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User Interfaces

Hons IT Management

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# Introduction Neilson’s Ten Heuristics

User interfaces are really important, and the ease of use is extremely important for users as everyone wants to use an easier program or software for this report, I will be using Nielsen’s (1994) list of ten heuristics in his book usability engineering. I think this list of heuristics is really important and interesting cause it basically covers everything that is required in a good user interface.

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| Neilson’s 1994 list of ten heuristics in his book usability engineering |  |
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# Visibility of system status

This design always keeps users informed of what is always happening on their computer system or the user can find out what is happening on their system in a matter of seconds the system I use at work SAP when I am uploading documents to SAP it shows real-time upload meter and also shows a percentage time of how long the upload has done.

# Match between system and the real world

This is where the system should speak the user’s language and also has familiar words and phrases other than standard system-oriented terms. This is where the user must have been easy to understand as in using items or icons which is a good design because everyone knows to delete something you drag it to the trash can. In SAP, we can use the calendar and it is a picture of a calendar and it is similar to a real-life calendar instead of the one on the information system.

# User control and freedom

Part of user control and freedom the user should feel as if they are in control and mistakes can be fixed early and easily it has the ability to get out of exploration if they go to the wrong place this facilitates learning and discovery of new features that they might not possibly have found. On SAP there are back buttons all over the place if an error is made or even a cancel button when working with work orders or other finances.

# Consistency and standards

Consistency and standards are about making it easier for users so that they don’t have to wonder if using different words, situations, and actions can work as the same thing internal consistency is exactly how it shows how every word document has the same layout along the top and how every website is often the same such as the search feature followed by your account then often followed by a basket if it’s a shopping site.

# Error prevention

Human errors are the most common type of error done it is super easy to do and everyone does it. Adding designs to carefully prevent problems such as errors are super important this may be adding checks in for user or presenting users with a check box before they submit it or often as easy as offering suggestions like those used on amazon. SAP has often got a check box that comes up over the middle of your screen just to remind you to check what your inputting is correct and so there are no obvious errors.

# Recognition rather than recall

This is all about minimizing the user’s memory load by making options visible and also by making actions easier and also more visible. Users should have to remember information from other parts of the software. Using the system SAP, it follows through with information bringing the old information up to the new sections when it’s required so when we are confirming how much work has been completed it already had the work there waiting and no one has to memorize any work.

# Flexibility and efficiency of use

The efficiency of use is like using shortcuts to make it easier for the user to go to and can cater to inexperienced and experienced users just reducing the amount of work a user has to do and also making it easier to do larger tasks. While using SAP when you can email work orders or receipts you can send multiple instead of having to send them all separately.

# Aesthetic and minimalist design

Aesthetic and minimal design is about having a straightforward design easy for users to understand this is why most websites have straightforward designs so users can understand obvious locations of sections along the top like used on word and other sites like amazon.

# Help user recognition, diagnose, and recover from errors

This is where the software or system will show an error if an error occurs for example if the user types in the password incorrectly it will appear a box or popup saying incorrectly. This doesn’t totally eliminate errors, but it does definitely help. When using SAP if a password is put in incorrectly it pops up, please correct it and it also comes up to change the password if it’s put incorrectly. Simple error messages should be polite easy to understand and visible.

# Help and documentation

Help and documentation are when a program is first opened, and it has a guide may be a help section that will show the user what needs to be done and how to do it. This can be anything from tutorial templates, contextual help, tooltips, or wizards. On the application SAP, there are many help sections and also a support section where users can get help whenever they need it and also see tutorials.

# Explanation

I personally think Neilson’s ten heuristics works close to perfect as it covers most of the items required for a good user interface it covers a lot of required stuff personally using the application, I use there is no spell checker which I think would be beneficial for this application as it is easy to type errors which everyone does this can affect business and progression and also cause loss to the company if there is a lot of errors made daily from employees. Nielsen’s heuristics can help a lot and I personally think it is a good thing to follow when creating a user interface if the steps above are followed it will make usability better and also cause fewer problems. Users enjoy easy straight forward interactions with software which using these steps will cover. SAP follows a lot of the sections in Neilson’s ten heuristics which is extremely useful cause it has ease of use. The simple return of helping you along the way of tasks that are required to complete along the day if required and also where the recognition and helping diagnose errors such as putting in a password wrong or missing a section when completing work is extremely helpful in every day-to-day activity. The match between the system and the real world is important too as marking down meetings and appointments is made extremely easy by SAP with the features in SAP customers and employees can also be sent these which means it’s also using the efficiency of use as these are both completed at the same time.

# Conclusion

In conclusion, Nielsen’s heuristics should be a practice followed by software developers when making software as it has a lot of content and also a lot of important factors to follow which users should use SAP covers a lot of the requirements as there should. SAP is an extremely important software for business and communication between other businesses the ease of use means even the people who are less technologically educated can use it or be taught it fast. It’s easy to use and follows a minimalist design with also icons that all users can follow as they are close to the same on every site which follows a good graphic user interface guide.

# References

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