

Design Pattern Impact on Reliability and Usability an SMS

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Abstract—Blah:

Index Terms—

1. Introduction

2. Background and Related Work

2.1. Design Patterns

In software engineering, we as developers tend to encounter a lot of the same problems throughout our careers. Regardless of where we are, what we're working on or the problem we're trying to solve these issues continue to show up. They're common, reoccurring problems, and are exactly what design patterns are trying to solve. In 1977, Alexander [1], wrote a book on design patterns called "A Pattern Language". In this book, design patterns are defined as reoccurring problem for which we have a common, repeatable solution that can be implemented numerous times over without ever being exactly the same. Funny enough, this book is actually about architecture in buildings and towns and not programming. This isn't the only benefit that design patterns provide however. They also give us a taxonomy in which to discuss said issues.

In 1987, following the work of Alexander, Beck et al, began working with design patterns in programming [citation]. In 1994, "Design Patterns: Elements of Reuseable Object-Oriented Software" was published by a group known as the "Gang of Four". In this book, Gamma et al. [2] describe four essential elements of a design patterns: pattern name, problem, solution, and consequences. The pattern name is used to describe the problem, solution, and consequences of the design problem. The problem element tells us when its appropriate to apply the pattern. The solution element describes the design, relationships, responsibilities, and collaborations used in the pattern. Finally, consequences describe the trade-offs involved with using the pattern.

Based on the work by Gamma et al, design patterns can be separated into three distinct categories: creational, structural, and behavioral.

- **Creational design patterns** - allow for a more flexible and loosely coupled architecture by abstracting

out the process of object instantiation to another part of the system. Essentially, creational patterns are a way of achieving inversion of control in a system. Examples of the creational pattern would be: abstract factory, builder, prototype, and singleton pattern.

- **Structural design patterns** - are concerned with how classes and objects are composed together to create new, larger ones while still being flexible and efficient in their designs. The idea behind these patterns is based on inheritance. Examples include: composite, decorator, flyweight, and the adapter pattern.
- **Behavioral design patterns** - like structural design patterns, behavioral patterns also use the idea of inheritance to distribute behavior between classes. Essentially, behavioral patterns modify the behavior of classes and thus change the way that classes interact with one another. Examples include: observer, and iterator design patterns.

2.2. Reliability

2.3. Usability

Usability is a quality attribute that is used to assess the level of difficulty associated with using a system [3]. Low usability is a good indicator of a system that is difficult to use and is also likely to be rejected by users. Usability has been defined in multiple standards including ISO 9126, ISO 9241-11, ISO/TR 16982:2202, and ISO 25010:2011. In this paper, when we refer to usability we will be using the definition provided in ISO 25010:2011. ISO 25010:2-11 defines usability as "". Usability is not a single measure of a system, but rather, is made up of five subcharacteristics: learnability, usability, memorability, errors, and satisfaction [citation]. These subcharacteristics will be discussed in more detail in section 2.3.1.

For a long time, usability was thought to only apply to the user interface of a system and was something that could simply be added at any point in the development lifecycle. Teams would design these systems and then expect to hand them to a usability team where they were then expected to make the product useable [4]. It wasn't until recently that businesses began to understand the importance

of usability and actually began to take it seriously. Usability is something that needs to be considered at every stage of the development process. Since usability is concerned with the interactions between a system and its users it makes sense that it would play an important role at every step in the process. According to a study by donahue [5], it was found that for every dollar invested in usability you can expect a return of \$30.25.

2.3.1. Usability Quality Components. Nielsen defined five quality components that make up usability. According to Nielsen, usability is a quality attribute that assesses how difficult a user interface (UI) is to use. [also defined in ISO 25010:2011] - Section is still a work in progress.

- **Learnability** - Deals with the level of difficulty a user will experience when first interacting with a system to accomplish basic tasks.
- **Efficiency** - Looks at how long it takes a user to complete a certain task once they've gained familiarity with the system.
- **Memorability** - Focuses on a users ability to return to a system after a period of time and regain efficiency using it.
- **Errors** - Looks at the frequency, severity, and recoverability of errors users make while interacting with the system.
- **Satisfaction** - Deals with the amount of fulfillment a user gets from using the system.

2.3.2. Usability Inspection. According to Nielsen et al., usability inspection is a set of methods where evaluators inspect a user interface (UI) to identify usability issues, severity of issues, and the overall usability of a design. There are four basic types of usability inspection methods: automatic, empiracally, formal, and informal. Automatic usability inspection is accomplished by running a UIs specifications through a computer program. Empirical usability inspection involves using actual users to test the UI. Formal usability inspection is done using models and formulas to calculate a usability score. Finally, informal usability inspection is based on general guidelines and principals as well as the skill and experience of the evaluators testing the UI [6]. Next, will take a look at the actual methods involved in usability inspection.

- **Heuristic evaluation** - is an informal usability inspection method where evaluators, usability experts, independently judge a UI based on its compliance with a set of usability principles known as heuristics. This method relies solely on the skills and experience of the evaluators to find potential issues in the design.
- **Cognitive walkthroughs** - is an formal usability inspection method where evaluators, usually the developers and designers of the software, take turns role playing as users of the software to perform specific tasks while the other members evaluate and document the process for later refinement.

- **Formal usability inspections** - is a formal usability inspection method and is a combination of heuristic evaluation and the cognitive walkthrough methods. It is a six step process that involves: assembling a team, assigning roles to each member, distributing appropriate documentation (design, technical, etc), giving out instructions on what is to be done, independent evaluation of the software, and finally, a discussion of issues and concerns that were identified during the process.
- **Pluralistic walkthroughs** - is an informal usability evaluation where a group of individuals, users, developers and designers, and usability experts walk through a scenario together and discuss any issues or concerns they might have.
- **Feature inspections** - is an formal usability inspection method where a set of features used to accomplish a specific task are evaluated based on the given user story.
- **Consistency inspections** - is an informal usability inspection method where designers from multiple projects inspect an interface based on how similar it is to their own projects.
- **Standards inspections** - is an informal usability inspection method involving usability experts with knowledge of interface standards use their skills and experience to evaluate a UI based on its compliance with said standards.

2.3.3. Usability Testing Methods. Usability testing is used to evaluate the usability of a system. There are numerous usability testing methods out there, but we will only be going over some of the most common methods used in the field with the intent of providing some background on the area. The methods we will be going over in this paper are: hallway testing, remote testing, expert reviews, autotmated expert reviews, a/b testing, and the think aloud protocol.

- **Hallway testing** - is a usability testing method where randomly selected individuals, people passing by in the hallway, are brought in to test the usability of a system.
- **Remote usability testing** - is broken down into two categories: synchronous, and asynchronous usability testing. Synchronous usability testing employs software such as skype, discord, GoToMeetings, or other audio, video, screensharing enabled software that allow users to be observed while using a piece of software from anywhere in the world. Asynchronous usability testing is where a users actions are automatically tracked and logged by the system. Things like how long a user was on the page, what and where they clicked on the screen, how often they visited a certain page, the previous page that was used to get to the current one, and so-on.
- **Expert review** - involves the use of usability experts who are brought in to judge software based on their skills and knowledge of the field.

- **Automated expert review** - similar to expert reviews, however, the testing is done via a program that has been encoded with an experts knowledge and contains a set of rules in which it judges the software.
- **A/B Testing** - also known as split testing, is where we have two identical versions of a web site where one version contains a slight modification with the intent of studying whether this variation will impact a users behavior.
- **Think aloud Protocol** -

3. Systematic Mapping Approach

A systematic mapping study (SMS) is used to provide a broad overview of a particular research area by identifying previous primary studies whose results are then categorized to create a visual summary, the map. In this paper, the systematic approach used is defined by Kitchenham et al. [7] and later refined by Peterson et al [8]. There are five steps to this process: definition of research questions, searching for relevant papers, screening of papers, and keywording of abstracts. We chose to use this approach because it is well-defined, allows for more general conclusions, and in doing so helps to reduce bias. We decided to go with an SMS instead of a systematic literature review (SLR) for two reasons. The first reason is because we wanted a broader overview of the field and secondly, we were more interested in general trends rather than the in-depth analysis that an SLR provides. Our goal with this paper is to identify what research has already been done with regards to design patterns and their affect on usability and reliability to determine where new or better research can take place.

3.1. Research Questions

- **RQ1:** What design pattern types do research study when considering usability and reliability?
- **RQ2:** What recommendations have been made regarding application of design patterns and in the context of usability and reliability?
- **RQ3:** How is the impact on usability and reliability from design patterns currently evaluated?
- **RQ4:** What type of projects or domains were studied?
- **RQ5:** Where are papers concerning design patterns and reliability and usability published?
- **RQ6:** What types of studies are conducted regarding design pattern impact on usability and reliability?
- **RQ7:** In what phase of development do proposed results apply?
- **RQ8:** What tools are utilized for the research and to which languages do they apply?

3.2. Data Sources

The data sources used in this paper included: IEEEExplore, ACM Digital Library, SpringerLink, Web of Science,

and the Science Direct database. The search results were as followed: IEEEExplore returned 1410 results, ACM Digital Library returned 886 results, SpringerLink returned 4619 results, Web of Science returned 2314 results, and Science direct returned 8219 results. All search results were also limited to the years between 2009-2019.

We choose to use the ACM Digital Library along with IEEEExplore for their large academic databases that largely focus on computer science as well as the fact that together they cover articles, books, conference papers, technical standards, and journal papers. We also decided to go with SpringerLink, Web of Science, and Science Direct because of there wide coverage of software engineering journals as well as the fact that using multiple databases helps to eliminate bias in our results.

3.3. Search Queries

The search string used in this paper was created from keywords identified based on our research questions and included: usability, reliability, design pattern, and pattern as well as common synonyms and subcharacteristics of usability and reliability. The specific search string used is: (usability OR useable OR learnability OR learnable OR efficiency OR satisfaction OR memorability OR memorization) AND (reliability OR reliable OR integrity OR maturity OR compliance OR "fault tolerance") AND ("design pattern" OR pattern). We also made use of boolean operators such as OR and AND as well as operator precedence through the use of ().

3.4. Paper Selection

The first step in our selection process was to manually search through the electronic databases listed in sections 3.2. After this initial search we had gathered x papers for possible inclusion or exclusion. The next step in our process was to manually read through each papers title, abstract, and keywords in order to determine a papers eligibility. If more information was still needed after this to determine a papers eligibility the full paper was read. After determining a papers eligibility we used the snowballing process listed in section 3.8 to discover additional papers that might have been missed earlier in our process. After identifying any missed papers, we then repeated the above process to determine their eligibility.

Of the x papers that were initially included, only y were actually included after running them through the inclusion and exclusion criteria. Of the y papers that were eligible for inclusion we identified z additional papers after performing our snowballing approach. Of the additional z papers that were found only w papers were further included.

3.5. Inclusion Criteria

In our Systematic Mapping Study only papers published between 2009 and 2019 were available for inclusion.

- Only papers whose main focus is on design patterns and their effect on usability or reliability were available for inclusion.
- For papers where multiple iterations of the same paper exist only the latest version was eligible for inclusion.
- Papers that included either reliability or usability and design pattern or pattern as keywords to identify the paper topics.

3.6. Exclusion Criteria

- Papers not written in the English language.
- Papers whose title or abstracts did not contain the selected keyword phrases.
- Papers which discussed the impacts of design patterns on quality attributes excluding reliability or usability or their sub-characteristics.

3.7. Quality Criteria

3.8. Snowballing Approach

We utilized the snowballing approach defined by Wohlin et al. [X] to find further sources overlooked by the initial search. Specifically, we utilized the following approach:

4. Threats to Validity

This is a blah

4.1. Conclusion Validity

4.2. Construct Validity

4.3. Internal Validity

4.4. Reliability

5. Results

6. Conclusion

7. Recommendations

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