# Information architecture and interaction design

Reading list for project 4: Information architecture

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**20 items**

## Information architecture (4 items)

**Information architecture for the World Wide Web**, by Peter Morville; Louis Rosenfeld, 2007

Book

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**Pervasive information architecture: designing cross-channel user experiences**, by Andrea Resmini; Luca Rosati, 2011

Book

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**Information architecture** - in The Electronic Library, by Martin White, 2004-06

Article

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**The Heart of the Matter, Information Architecture in the Mobile Age | Interaction Design Foundation**

Webpage

## Interaction design (5 items)

**Inventing the medium: principles of interaction design as a cultural practice**, by Janet H Murray, 2012

Book

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**About face: the essentials of interaction design**, by Alan Cooper, 2014

Book

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**Interaction design: beyond human-computer interaction**, by Yvonne Rogers; Helen Sharp; Jenny Preece, 2019

Book

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**Thoughts on interaction design**, by Jon Kolko, 2011

Book

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**Designing interactive systems: a comprehensive guide to HCI, UX and interaction design**, by David Benyon, 2014

Book

## User journey mapping (6 items)

**Customer Journey Mapping** - in Online searcher (Medford, N.J.), by Darlene Fichter, 2015

Article

**Journey mapping** - in Communication Design Quarterly Review, by Tharon Howard, 2014-05-01

[ Article ]

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**Performance journey mapping: a service performance assessment framework** - in The TQM Journal, by Angelika Höber; Elisabeth Pergler; Doris Weitlaner; Hans-Peter Grahsl, 2015-03-09

[ Article ]

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**Mapping customer journeys in multichannel decision-making** - in Journal of Direct, Data and Digital Marketing Practice, by Julia Wolny; Nipawan Charoensuksai, 2014-4

[ Article ]

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**The eCommerce Customer Journey: A Model to Assess and Compare the User Experience of the eCommerce Websites** - in Journal of internet banking and commerce : JIBC, by Riccardo Mangiaracina, 01/12/2009

Volume:
14

Issue:
3

Page:
1

[ Article ]

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**Walking a Mile in the User's Shoes: Customer Journey Mapping as a Method to Understanding the User Experience** - in Internet Reference Services Quarterly, by Joe J. Marquez; Annie Downey; Ryan Clement, 2015-10-02

[ Article ]

## Service design (5 items)

**Service design: from insight to implementation**, by Andrew Polaine; Lavrans Løvlie; Ben Reason, 2013

[ Book ]

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**This is service design thinking: basics - tools - cases**, by Marc Stickdorn; Jakob Schneider; Fergus Bisset, 2010

[ Book ]

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**Systems Thinking in Design: Service Design and self-Services** - in FORMakademisk, by John

Darzentas; Jenny Siobhane Darzentas, 2014-12-16

[ Article ]

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**Service design: an appraisal** - in Design thinking: integrating innovation, customer experience, and brand value, by Roberto M Saco; Alexis P Goncalves, 2010

[ Chapter ]

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**The journey to the interface: how public service design can connect users to reform**, by Sophia Parker; Joe Heapy; Demos (Organisation : London), 2006

[ Book ]