

Usability Evaluation Practices within Agile Development

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Summary

An industrial case study on integrating UCD with Agile processes, focusing on a user-centered approach evaluating usability from the beginning, rather than at the end of the process. The paper focuses on the usability aspect of integration. User testing was difficult to integrate with Agile's fast iterations and often used internal employees instead of real users, if done at all. The case study done corroborated literature review except for user testing.

Strengths

- Very detailed research procedure and companies involved.
- Multiple companies tested allow for comparison between them, and the companies were large.
- Related work section establishes a strong background for the subject matter.
- Feedback from developers at company included in results.

Weaknesses

- Does not discuss threats to validity for implementing usability studies in other companies.
- The results could be presented with better/more visuals.
- Having another 2 companies using non-Agile process would allow greater comparison.