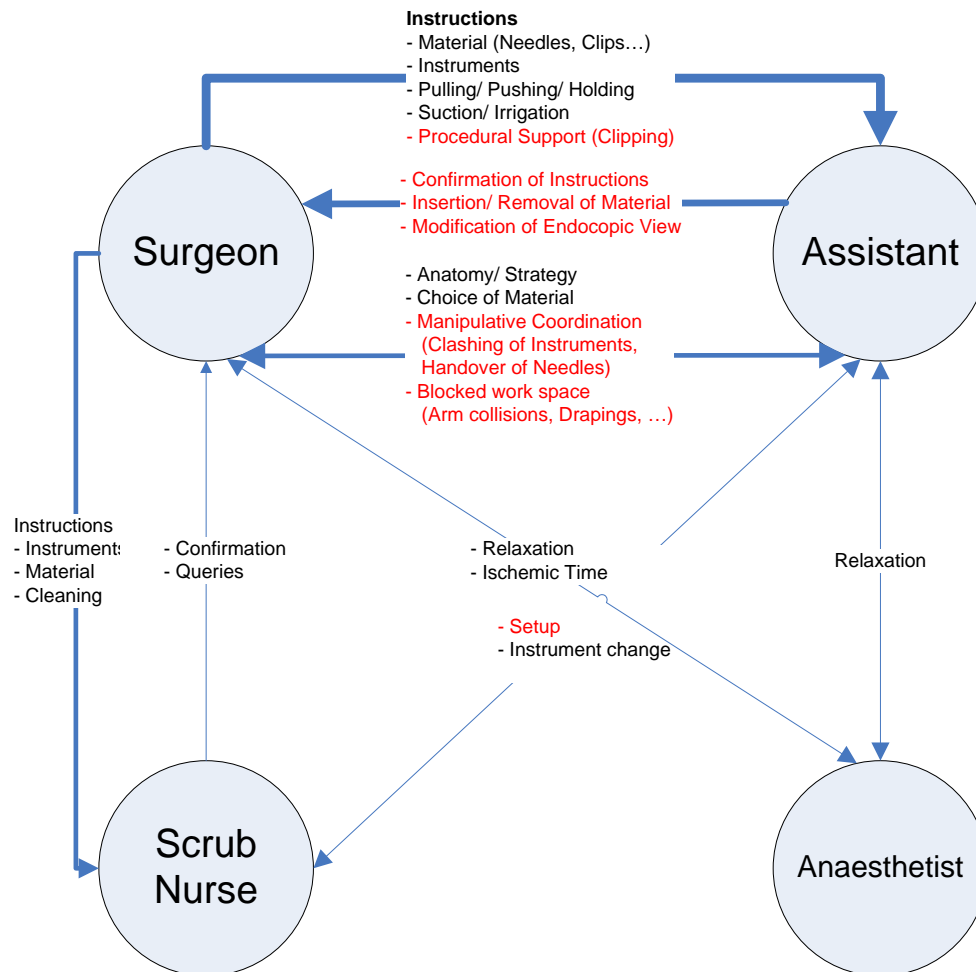


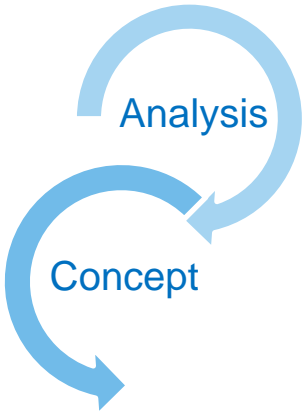
Analytical methods - Hierarchical task analysis





Analytical methods - Social network analysis

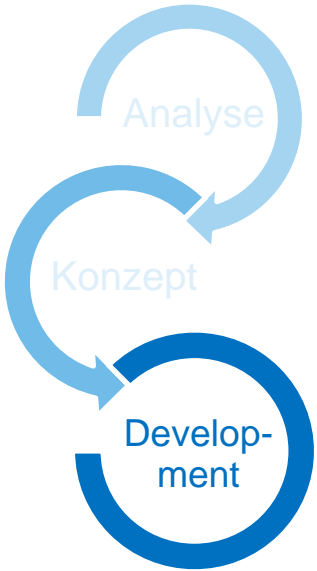




Surveys

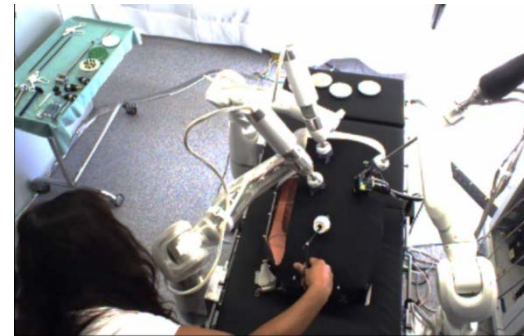
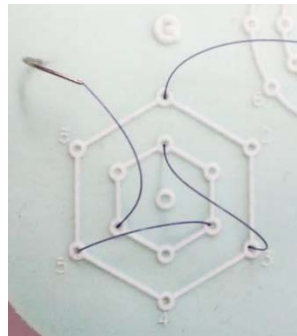
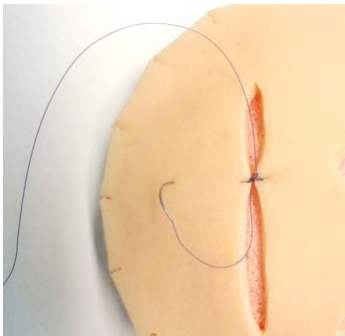
- Semi-structured Interviews (e.g. critical incidents)
- Expert workshops

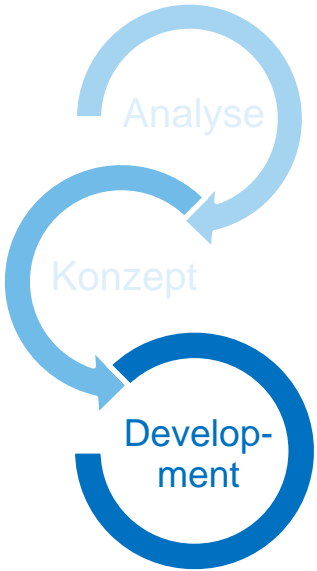




Experimental Evaluation

- User studies with prototypical systems





Experimental Evaluation

- Laboratory or simulation studies

