



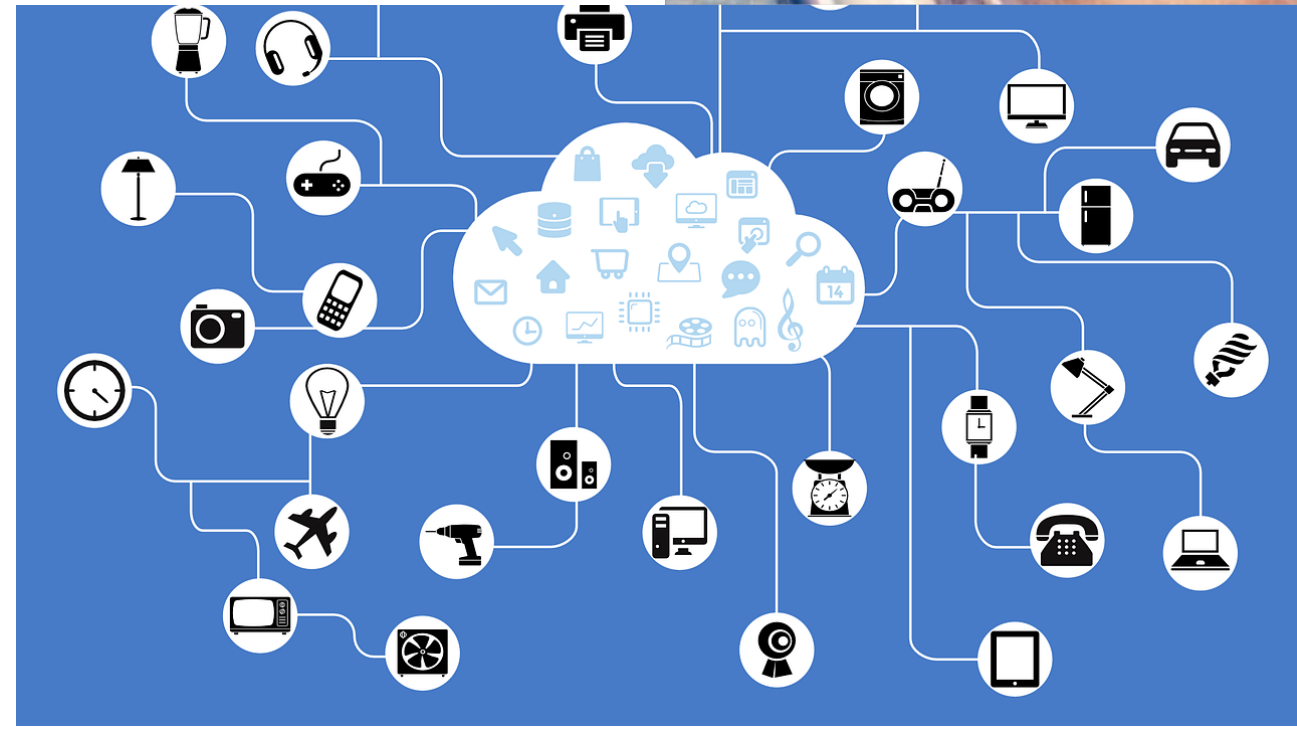
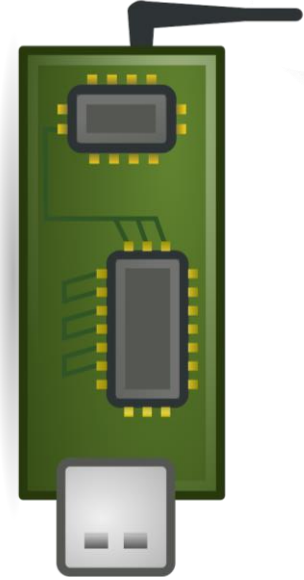
An exploratory study on how Internet of Things developing companies handle User Experience Requirements

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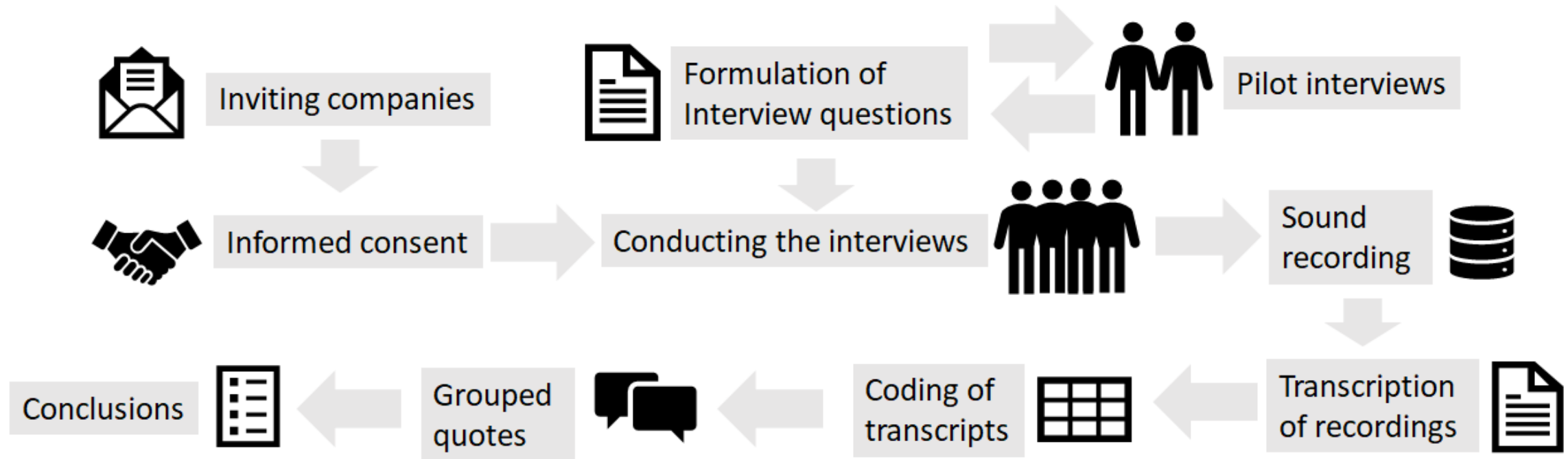


RQ1 How are UX requirements **elicited** in the context of IoT development in general?

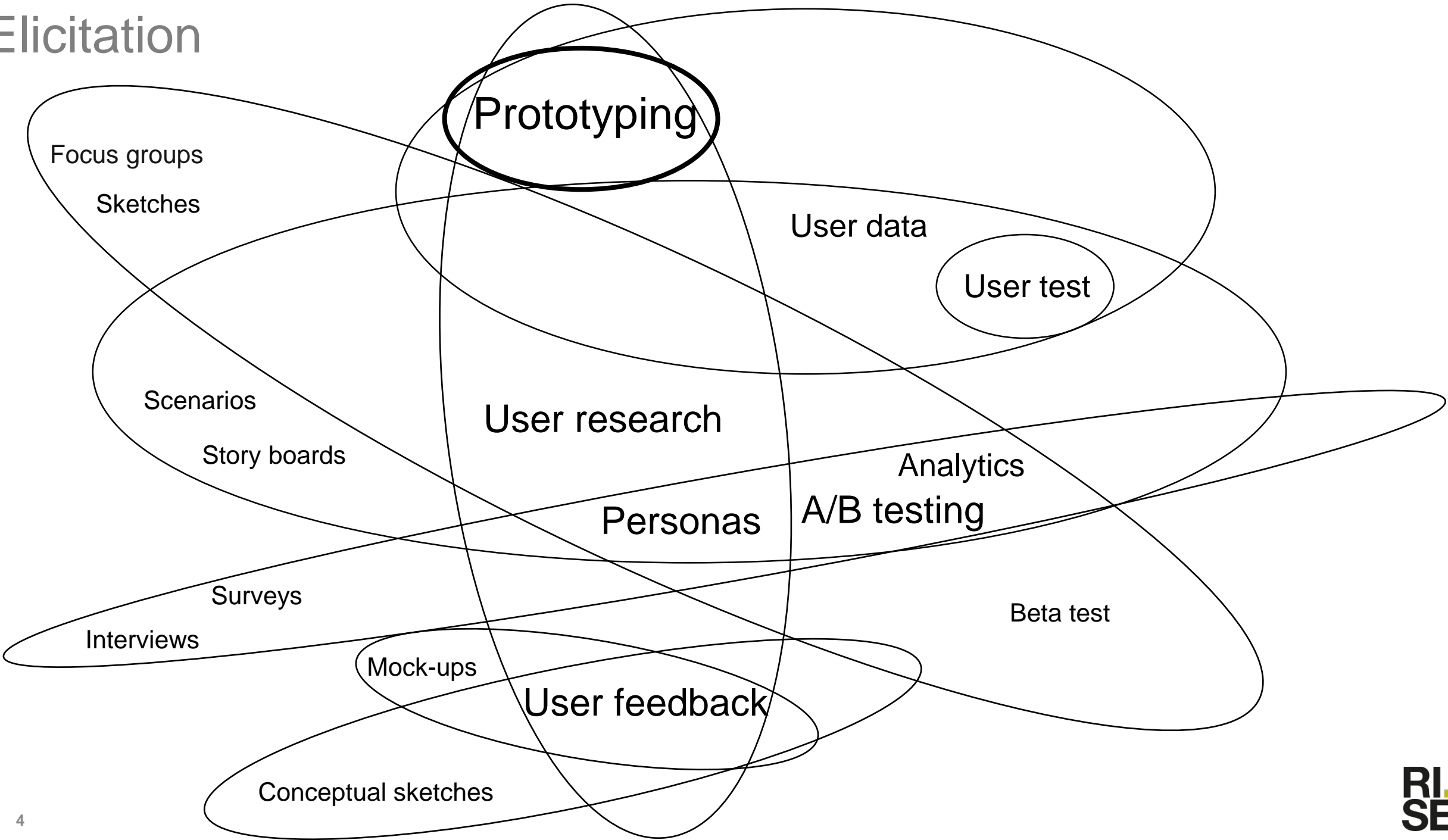
RQ2 How are **data-driven methodologies** specifically utilized for IoT development to elicit UX requirements?

RQ3 Which are the **challenges** for UX and IoT?

Research process



Elicitation



“It's not the traditional business mindset that you develop a product for a long time and then you release it and everyone will have access to it at the same time.”

“It's usually just a catalyst, an indication that here's something strange”

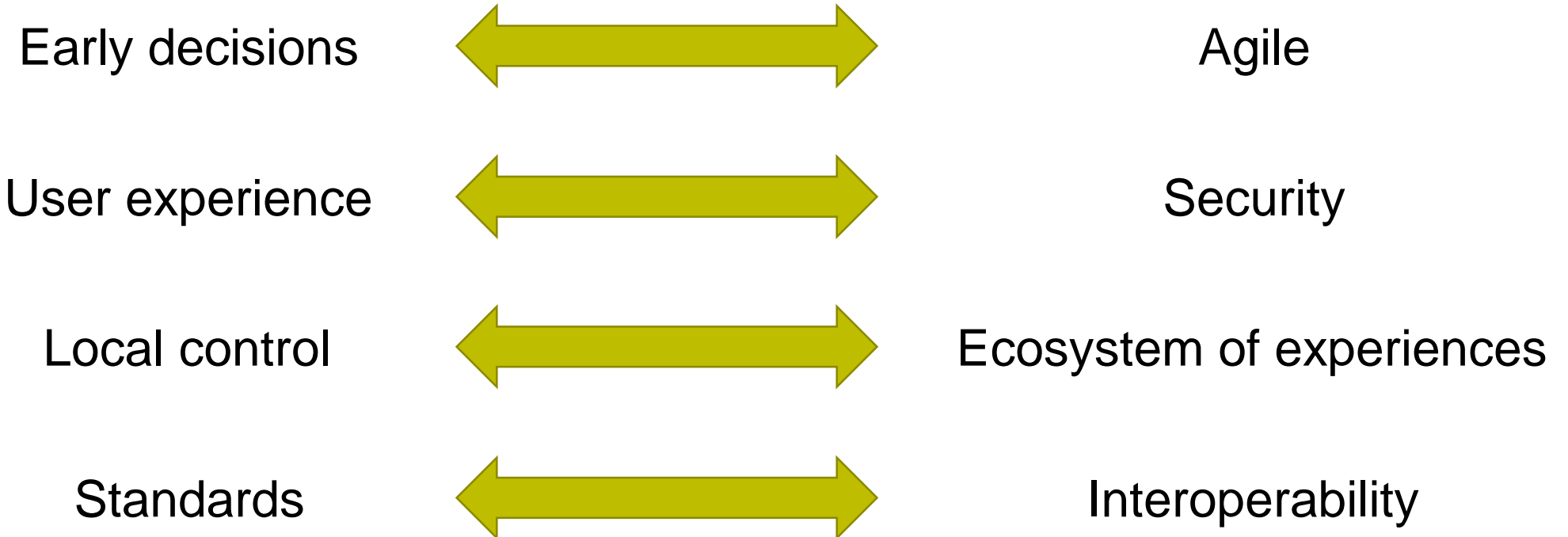


“In fact, all data that comes there can be used to create a better product”

“You have to use it with other data. You have to make interviews, and have contact with focus groups also to put it in context”

“The product is out, it's already in thousands of homes. And we can do such a thing as doing a new feature, deploy it to a hundred users, and see if they are using it or if we want to do something more.”

Challenges



Conclusions

- Adapting to the situation
 - There is no simple answer – you need to adapt to your context
 - Company J: *“We don’t have that many customers yet. So we dare not risk that one particular solution may be bad”*
- Proactive or reactive
 - There seems to be a connection between level of innovation as well as product lifecycle
 - Data-driven approaches *“may simply lead to the most average HCI design ever created”*^{*}
- The system context
 - More and more, the experience is not under your control
 - Interviewee H: *“IoT can be seen as an ecosystem of experiences”*

^{*}de Haan, G.: HCI Design Methods: Where Next? From User-centred to Creative Design and Beyond. Proceedings of the European Conference on Cognitive Ergonomics 2015



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