

David

FLOSS Developer



Age: 37

Education: B.Sc.
Computer Science

Occupation:
Software Developer

Location: Remote –
London, UK

Work Mode:
Asynchronous

Experiences with OSS

- Contributes code to many OSS
- Passionate about software and open-source
- Often volunteers his time
- Develops features for OSS based on what he would want or use
- Peripherally aware of usability
- Relies on an OSS's issue tracking system for input from users
- Doesn't actively read usability issues

Challenges with Usability



Overlooks usability conversations

- Usability issues feel long, irrelevant, unimportant, and less urgent.



Confused

- He struggles to understand user input.
- Information isn't clear and doesn't understand the user's meaning.



Assumptions

- Easier for him to rely on his own opinions and assumptions.



Increased Demands

- User base diversifying
- Struggle to keep up with increasing demands or identify new priorities.



Teammates don't seem to care

- Feels even harder to advocate for usability

Goals Related to Usability

- **Understand and represent usability issues:**

Improve the mechanism to understand the users' issues so that it is faster, easier, and more straightforward.

Have a better way to represent the relevant data.

- **Inform decision making**

Be able to advocate for usability changes.

Provide clear artifacts to support decision-making.

Be able to use these artifacts to properly inform his fellow developers when making important decisions.