



The State of HCI at Cognos



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About Cognos...

- An international corporation headquartered in Ottawa
- World leader in *Business Intelligence*
 - Sold over 2 million licenses in 120 countries
- High growth rate
 - 20+ new hires per week world wide; 2500+ employees
- 20+ member UI team
- New usability lab
- Commitment for HCI
- UI team at an *influential* position with close interaction with Product Management and Development

Opportunities at Cognos



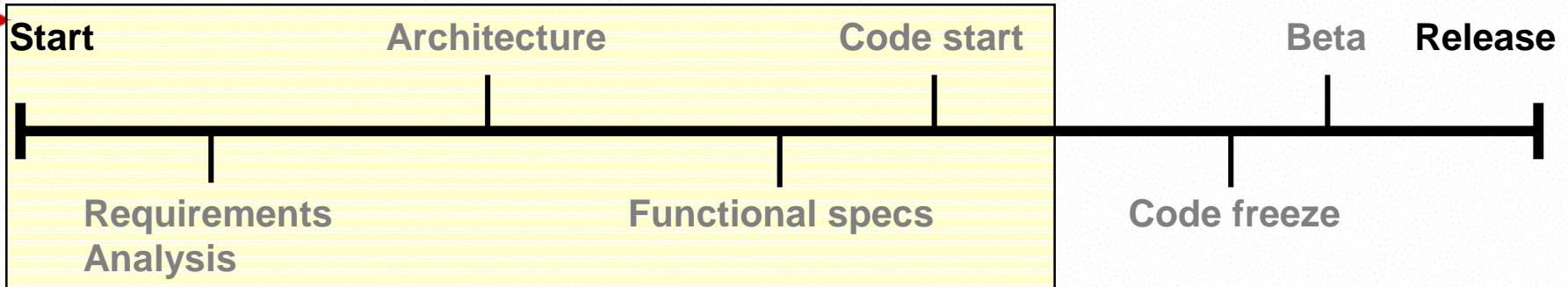
■ Positions

- UI Architect
 - Defines the broad UI structure, navigation and interaction strategy
- UI Designer
 - Creates detailed UI design and layout for highly usable products
- Usability Specialist
 - Conduct usability evaluations, focus groups, web-based surveys
- Management
 - More as the group expands

■ Design

- Building products using exciting, bleeding-edge technologies – Web, Wireless, B2B, CRM, Agents and Alerts

What Skills is Cognos Looking For?




- Audience and task analyses
- Concept prototyping
- Concept verification


- Workflow
- UI Architecture

- Low and high-fidelity prototyping
- Detailed design
- UI specifications
- Usability evaluations


Missing/Hard to Find Skills

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- A balance between HCI and Computer Science skills
 - Knowledge of the software development process
 - Technical competence
 - Negotiation/communication skills
 - Working in teams
 - Graphics/screen layout

How Do People Get HCI Skills?

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- HCI-related programs at Universities (e.g., CURE)
 - Co-op, internships
 - On-the-job training, mentoring
 - Technical training, HCI courses, conferences
 - HCI presentations at CapCHI, UPA, Universities
 - HCI literature

What is Cognos Doing?

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- Cognos-Carleton Funding
 - Lectures at Carleton product design course (49:405) and at Algonquin for a multi-media course
 - Presentations at CapCHI, UPA, TorCHI
 - Educational presentations at University recruiting visits
 - Soon: HCI lectures, workshops, tutorials from visiting HCI professionals