



Designing Human Systems

Enid Mumford, Steve Hickey, Holly Matthies

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Enid Mumford (1924-2006) was a pioneer in the sociotechnical design of computer systems. Prof Mumford's work successfully investigated the introduction and implementation of computer systems by large corporations and governments. Mumford's ETHICS approach to software development emphasizes user participation, thus avoiding many of the problems of introducing new systems. It takes a holistic view of organizations, unifying both social and technological solutions. This updated edition of Mumford's book, *Designing Human Systems*, describes how modern agile programming techniques complement the ETHICS method. Together, the two methods cover both user and developer issues. This integrated approach offers an improved methodology for successful software development projects.

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