Index

Abelson, R., 24
Abstraction
 levels of, 27, 53, 143, 171, 173, 178, 180
 middle level, 27, 159
Access principle, 42
Action, 13–14, 20, 35–36, 56, 79, 83, 94, 103, 107, 118, 132–133, 155, 177, 180, 194, 198, 206
Activity
 cognitive, 147
 space, 161
 sphere of, 12, 37, 38, 120
 structure, 189
Activity theory, 10, 193
Actor, 83, 96, 165, 166
Agent, 13, 72, 79, 91, 94, 121, 122, 138, 155, 206, 207
Agre, P., 193
Algorithm, 146, 172, 200
Alexander, C., 153, 167
Alexander, I., 138
Alty, J., 172
Analogy, 22, 38, 48, 66
Analysis
 object-oriented, 97, 145
 task, 13, 120, 122, 127
 top-down, 86
Analysis paralysis, 86
Approach. *See also* Design
 embodied interaction, 204
 HCI, 141
Architecture
 information, 197
 layered, 55, 70, 72, 73
Artifact, 126
 cognitive, 167
 digital, 207
Artificial Intelligence (AI). *See* Intelligence, artificial
Attribute
 relation in the form of, 97

Backstage cognition. *See* Cognition, backstage
Bank card, 68, 69
Bannon, L., 10, 123
Barthes, R., 110
Bartlett, F., 23
Base space. *See* Mental space, base
Beck, K., 200
Behaviorists, 2, 4
Benyon, D., 6, 103, 122, 133, 154, 156, 158, 160, 175, 183, 185, 195, 197, 201
Blend, ix, 43, 44–54, 57–60, 64–66, 68–81, 90, 92–97, 99, 104–121, 127, 138, 149–151, 161–162, 174–177, 180–182, 187–190, 198, 203, 205–206. *See also* Conceptual integration
 compression into a, 97, 107
 consistency, 71–72
 double scope, 59–60, 105, 121

Blend (cont.)
emergent structure of, 95, 105, 114, 174, 176
at a human scale, 106, 111
as icon, 108, 110–112, 177
as instantiation, 78
integration of, 109, 112–113
integrity of, 177
as knowledge producer, 46
manipulation of, 114
principles, 107, 109, 111, 116, 174 (*see also* Blending principles)
recruiting structure for, 64–65, 109, 120, 161
relation, 96–97, 107, 111, 174 (*see also* Relations)
running the, 45, 47, 109
single-scope, 59–60
unpacking, 110, 174
Blending principles
completion, 44, 47, 108–110, 156, 161, 177, 191
composition, 44
elaboration, 45, 47
Bødker, S., 10
Booch, G., 91, 98, 164
Book problem, 132–133
Boyd, R., 88
Broker, 55, 62, 72–74
Buchholz, H., 145
Buddhist monk story, 46–48, 50, 156
Buschmann, F., 70
Business story, 90–94, 107, 205–206

Card, S., 4, 13
Carroll, J., 123, 125, 152–154, 156–157, 159–160, 163–164, 171–172
Categorization, 29, 33, 60, 155
basic-level, 155
by container, 86–87
dependency, 72
Category, 25, 28, 34, 60–61, 186, 190
basic level, 27–28, 159
classical, 26
metonymic model of, 29
a prototype theory of, 27
radial, 196
superordinate, 153
Child space. *See* Mental space, child
Chomsky, N., 7
Clancey, W., 193
Class, 99, 137, 142, 147–151, 164, 167, 201, 206
as blend, 149, 205
COBOL, 11, 53, 145
Cockburn, A., 200
Cognition, 2–10, 16, 56, 187
alternative, 171
backstage, 172, 200
bodily basis for, 20, 194
distributed, 9, 22
embodied, 6–7, 17, 19–20, 35–38, 55, 106, 126, 134, 171, 178, 198, 207
experiential, 19 (*see also* Experientialism)
objectivist philosophy of, 39
Cognitive
artifact, 163, 167, 197, 204
friction, 128
model, 20–23, 25–26, 28, 33–34, 36, 41, 44, 47, 57, 168, 171, 197 (*see also* Models, cognitive)
processes, ix–x, 9, 31, 37, 39, 46–47, 59, 64, 145, 168, 172, 193, 202–205
psychology, 3, 7–8, 21, 23, 193 (*see also* Cognition)
schemata, 23
science, 7, 30
structure, 19, 22–24, 41
Cognitive semantics, 20–21, 30, 36, 98, 124, 134, 159, 193, 200, 203–207
Cognitivism, 8, 20
Colwell, R., 91
Communities of practice, 66
Compactness hypothesis, 55
Compression, 79, 91, 107–108, 112, 151, 177, 206. *See also* Governing principles

borrowing for, 107, 191
highlights, 107
by scaling, 107
by syncopation, 107
Computer-based sign, 53
Computer programming, 11–12
Computer Supported Cooperative Work (CSCW), 14
Computing, x, 2, 4–5, 7–8, 12, 47, 62–64, 90–91
distributed, 133
speckled, 10
ubiquitous, 15
Concept, 27, 29–30, 65, 72
classical theory of, 26
emergent, 176
metaphorical, 29, 66, 100, 136
Conceptual
artifact, 21
metaphor (*see* Metaphor, conceptual)
model, 21, 103, 191, 201
process, 20
scenario, 156–158, 161, 163
tools, 20, 36, 57, 105, 171
Conceptual integration, ix, 43, 47–49, 57, 64–65, 74–75, 104–105,156, 161, 169, 172–173, 181–183, 191–192, 194, 201
governing principles, 191
single-scope network, 58
Conduit metaphor, 39–40, 145, 147, 201
Constantine, L., 154
Construct, 21, 53, 59–60, 77–78, 81, 90–91, 93, 123, 142, 151, 198
Container. *See* Image schema, container
Cooper, A., 123–125, 127–130, 157
Copy and paste, 175
Crampton Smith, G., 196

Davis, A., 147
Default values, 24
Degen, W., 99
Denning, P., 123
Descartes, R., 19
Design
to achieve human scale, 36, 178, 183, 191
with blends, 111, 171, 185
conceptual, 179, 188
goal-directed, 127, 129–130, 133
interactive systems, 57, 126, 130, 133, 139, 143, 153, 160–161, 194, 196–198, 207
intuitive, 192
middle-out, 186
operational, 179
physical, 133, 179
process, 69, 126, 156, 161, 191, 196
representational, 179
scenario-based, 152, 156, 159
task-directed, 128
Desktop metaphor, 50, 52, 196
as a blend, 52–53, 205
Dewey, J., 36
Diagram
class, 137, 148–149, 167, 206
data flow, 89
state transition, 85–86, 205–206
UML, 98, 148
Diaper, D., 121–122, 159
Digital, 35, 36–37, 57, 114, 133, 193–194, 198, 201, 203, 206–207
Dijkstra, E., 54, 90
Domain, 25, 37–38
conceptual, 53, 59, 70
dimensions of, 160
invoicing, 92
judicial, 61
Dori, D., 98
Dourish, P., 20, 35–36, 126, 130, 132, 193, 198
Dowell, J., 120
Drag and drop, 113, 116, 167, 181
Dreyfus, H., 19–20, 193
Dreyfus, S., 20
Dreyfuss, H., 153
Dry discourse, 143, 159

Egyed, A., 148
Ehn, P., 205
Elaboration, 45, 47, 52, 136, 142
Embodiment, 17, 106
 sociocultural, 6
Emergent, 45, 53, 65, 105–106, 116, 120, 174, 176
 concept, 176
 properties, ix
 structure, 43–47, 49, 53, 95, 105, 118, 162, 189
Entity, 85, 90–92, 94–96, 151, 199, 201, 206–207
 basic-level, 125
Entrenchment, 59, 61, 74, 76, 168
Epistemology, 98, 199
 and ontology, 98
Ericksson, T., 53
Event, 24–25, 61, 78–79, 90, 99–101
 cause-motion, 80
Experientialism, 20, 106
Expressiveness, 55

Family resemblances, 27
Fauconnier, G., ix, 20, 23, 41, 45–48, 57, 65, 79, 96, 104–107, 109–112, 118, 145–146, 156, 159, 172, 174, 178, 187, 193, 199–201
Felt sense, 5, 7, 36, 38, 55–56
Figurative, ix–x, 1, 16–17, 36, 59, 62, 74, 76, 168, 171, 173, 183
 expressions, 76
 language, ix, 50, 54–55, 57, 61, 64, 66, 136, 160
 pattern, 63
Fillmore, C., 24
Flores, F., 193
Focal adjustment, 137, 142
Folk theory, 60, 95
 of language, 145
 of meaning, 147
Foreground, 140–141, 165
Fowler, M., 126, 147–148

Frame, 24, 105, 174–175, 180, 199
 abstract, 58–59
 conflict, 40
 elements, 24
 organizing, 57–58, 77, 104–105, 174, 199
 real workplace desktop, 109, 174
 restructuring, 40, 173, 179
 understanding of the problems, 179
FrameNet, 24
Framework, ix–xi, 24, 103–104, 151, 177, 187, 192
 image schematic, 187
Fritzinger, J., 75

Gamma, E., 63, 168
García, R., 199
Gardner, H., 7
Gartner, K., 168
Gellerman, S., 130
Generic space. *See* Mental space, generic
Gentner, D., xiii, 22, 109
Gentner, D. R., 22
Gibbs, R., 29, 31, 55
Gibson, J., 193, 198
Goal, 10, 75, 97, 122, 127, 153, 164
 -based design (*see* Design, goal-directed)
 corporate, 127
 personal, 13, 123
 system, 122
Goguen, J., 147
Goldberg, A., 79
Goldin, D., 131
Governing principles
 compression, 107 (*see also* Compression)
 integration, 79, 112
 recursion, 116, 178
 relevance, 111, 178, 189
 topology, 112, 118
 unpacking, 108–109, 114, 178, 189
 web, 108–109, 112, 114
Grammar, 137
 cognitive, 137, 160
Greeno, J., 22

Haberlandt, K., 8
HCI-SE, 17, 128, 130, 137, 156, 160, 201, 203, 206–207
Heidegger, M., 19, 35
Hollan, J., 9, 22
Home Information Centre (HIC), 158, 183–185, 188, 190, 194
Hotel system, 144
Human-computer interaction (HCI), x, xi, 4–7, 13–14, 16–17, 21, 31, 36. 50, 55, 57, 66, 77, 101, 103–105, 114, 120–122, 132–133, 135, 137, 141–142, 152, 156, 160, 171–172, 174, 191, 193–201, 203, 206–207
 immediate scope, 196
 individual level, 66
 organizational level, 66, 178
 workplace level, 66, 68
Human scale, 20, 36, 106–107, 109, 111, 114, 123, 132, 155, 159, 161, 174, 178, 183, 187, 191, 194, 206
Human understanding, 19
Husserl, E., 35
Hutchins, E., 9, 22, 178, 187, 193

Idealized cognitive models (ICMs). *See* Models, cognitive
Image schema, 25, 30, 32, 34, 82, 182, 202
 center-periphery, 187
 container, 33, 35, 84, 86, 91, 187, 202
 link, 33, 82, 99, 202
 source-path-goal (path), 31–32, 35, 62, 82–84, 126
Imaz, M., x, 6, 55, 154, 201
Implementation, 64, 66, 80, 118, 123, 142, 144, 146, 157, 173
Inexpressibility hypothesis, 55
Information architecture, 197
Information space, 133, 189, 191, 194–197, 207
Inner-space relations, 94–95
 cause-effect, 96–97
 change, 96
 identity, 96
 intentionality, 96
 part-whole, 96
 representation, 96
 role, 96
 time, 96
Input space, 45, 56, 58, 70–71, 79, 108, 110, 112, 114, 116, 118, 174, 179–180, 185
Instantiation, 78–79, 80, 99–100, 142, 201
 as cognitive operation, 80
Intelligence, 19, 91
 artificial, 3
 human, 4
Intention, 175, 180
Interactional property, 82
Interaction design (ID), 57, 126, 194, 196–198
 as design of spaces, 196
 immediate scope, 196
Interactions, x, 3, 9, 14, 20, 23, 30, 82, 92–93, 97–98. 106, 114, 120, 126, 130–133, 137–139, 143–144, 155–156, 158, 165–166, 172, 179–180, 184, 186, 193, 198, 201, 205
 and algorithms, 130
 embodied, 7, 30
 unmediated, 133–134
Interactivity, 3
Interface, 7, 14, 50, 52–53, 109, 114, 116, 120, 128, 141, 144, 165–167, 174, 185, 187–191, 194
 design, 172
 desktop, 52–53, 105, 107–109, 174–177
 human-computer, 6, 14, 50
 metaphorical, 56

Jarke, M., 143
Jirotka, M., 147
Johnson, G., 63–64
Johnson, M., ix, xiii, 5, 20, 23, 29–31, 48, 55, 100–101, 167, 187
Juristo, N., 145

Kant, I., 30
Kay, A., 16, 202–203
Koestler, A., 46

Lakoff, G., ix, 5, 20, 22–30, 32, 34–36, 40, 48, 55, 66–67, 82, 100–101, 155, 187, 193, 195
Landay, J., 16
Langacker, R., 137–138, 142
Language, ix–x, 5, 10, 19, 22, 30, 39–41, 48, 55, 61–62, 64, 72–74, 78–79, 103, 137, 145–148, 150, 156, 160, 163, 172, 192, 199–200, 203–205, 207
 assembly, 11
 figurative, ix, 50, 54, 57, 59, 61, 64–66, 74, 76, 136
 games, 193
 literal, 54–55
 machine, 11
 natural, 3
 procedural, 11
 programming, 5, 11–12, 53, 75, 137, 145
 semantic trap, 148
Lauesen, S., 136, 144, 146, 157, 164–165
Laurence, S., 19, 26
Lave, J., 66, 193
Leont'ev, A., 10
Linguistics, 7, 19–20, 34, 42, 61, 137
 cognitive, 34, 146
Link. *See* Image schema, link
Literacy, 2, 16–17, 36, 203, 207
 digital, x, 37, 57, 114
Literal, ix, 1, 17, 26, 29, 53–55, 58–60, 64–65, 74, 76–77, 89, 100, 137, 171–172
Location, 7–8, 11, 53, 63, 85, 100, 114, 138, 159, 165, 174, 182, 185–186
Lockwood, L., 154
Long, J., 120

Macaulay, C., 160
Mack, R., 172
Maclean, A., 68
Macquarrie, J., 19
Madsen, K., 68
Maes, P., 16
Maglio, P., 172
Maiden, N., 159
Mandelblit, N., 79
Mapping, 21, 33–34, 38, 41, 43, 66, 113, 141, 151, 155, 207
 cross space, 44
Margolis, E., 19, 26
Martin, J., 87
Material anchors, 22
Matlock, T., 172
McClelland, J., 8
McClure, C., 87
McCullough, M., 194
Meaning, ix, xi, 8, 23–24, 30, 34–36, 39–42, 48–49, 53–55, 61–63, 71, 73, 77–78, 82, 84, 114, 116, 124, 126–128, 130, 132–133, 136, 138, 145–147, 149, 168, 172, 180, 189, 204–205, 207
 additional, in a concrete model, 149
 folk theory of, 147
 gaps in, 137
Memory, 2, 7–8, 11, 23, 33, 53, 63, 113, 130
 as constructive process, 23–24
Mental imagery, 28
Mental model. *See* Models, mental
Mental space, 22, 40–43, 48, 64–65, 68, 73, 80, 91–92, 94–97, 146, 149–150, 152, 184–185, 199–200
 base, 41–42
 child, 41
 connector, 41–43, 95
 generic, 44, 46–47, 57–59, 62, 65, 68–70, 171
Merleau-Ponty, M., 19, 35–36
Metaphor, ix, xi, 5–8, 12, 14–15, 22, 28–30, 32, 37–43, 45–49, 52–55, 62–63, 66–70, 73, 86, 88–89, 97–98, 101, 109, 121–122, 136–137, 144, 155, 169, 172–173, 184, 189, 193–197, 200–201
 conceptual, 20, 31, 50

conduit, 39–40, 145, 147, 201
constitutive, 14, 90, 103, 196, 207
and design, 171, 179
desktop, 50, 52–53, 59, 196, 205
generative, 205
mixing, 63
tension, 68
Metaphorical conceptualization, 29–30
Metaphors
the bank ATM system is a bagel store, 68
the computer is becoming invisible, 15
the computer is disappearing, 15
creating software is engineering, 152
the device is a stupid person, 38
the discussion is a container, 202
events are locations, 100
events are objects, 100
HCI is browsing, 103
HCI is communication, 16
HCI is a conversation, 38, 103
HCI is a dialog, 38, 103
HCI is direct manipulation, 16, 103, 207
HCI as the indirect management of agents, 16
HCI is instructing the system, 103
HCI is navigation, 103, 196, 207
HCI is navigation of information space, 196, 207
HCI is the performance of work, 121
HCI is a sequence of actions, 122
HCI as a society of insects, 16
the human is an information processor, 8, 38
the information space is a rolodex, 189
the interaction is communication, 14
the interaction is a conversation, 14
the interaction is a dialog, 14
knowing is seeing, 5
love is a journey, 29, 38, 40
the melting is a path, 32
objects are people, 97
the operating system is an office desktop, 52
requirements are animals in motion, 136
requirements are things, 145
software is a building, 137
software is a collection of objects, 12
software is a sequence of steps, 12
software is a society of agents, 13
software is a spatial structure, 70
the surgeon is a butcher, 48, 105
the system is a collection of objects, 16
the system is an industrial plant, 16, 89, 103, 144, 207
the system is a society of agents, 16
the system is a society of people, 103, 207
theory is a building, 39
thought is language, 22
thought is object manipulation, 22
time is money, 100
time is a resource, 100
travel, 88
up is good, 5
work exchange, 67
work reward, 66
Method, 78, 80, 86–88, 91, 94, 98, 100, 120, 124, 146, 150–152, 159, 172, 194, 204, 206. *See also* Approach
cards, responsibilities and collaborations, 98
middle-out, 86–87
object-oriented, 100, 146, 150–153
structured, 77, 90
top-down, 86–88
top-down as exposition, 87–88
Methodology, 78, 194, 200, 204
Metonymy, 25, 28–29, 33, 52, 100, 200
Middleware, 73
Miller, G., 7
Mind, ix–x, 19–23, 27–28, 39, 100, 127, 145, 160, 173, 200
theory of, 20
Minsky, M., 24, 78

Models, 8, 40, 75, 78–82, 89, 91, 95–98, 131, 138, 142, 145–146, 148, 163, 201
 abstract, 97, 148–150
 analysis, 148, 151
 cognitive, 21–22, 25, 197
 conceptual, 191, 201
 conceptual foundations, 207
 concrete, 148–149
 entity-relationship, 82, 199, 207
 idealized cognitive, 22
 image-schematic, 25
 mental, 21–22, 54
 metaphoric, 25
 metonymic, 25, 29
 propositional, 25
 relational, 151
Moran, T., 4, 13
Mueller, M., 75
Myers, B., 16

Naduri, S., 145
Nardi, B., 10, 172, 193
Navigation, 63, 133, 175, 194–197, 207
Neurology, 3
Newell, A., 4, 7, 13, 123
Nielsen, J., 109
Norman, D., 15, 21, 172, 193
Notation, 65, 77–78, 122, 148, 194, 199
 object-oriented, 148
Núñez, R., 34, 193, 195

Object Event-Structure metaphor, 100
Object orientation (OO), 90–91, 95, 98, 103
Observer, 68, 138–142, 165
 pattern, 63, 168
Ontology, 22, 25, 69, 98, 100–101, 199. *See also* Epistemology
 for software engineering, 98, 199
Operation, 43, 57, 62, 78, 80, 91, 94–96, 112–113, 118, 120, 173, 176–177, 180–183
 emergent, 120
Orientation, 34, 138, 172
Outer-space relations, 77, 91, 94–97, 206

Parable, 155
 as cross-story mapping, 155
Paradigm, 8, 11–12, 14–15, 40, 90, 103, 207
 shift, 40
Path. *See* Image schema, source-path-goal
Pattern, 7, 14, 24, 30, 45, 63, 70, 88, 108–110, 128, 137, 156, 161, 168–169, 177, 180, 191
 as framing a situation, 167–168
 as a tool for designing, 168
Perceptual features, 173, 182
Persona, 124–126, 128, 144, 153
 accurate, 125
 as hypothetical archetypes, 124
 precise, 125
 as verisimilar characters, 124
Perspective, 7, 13, 17, 23, 35, 67, 98, 125, 137–139, 159, 165–167, 171, 183, 198, 206
Plato's problem, 26
Poetics, 37
Pohl, K., 143
Polysemy, 62
Preconceptual, 30
Preece, J., 103, 197
Presence, 132, 134, 183
Principles
 constitutive (*see* Blending principles)
 governing (*see* Governing principles)
Process, ix, xi, 4, 7–9, 23–25, 40–41, 44, 47, 49–50, 52–54, 57, 62, 68–70, 76, 89, 98–99, 104, 106, 110, 113, 116, 123, 125–127, 133, 136, 141–142, 145–148, 152–153, 156, 161, 168–169, 171–173, 176, 179, 183, 186, 189, 191–192, 194, 196, 199, 201, 207
 business, 94, 135, 141, 164
 cognitive, ix, 9, 31, 37, 46–47, 64–65, 168
 imaginative, 97
 of memory, 23

Program, 4, 8, 11, 47, 55, 62, 66, 100, 135, 152, 201
general motor, 28, 124
Projection, 39, 44, 46–48, 53, 56, 61, 71, 73, 89, 158, 182
head movement, 176
imaginative, 37, 156, 171
metaphoric, 32–33
metaphorical, 82–83, 202
metonymic, 29
selective, 47
from some stories to others, 155
structure, 48
Property, 48, 82, 160. *See also* Attribute
emergent, ix, 105
Prototype effects, 27–28
Psychology, 2–3, 7–8, 11, 13, 15, 193, 198
cognitive, 7–8, 21, 23
ecological, 193, 198
Purpose, 10, 32, 35, 63–64, 87, 111, 122, 125–126, 144, 147, 163, 168
Putnam, H., 19

Reality, 100, 131, 146, 155, 201
highly abstract, 64
virtual, 132
Realization, 7, 142
Reddy, M., 39–40, 145
Refinement, 45, 87, 90, 142, 146, 148
Relations
inner-space (*see* Inner-space relations)
outer-space (*see* Outer-space relations)
vital (*see* Vital relations)
Relationship, ix, 6, 9, 25, 34, 38, 40, 48, 52, 54, 60, 65, 68, 71–73, 78, 82–84, 99, 105, 138, 147, 149, 151, 199, 201, 207
equivalence, 38
is_a, 147
many-to-many, 151
Remembering, 23–24
Reorganization
domain of needs, 68
domain of requirements, 68
Representation, 3, 8, 14, 21, 25–26, 67, 73, 79, 84–86, 96–98, 103, 137, 143, 146, 156, 173, 177, 180, 182–183, 192, 195, 197
abstract, 79, 120
external, 21
fidelity of, 133
hierarchical, 128
Requirements, 67–69, 80, 88, 104, 135–139, 141, 143–148, 150, 152–161, 163, 165, 166, 184, 195, 199
capture, 135–136, 199
construction, 135–136
extraction, 135
functional, 136
gathering, 135–136, 199
incomplete, 147
meaning, 145, 147
nonfunctional, 136
understanding, 135, 147, 152
Requirements specification, 136, 147
Robertson, S., 138
Robinson, B., 19
Rohrer, T., 5–7, 56
Roles, 24–25, 151, 163–164, 194
Rosch, E., 27, 198
Rugaser, S., 145
Rumbaugh, J., 91, 98, 164
Rumelhart, D., 8
Running the blend. *See* Blend, running the

Sachs, P., 66–67
Scenario, 6, 24–25, 47, 152–154, 156–158, 160–162, 166, 184, 186
as blend, 162
conceptual, 157
concrete, 154, 156–157
contextual, 158
entertainment, 184
informational, 184
message board, 185
of use, 154, 164, 184
user story, 136, 154, 156–158, 163

Scene, 5, 23, 138
 background, 141
 focus, 137
 foreground, 141
 immediate scope, 139
 orientation, 138
 perspective, 138
 scope shifting, 138
 selection, 138
 vantage point, 138
Schank, R., 24
Schema, 23–25, 30–31, 65, 78, 99, 142, 167–168
 abstract, 79
 force-dynamic, 34
 image (*see* Image schema)
 orientational, 34
 topological, 34
Schema space, 172
Schön, D., 40, 173, 178–179, 205
Scope, 106, 137, 140–141, 160, 165, 196–197
 immediate, 139–140, 160–161, 196
 portion of a scene, 138
 view as, 137
Scott, K., 126, 147–148
Script, 24–25
Seibt, J., 98
Selection, 113, 122, 138, 140, 142, 176
Shneiderman, B., 14–16, 103
Siddiqi, J., 143
Software agents, 12–13
Software engineer, 82, 128, 138–140
Software engineering, x, 5, 12, 57, 64, 77
Space
 activity, 161
 blend, 53, 57–59, 68–69, 77, 90
 information (*see* Information space)
 mental (*see* Mental space)
 network of, 48
Spaghetti code, 77
Stakeholder, 137, 156
 onion model, 138
 viewpoints, 138
State transition
 state transition diagram (STD), 85–86, 183
Stepwise refinement, 87, 90, 142
Stereotype, 29
Stevens, A., 22
Story, interactional, 155
Storytelling, 23, 154–155
Structure, emergent, 43–47, 49, 53, 95, 105, 118, 162, 189
Suchman, L., 14, 193
Sutcliffe, A., 154, 159
Sutherland, I., 14

Tabor, P., 196
Task analysis, 13, 120, 122, 127, 129
Taxonomy, 27, 63
Theory
 blending, 193
 folk, 60, 95, 145, 147
 and metaphor, 48–49, 193
Thomas, J., 13, 172
Transaction, 24–25, 43, 72, 92, 96
Trash can, 50, 52, 56, 107–109, 111–112, 116, 118–119, 174–175, 177, 181–182
Turner, M., ix–x, 20, 45–48, 54, 57–58, 61, 79, 89, 96, 104–107, 109–112, 118, 151, 154–156, 159–160, 172, 174, 178, 187, 193, 200–201, 205

U2 Partners, 78
UML, 12, 71, 77–78, 91, 98–99, 148, 163, 183
 actor, 164
 instantiation, 80, 142
 realization, 142
Use case
 from an external perspective, 166
 from an internal perspective, 165
User, 14, 35, 55, 75, 88, 111, 123–129, 136, 141–142, 144, 160–161, 164–165, 181–182, 185–188. *See also* Persona

User interface, 6–7, 13, 50, 62, 105, 114, 116, 120, 141, 156, 167, 172–173, 176, 194, 199, 201
 implementation driven, 144
User story, 136, 154, 156–158, 163, 173–174

Vantage point, 66, 138, 140–142, 161
Varela, F., x, 198
View, 88, 121–122, 129
 individual, 66
 organizational, 66–67
 workplace, 66
Viewpoint, 68. *See also* Scope
 immediate, 139
Virus, 63, 65–66
Vital relations, 48, 96, 107, 171, 191, 206
Vividness, 55, 163, 168, 204–205
 hypothesis, 55
Vygotsky, L., 10

Waterworth, J., 172, 187
Wegner, P., 131
Weinberg, G., 193
Weiser, M., 15
Wenger, E., 66, 193
Wet discourse, 143, 159
Winograd, T., 193, 196
Winter, S., 193
Wittgenstein, L., 19, 26–27
Work, 14, 37, 46, 50, 66–68, 105, 107, 109, 120–122
 performance, 121
Wright Mills, C., 159

Young, R., 22
Yourdon, E., 12, 86

Zarmer, C., 172
Zbikowski, L., 193
Zooming Windows, 6–7