

# How to Make Sense of Any Mess: Information Architecture for Everybody

## HOW TO MAKE SENSE OF ANY MESS

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Everything is getting more complex. It is easy to be overwhelmed by the amount of information we encounter each day. Whether at work, at school, or in our personal endeavors, there's a deepening (and inescapable) need for people to work with and understand information. Information architecture is the way that we arrange the parts of something to make it understandable as a whole. When we make things for others to use, the architecture of information that we choose greatly affects our ability to deliver our intended message to our users. We all face messes made of information and people. I define the word mess the same way that most dictionaries do: A situation where the interactions between people and information are confusing or full of difficulties. Who doesn't bump up against messes made of information and people every day? This book provides a seven-step process for making sense of any mess. Each chapter contains a set of lessons as well as workbook exercises architected to help you to work through your own mess.

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