

A decorative pattern of white-outlined squares of various sizes is scattered across the left side of the slide. Some squares are arranged in vertical columns, while others are isolated. The squares vary in size, with some being significantly larger than others.

# Where are You in Usability?

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Acumed

A decorative pattern of white squares of various sizes is arranged in a grid-like fashion on the left side of the slide. The squares are scattered across the vertical space, with some appearing in pairs or small groups.

## Importance of Usability

- Little known term 15 years ago
- Works well for customer
  - Not just that it works
- Fierce competition
  - Ease of Use rating on items from washing machines to antivirus software

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## QA Professional

- Ensure product that works well for the customer
  - Usability part of job description
- QA role in usability
  - Understand design process
  - Contributions
  - Recognize and overcome barriers



# User Interface (UI) Design Process

- Customer-based requirements
- Iterative design
- Iterative Testing
- Team structure



# Customer-based Requirements

- Design for the task, not the feature
  - VCRs vs. DVRs
- Customer interviews
  - Focus on task, work flow, environment
  - Translating into native language from observation
- Customer can tell you about use
  - Don't count on him designing a new feature

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# Iterative Design and Testing

- Link tasks with design goals
  - Usability goals
  - Use cases
    - Descriptive narrative
- Rapid testing
  - Usability testing
  - With customers
  - Mock-ups
  - Testing design, not code



## Cross Functional UI Team

- Usability engineer
  - Customer interviewing, UI design, usability testing
- Marketing representative
  - Customer interviewing, market analysis, customer recruiting
- Software architect
  - Technical feasibility, technical innovations
- Graphic designer
  - UI Design

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## QA Role in Usability

- Commonality in tools
  - Use cases
  - Workflow testing
  - Test scenarios
- Create your tools from UI team tools
- Review and revise UI team tools
- Collaborate on creating UI team tools
- Map view example

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## Barrier #1

- Production code not implemented per UI Design
  - SRS vs. UIS example
- QA unique role
  - Train new UI teams in standard documents
  - Gather all relevant requirements
  - Highlight discrepancies

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## Barrier #2

- UI Design cannot be implemented, changed on the “fly”
  - Highlight discrepancies
  - Use relationship to engage UI team again



## Barrier #3

- Company not using a UI Design model
  - Ask good questions early on
    - Who is responsible for design?
    - What use cases exist?
    - Who will review the design for usability?
  - Create your workflow tools
    - Share with designer
    - Ask for a review with marketing

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## Where are You in Usability?

- QA professionals can play an integrated and important role
- Questions?