ФАКУЛЬТЕТ	ИУК «Информатика и управление»
КАФЕДРА	ИУК2 «Информационные системы и сети»

Лабораторная работа №5

«Проведение юзабилити-тестирования программного продукта при помощи опросника SUMI»

ДИСЦИПЛИНА: «Современные проблемы программной инженерии»

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                              (подпись)   (Ф.И.О.)

Дата сдачи (защиты):

Результаты сдачи (защиты):
- Балльная оценка:
- Оценка:

Калуга, 2025

Цель работы: провести тестирование юзабилити программного обеспечения при помощи опросника SUMI.
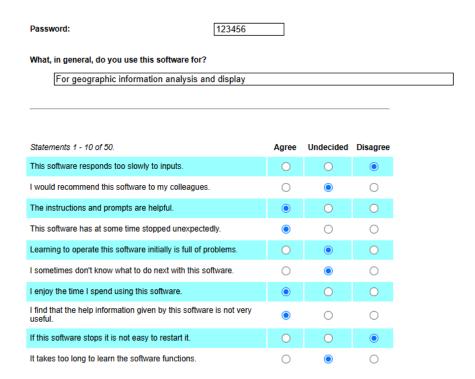
Результаты выполнения работы
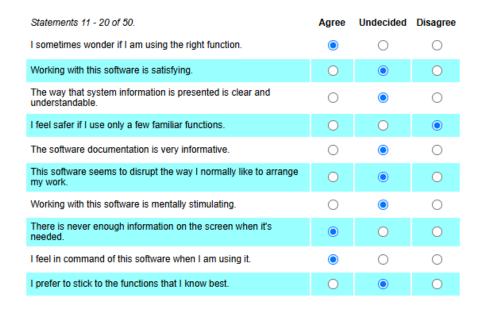

Рисунок 1 – Опросник SUMI

Рисунок 2 – Опросник SUMI

	Agree	Undecided	Disagree
I think this software is inconsistent.	○	●	○
I would not like to use this software every day.	●	○	○
I can understand and act on the information provided by this software.	○	●	○
This software is awkward when I want to do something which is not standard.	○	●	○
There is too much to read before you can use the software.	○	●	○
Tasks can be performed in a straight forward manner using this software.	●	○	○
Using this software is frustrating.	○	●	○
The software has helped me overcome any problems I have had in using it.	○	●	○
The speed of this software is fast enough.	●	○	○
I keep having to go back to look at the guides.	○	●	○

Рисунок 3 – Опросник SUMI

	Agree	Undecided	Disagree
It is obvious that user needs have been fully taken into consideration.	●	○	○
There have been times in using this software when I have felt quite tense.	●	○	○
The organisation of the menus seems quite logical.	●	○	○
The software allows the user to be economic of keystrokes.	●	○	○
Learning how to use new functions is difficult.	○	●	○
There are too many steps required to get something to work.	○	●	○
I think this software has sometimes given me a headache.	○	●	○
Error messages are not adequate.	○	○	●
It is easy to make the software do exactly what you want.	○	●	○
I will never learn to use all that is offered in this software.	○	○	●

Рисунок 4 – Опросник SUMI

	Agree	Undecided	Disagree
It is obvious that user needs have been fully taken into consideration.	◉	○	○
There have been times in using this software when I have felt quite tense.	◉	○	○
The organisation of the menus seems quite logical.	◉	○	○
The software allows the user to be economic of keystrokes.	◉	○	○
Learning how to use new functions is difficult.	○	◉	○
There are too many steps required to get something to work.	○	◉	○
I think this software has sometimes given me a headache.	○	◉	○
Error messages are not adequate.	○	○	◉
It is easy to make the software do exactly what you want.	○	◉	○
I will never learn to use all that is offered in this software.	○	○	◉

Рисунок 5 – Опросник SUMI

	Agree	Undecided	Disagree
The software hasn't always done what I was expecting.	○	○	◉
The software presents itself in a very attractive way.	◉	○	○
Either the amount or quality of the help information varies across the system.	◉	○	○
It is relatively easy to move from one part of a task to another.	◉	○	○
It is easy to forget how to do things with this software.	○	○	◉
This software occasionally behaves in a way which can't be understood.	○	◉	○
This software is really very awkward.	○	◉	○
It is easy to see at a glance what the options are at each stage.	◉	○	○
Getting data files in and out of the system is not easy.	○	○	◉
I have to look for assistance most times when I use this software.	○	◉	○

How important for you is the kind of software you have just been rating?
- ○ Extremely important
- ◉ Important
- ○ Not very important
- ○ Not important at all

How would you rate your software skills and knowledge?
- ◉ Very experienced and technical
- ○ I'm experienced but not technical
- ○ I can cope with most software
- ○ I find most software difficult to use

What do you think is the best aspect of this software, and why?

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Because I'm developer of it and it is go to solution for state
organisations to deploy their maps
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What do you think needs most improvement, and why?

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The rendering of tiles because it is very slow. Also some more
additional information on pages to help user find out what to
do.
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Рисунок 6 – Опросник SUMI

Вывод: в ходе выполнения лабораторной работы было проведено тестирование юзабилити программного обеспечения при помощи опросника SUMI.