**Human Factors Exam**

**Question 1**

**(a)**

Identify the main tasks in the above application and present an analysis of these tasks. Your analysis should go beyond a hierarchical task decomposition.

Identifying Tasks

Analyse each task

Decompose in to Hierarchical Task Model

**(b)**

Explain how your analysis would affect the design of the system, giving concrete examples of the design decisions which would be influenced by the analysis. You may use a small number of user-interface sketches to illustrate your answers where appropriate.

**Question 2 and 3 possibilities**

**Q2 2017, Q3 2015, Q3 2014**

Which techniques for improving usability would be most relevant to the above system? Justify your choices and describe how you would apply them to the development of the system.

**Q2 2017, Q3 2016, Q2 2015, Q2 2014**

Consider opportunities for human error when using the above system, and describe how they might be detected, tolerated or recovered from. Make use of the SRK Framework where it is helpful to your analysis and include user-interface sketches to illustrate your answer where appropriate.

**Q3 2017**

Analyse how the use of computer mediated communication between the host and guest might be employed, how it could impact (positively or negatively) on the operation of the service, and how you would investigate these issues during the process.

**Q3 2017, Q2 2016, Q2 2015, Q2 2014**

Identify three usability metrics relevant to the above system, explain why they are important, and how you would measure them. What values would you compare the measured results to ?

**Q3 2017, Q3 2015, Q3 2014**

Explain the advantages of the MVC user interface architecture using an example from the above system.

**Q2 2016**

Describe an overall design process for which you would recommend be applied in the development of the above system. Justify your choice. You should provide a plan for the activities but you do not need to consider timescales or person months.

**Q2 2016**

Discuss the potential roles of automation within the above system, and the difficulties which might arise from the use of automation. Your answer should consider automation within the information system, and not mechanical automation.

**Q3 2016**

Discuss the issue of awareness (from a CSCW perspective) with respect to the above system. Include all users within your analysis.

**Q3 2016**

Discuss whether you would use a participatory design approach for any part of the above system, and explain why.