

## **IRIS workshop: Design for heterogeneous user groups**

### **Brief description**

One of the most intriguing systems development challenges in the field of e-government is the combination of an increasing user-centred (citizen-centred) focus and the design of large-scale public information systems. Together these two developing lines create a need for knowledge about *how* to design for heterogeneous user groups. Both from a requirements engineering perspective and regarding iterations and validations throughout the process. Since the public information system's actual end users are national citizens (and sometimes even transnational, for example, in European projects), the old systems development dilemma about how to capture the needs and experiences of hundreds of users has grown in importance.

This workshop intends to cover both the critical *and* practical implications of this issue; why and how are important questions and fruitful discussions cover both of them. It is as such equally important to create design methods and understand the ideological standing points behind them.

### **Structure of workshop**

The workshop will be introduced by four invited presenters (15 min. each) and followed by a panel discussion with time for questions from the auditorium (30 min.).

### **Organisers:**

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