



Quick Guide: The aim of AEIOU (= Activities, Environment, Interaction, Objects, Users) is to learn more about the users/customers and their environment through analysis and observation and to bring more structure into the observation.

More tips & tricks for this template on book page: 107

1 Research

Research on the user



Activities

What activities do they carry out?



Environment

What does the environment look like?



Interaction

How do the systems interact with one another?



Objects

What objects and devices are used?



User

Who are the users?



2 Observation on site and documentation

Observe the user/customer and use the AEIOU questions for documentation.



3

4 Findings

Gains new insights

