

Practical Product and Documentation Usability

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Agenda

- ◆ Overview
- ◆ Kinds of Usability Testing
- ◆ Moving Usability into Lifecycle
- ◆ Recommended Books

Goal

- ◆ Produce significantly more usable software and its documentation
- ◆ Create a culture in which sharing software knowledge and creating usable software is an important and essential part of producing products

Design Principles

- ◆ Set business goals
- ◆ Understand the user
- ◆ Assess competitiveness
- ◆ Design the total user experience
- ◆ Evaluate designs
- ◆ Manage by ongoing user observation

Usability Guidelines

◆ 5 Rules of Usability

- ◆ Access
- ◆ Efficacy
- ◆ Progression
- ◆ Support
- ◆ Context

◆ 6 Principles of Usability

- ◆ Structure
- ◆ Simplicity
- ◆ Visibility
- ◆ Feedback
- ◆ Tolerance
- ◆ Reuse

Inquiry

- ◆ Contextual Inquiry
- ◆ Ethnographic field study
- ◆ Interviews/focus groups
- ◆ Surveys
- ◆ Questionnaires
- ◆ Journaled sessions
- ◆ Self-reporting logs
- ◆ Screen snapshots

Practical Research

- ◆ User Roles
- ◆ Buddies
- ◆ Observe representative novice
- ◆ Requirements Workshops

Inspections

- ◆ Heuristic evaluation
- ◆ Cognitive walkthroughs
- ◆ Formal walkthroughs
- ◆ Collaborative Usability Inspection
- ◆ Feature inspections
- ◆ Consistency inspections
- ◆ Standards inspections
- ◆ Guideline checklists

Collaborative Usability Inspection

- ◆ Structured Review of System Usability
- ◆ Identify Usability Defects and Interface Inconsistencies
- ◆ Include Developers, Representative Users, and Usability Specialists
- ◆ Conduct with Product or Prototype
- ◆ Assigned Roles, Structured Process for Efficiency

Testing

- ◆ Simplified thinking out loud
- ◆ Co-discovery
- ◆ Question asking protocol
- ◆ Performance measurement
- ◆ Eye tracking
- ◆ Formal individual usability lab tests

Test Day

◆ Morning

- Manager and user walk thru scenario
- Manager hands on, talk out loud
- At each step answer questions

◆ Lunch

◆ Afternoon

- Manager to marketing
- Hands on user walks CUP essential tasks

Critical Books & Classes

- ◆ User & Task Analysis for Interface Design by JoAnn T. Hackos
- ◆ Cost-Justifying Usability by Bias & Mayhew
- ◆ Software for Use, Constantine & Lockwood
- ◆ The Usability Engineering Lifecycle by Mayhew
- ◆ Human Factors for Technical Communicators by Marlana Coe
- ◆ Handbook of Usability Testing by Rubin

Volere Requirements Process

◆ Mastering the Requirements Process Robertson & Robertson

Requirement #:	Unique ID	Requirement type:	Template section	Event/use case #:	Origin of the requirement
Description:	A one-sentence statment of the intention of the requirement.				
Rationale:	Why is this requirement considered important or necessary?				
Source:	Who asked for this requirement?				
Fit criteria:	A quantification of the requirement used to determine whether the solution meets the requirement.				
Customer Satisfaction:	Measure the desire to have this requirement.	Customer Disatisfaction:	Measures the unhappiness if it is not implemented		
Dependencies:	Other requirements with a change effect	Conflicts:	Requirements that contradict this one		
Supporting materials:	Link to supporting information				
History:	Origin and changes to requirement				Volare Process copyright@ Atlantic Systems Guild

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- ◆ User Interface Design
- ◆ Collaborative Usability Inspections
- ◆ Development Process Design
- ◆ Requirement Workshops
- ◆ Technical Documentation
- ◆ Usability Training

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