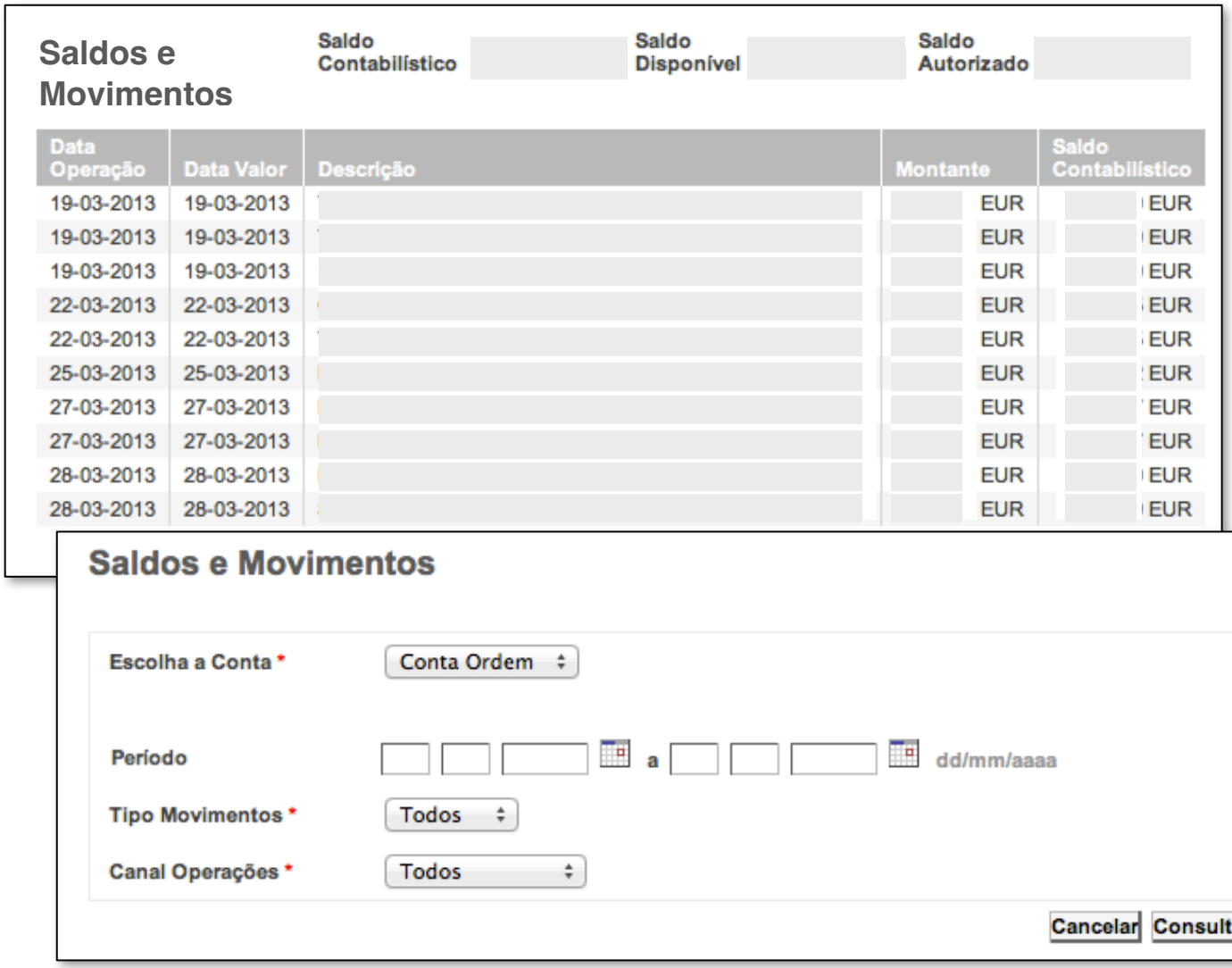
Relevância dos utilizadores - um exemplo...



MPBB

!?

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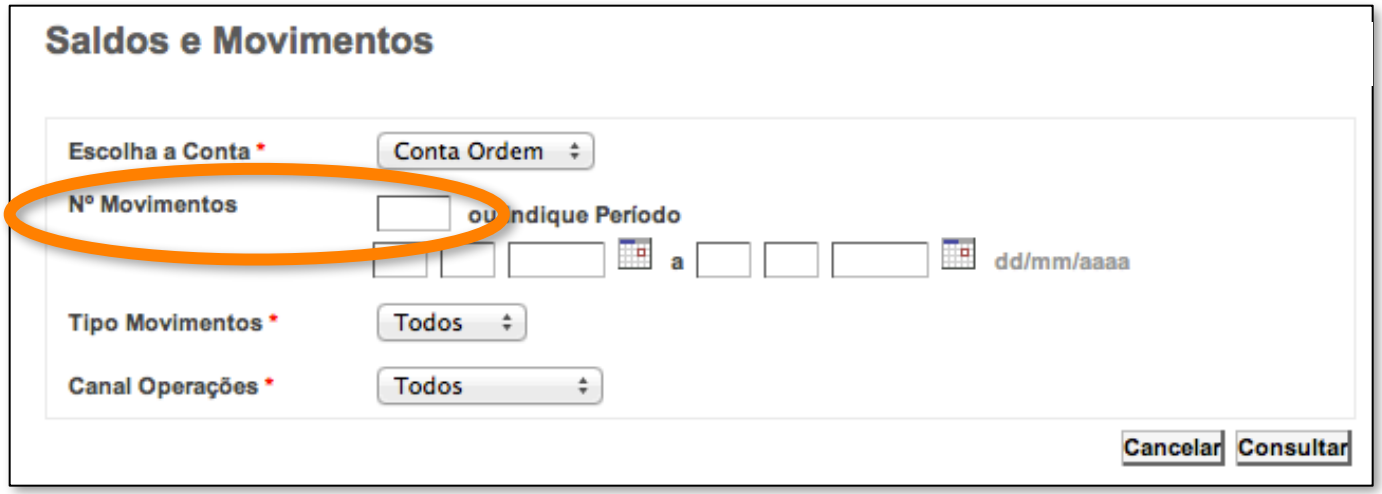
Relevância dos utilizadores - um exemplo...



Primeira tentativa!

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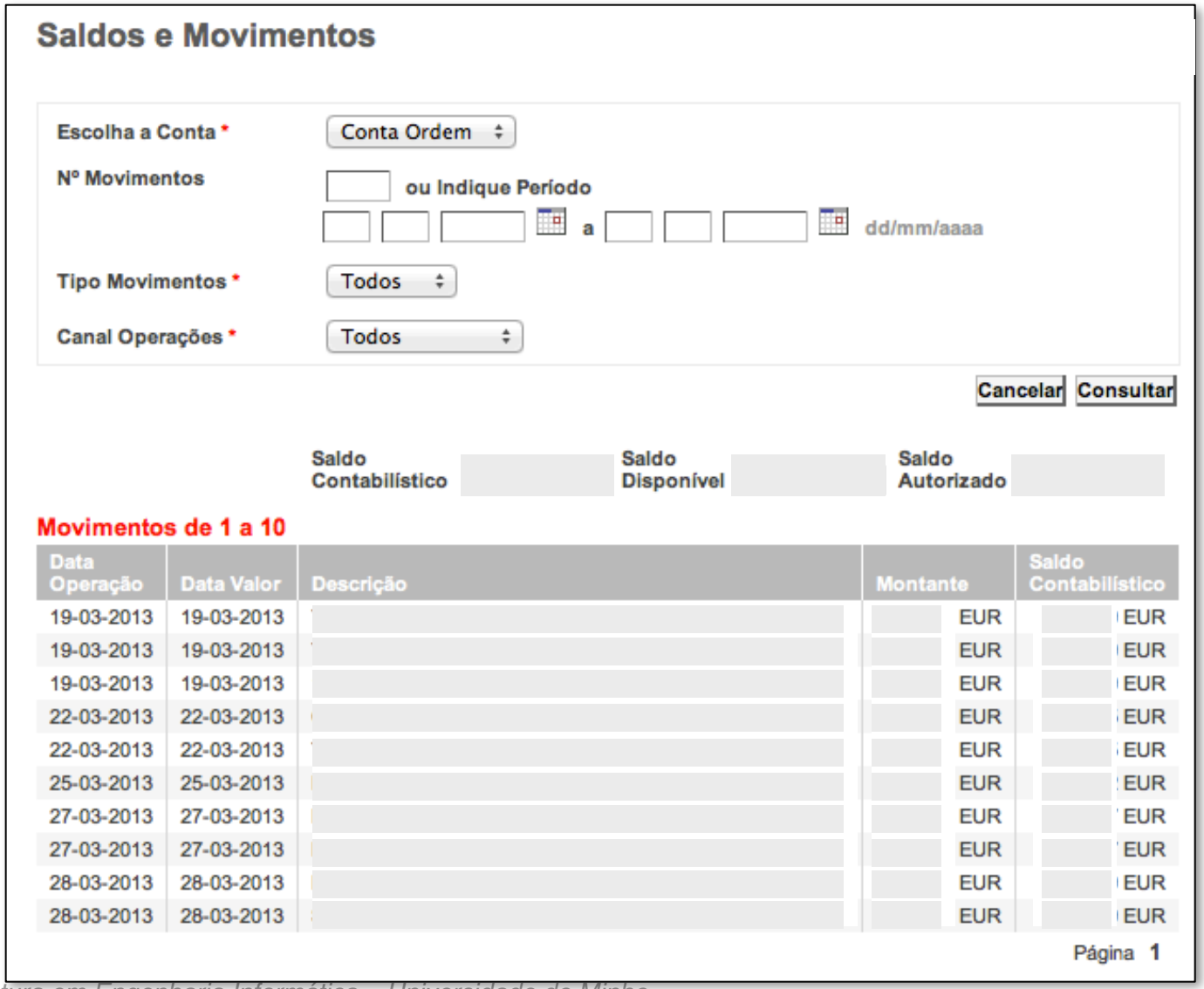
Relevância dos utilizadores - um exemplo…



Saldos e Movimentos

Escolha a Conta * Conta Ordem

Nº Movimentos ou Indique Período

a dd/mm/aaaa

Tipo Movimentos * Todos

Canal Operações * Todos

Cancelar Consultar

Saldo Contabilístico | Saldo Disponível | Saldo Autorizado

Movimentos de 1 a 10

Data Operação	Data Valor	Descrição	Montante	Saldo Contabilístico
19-03-2013	19-03-2013		EUR	EUR
19-03-2013	19-03-2013		EUR	EUR
19-03-2013	19-03-2013		EUR	EUR
22-03-2013	22-03-2013		EUR	EUR
22-03-2013	22-03-2013		EUR	EUR
25-03-2013	25-03-2013		EUR	EUR
27-03-2013	27-03-2013		EUR	EUR
27-03-2013	27-03-2013		EUR	EUR
28-03-2013	28-03-2013		EUR	EUR
28-03-2013	28-03-2013		EUR	EUR

Página 1

Facilitar a utilização mais comum…

MPBB

!

Relevância dos utilizadores - um exemplo...

Seleccione uma Conta Conta Ordem

Saldo Contabilístico	Saldo Disponível	Saldo Autorizado

Últimos Movimentos

Data Operação	Data Valor	Descrição	Montante	Saldo Contabilístico
23-02-2018	23-02-2018			
23-02-2018	23-02-2018			
23-02-2018	23-02-2018			
23-02-2018	23-02-2018			
23-02-2018	23-02-2018			
23-02-2018	23-02-2018			
19-02-2018	19-02-2018			
14-02-2018	14-02-2018			
14-02-2018	14-02-2018			
09-02-2018	09-02-2018			

Mais Movimentos >>

Solução final...

(na altura)

Saldos e Movimentos

Escolha a Conta * Conta Ordem

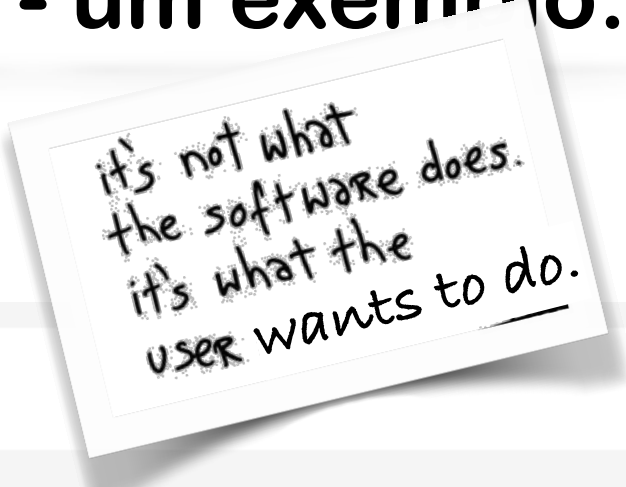
Nº Movimentos ou Indique Período a dd/mm/aaaa

Tipo Movimentos * Todos

Canal Operações * Todos

Cancelar Consultar

Relevância dos utilizadores - um exemplo...



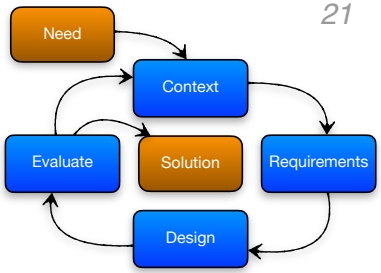
Conta

Saldos e Movimentos (EUR) **Contabilístico:** **Cativo:** **Disponível:** **Autorizado:**

DATA OPERAÇÃO	DATA VALOR	TIPO	DESCRIÇÃO	DÉBITO	CRÉDITO	SALDO CONTROLO
2016-03-08	2016-03-08	LEV			-	
2016-03-07	2016-03-07	LEV			-	
2016-03-06	2016-03-06	TPA			-	
2016-03-05	2016-03-06	DEB			-	
2016-03-05	2016-03-06	DEB			-	

+ Movimentos

Ainda mais simples! (+10, +10, ...)



HCD Key principles

1. The design is based upon an explicit understanding of users, tasks, and environments.

- custom-made vs. generic or consumer products
- appropriate allocation of function between users and technology

2. Users are involved throughout design and development.

- valuable source of knowledge about the context of use, the tasks, and how users are likely to work with the future product or system

3. The design is driven and refined by user-centred evaluation.

- feedback from users becomes a critical source of information

4. The process is iterative.

- preliminary design solutions tested against “real world” scenarios, and the results fed back into progressively refined solutions

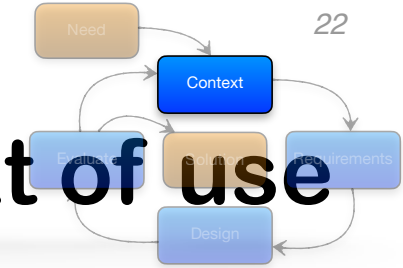
5. The design addresses the whole user experience.

- bringing users into the design process to ensure a specific user experience

6. The design team includes multidisciplinary skills and perspectives.

- teams do not have to be large but the team should be sufficiently diverse to make appropriate design trade-off decisions
- Individual team members can cover a number of different skill areas and viewpoints

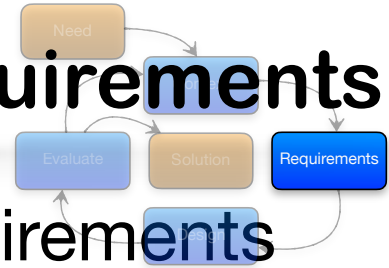
E.g.
end-user; purchaser, manager of user; application domain specialist, business analyst; systems analyst, systems engineer, programmer; marketer, salesperson; user interface designer, visual designer; human factors and ergonomics expert, human-computer interaction specialist; technical author, trainer and support personnel.



Understand and specify the context of use

- The context of use description should
  - specify the range of intended **users**, **tasks** and **environments**;
  - be derived from **suitable sources**;
  - be **confirmed by the users** or by those representing their interests in the process;
  - be made available to the design team to **support design activities**.

Specify the user and organisational requirements



- Complements specification of functional requirements
- The specification of user and organisational requirements should:
  - provide a clear statement of the human-centred **design goals** and their priorities
  - define the "**allocation of function**"
  - be **confirmed by the users** (or those representing their interests),
  - include any statutory or legislative requirements.

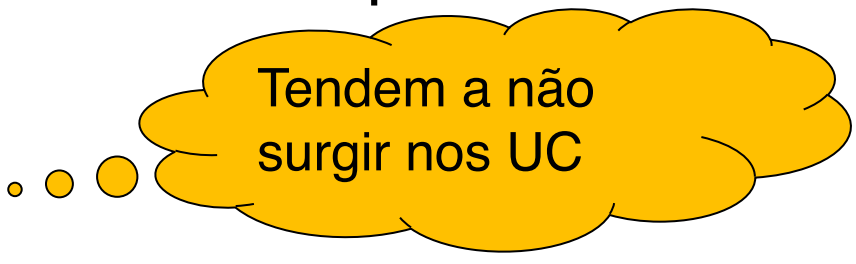
Division of system tasks into those **performed by humans** and those **performed by technology**.

Conhecer os Utilizadores

- Quem são?
  - influencia objectivos de usabilidade e desenho.
- Provavelmente um grupo heterogéneo…
  - Não vale a pena definir o utilizador médio
  - Não vale a pena utilizar o mínimo múltiplo comum
  - **Nunca** nós próprios como modelo!
- **Possíveis dimensões de análise**:
  - *Roles* no negócio (Actores do UP?!), mas ainda…
  - Classes de utilizadores
  - Níveis de perícia
- Criar categorias facilita o trabalho

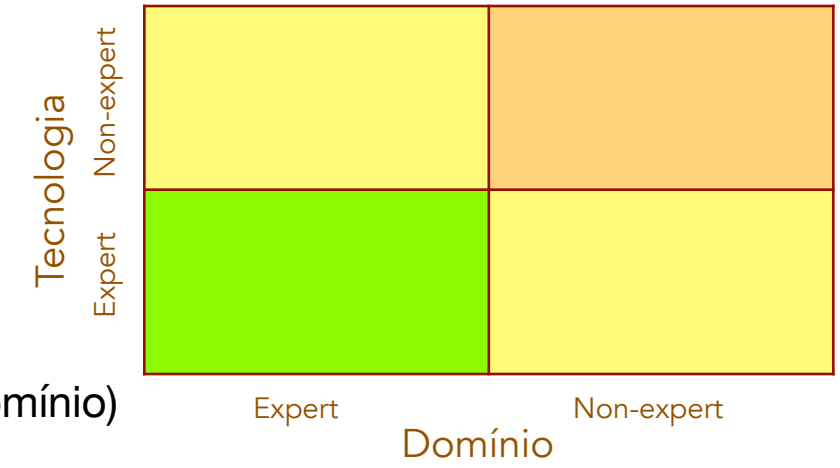
Classes de Utilizadores

- Sub-conjunto homogéneo de utilizadores, agrupados por:
  - Tipo de utilização do sistema
  - Características pessoais
- **Tipo de utilização** – Quatro classes típicas
  - Utilizadores directos
  - Utilizadores indirectos
  - Utilizadores remotos
  - Utilizadores de suporte
  - ou ainda,
    - obrigados a utilizar o sistema, ou podem escolher?
    - intermitentes ou continuados?



Classes de Utilizadores (cont.)

- **Características pessoais**
  - Capacidades cognitivas, de percepção, motoras, etc.
  - Nível de formação
  - Faixa etária
  - etc.
  - Influenciam tipo de interface, linguagem, etc.
- **Nível de perícia**
  - Influenciam o tipo de sistema, suporte e treino.
  - Tipicamente
    - Inexperientes
    - Intermédios
    - Peritos
  - Mas…
    - Mais que uma dimensão (tecnologia vs. domínio)
    - Quão perito é um perito? (especialização)

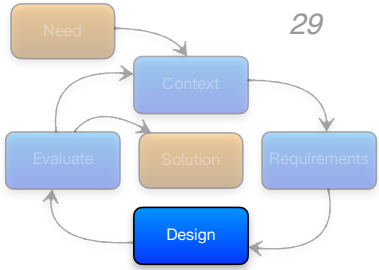


Utilizadores Inexperientes vs. Peritos

Inexperientes	Peritos
Podem recear utilizar o sistema	Sentem-se mais confiantes na sua interacção com o sistema
Necessitam de *feedback* frequente	São capazes de procurar informação quando necessitam
Preferem ser 'guiados' na interacção	Preferem *short-cuts* e comandos abreviados Preferem interfaces que possam configurar
Têm de se sentir seguros que não vão 'estragar' o sistema	Gostam de sentir que detém o controlo da interacção

Perfis do utilizador – checklist

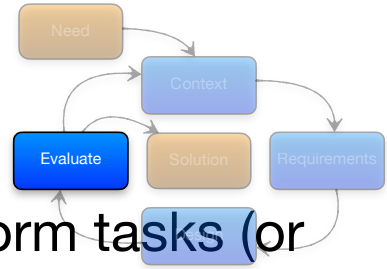
Informação sobre o utilizador	Grupo etário
	Formação académica
	Competências
	Tipo de utilizador/Experiência
Utilização do sistema	Opcional ou obrigatória
Informação sobre trabalho	Classe de utilizador
	Descrição do trabalho
	Tarefas principais
	Responsabilidades



Produce design solutions

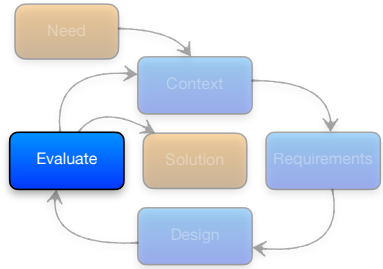
- Use existing knowledge to develop design proposals
  - user interface guidelines, similar products, standards, etc.
- Make the design solutions more concrete using prototypes (simulations, mock-ups, etc.)
  - more effective communication with users
  - reduced need and cost of reworking products later in the life cycle
- Alter the design in response to the user feedback and iterate this process until the human-centred design goals are met

Evaluate designs



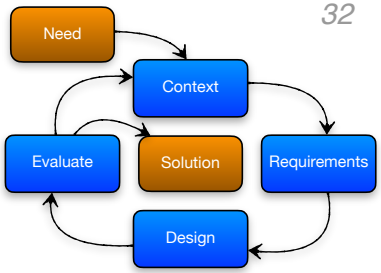
- Present the design solutions to users and allow them to perform tasks (or simulate tasks)
- Prototypes are not simply to show users a preview of the design, they are used to collect **user feedback** (comments, difficulties) and guide design:
  - select design options;
  - identify potential problems and need for improvements;
  - elicit further requirements from the users
- It is important to start evaluation as early as possible
  - The longer the process has progressed, the more expensive the introduction of changes is
- Expert vs. user-based evaluation

Evaluate designs



- An essential step in HCD, should take place at all stages in the system life cycle:
  - to guide design (!)
  - to assess whether objectives have been achieved
    - demonstrate that a design meets its goals;
    - assess conformity to standards
  - to monitor long-term use of the system (collecting user input over a period of time)
    - some effects are not recognisable until the system has been used for a period of time
    - there may be effects which result from external factors (e.g. unforeseen changes in working practices)

HCD advantages



- Making systems more usable can contribute to:
  - systems that are easier to understand and use, thus **reducing training and support costs**,
  - **improved user satisfaction** and reduced discomfort and stress,
  - **improved productivity** and operational efficiency of users and organisations, and
  - **improved product quality and appeal** to the users — **a competitive advantage**

"If you think good design is expensive, you should look at the cost of bad design."

Dr. Ralf Speth
CEO, Jaguar Land Rover