**T6**

Concurrent Session
4/8/2014
12:45 PM

# "CAN I USE THIS?
# A Mnemonic for Usability Testing"

**Presented by:**

**David Greenlees**
**Innodev Pty Ltd**

**Brought to you by:**

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## David Greenlees

*Innodev Pty Ltd*


**David Greenlees** has been testing software for more than ten years, many spent in one of Australia's largest government departments. More recently David has undertaken a consultant role in multiple organizations. A vocal and valued member of the context-driven testing community, he is extremely passionate about the betterment of the software testing craft. David has published several articles and blogs regularly at Martial Tester and Hello Test World. In 2012 David founded the Australian Workshop on Software Testing, Australia's only peer conference. Currently he is authoring a book on the subject of software testing and martial arts, his passion outside of work. Follow David on Twitter @MartialTester.

# CAN I USE THIS?

## A Mnemonic for Usability Testing

David Greenlees – Innodev Pty Ltd

# Who am I?

~David Greenlees~

# Australian

# snakes, spIders & insects

# Husband & father

# martIal artist

# relatively New to speaking

testing Software for 12 years

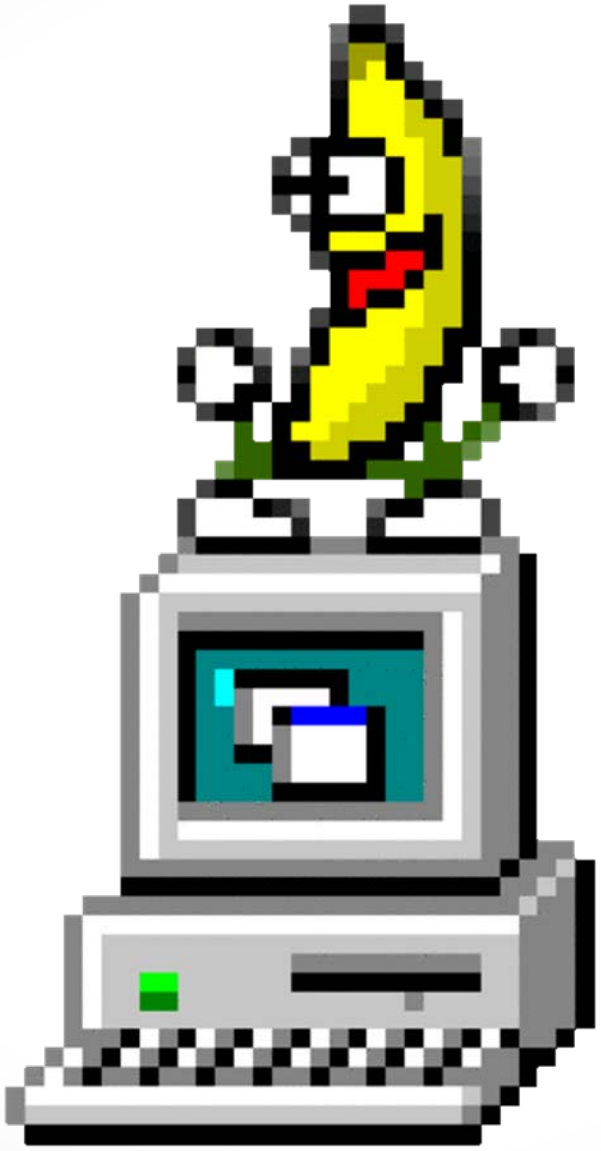
member of the Context-driven testing community

# brown-belt in the miagi-do School of software testing

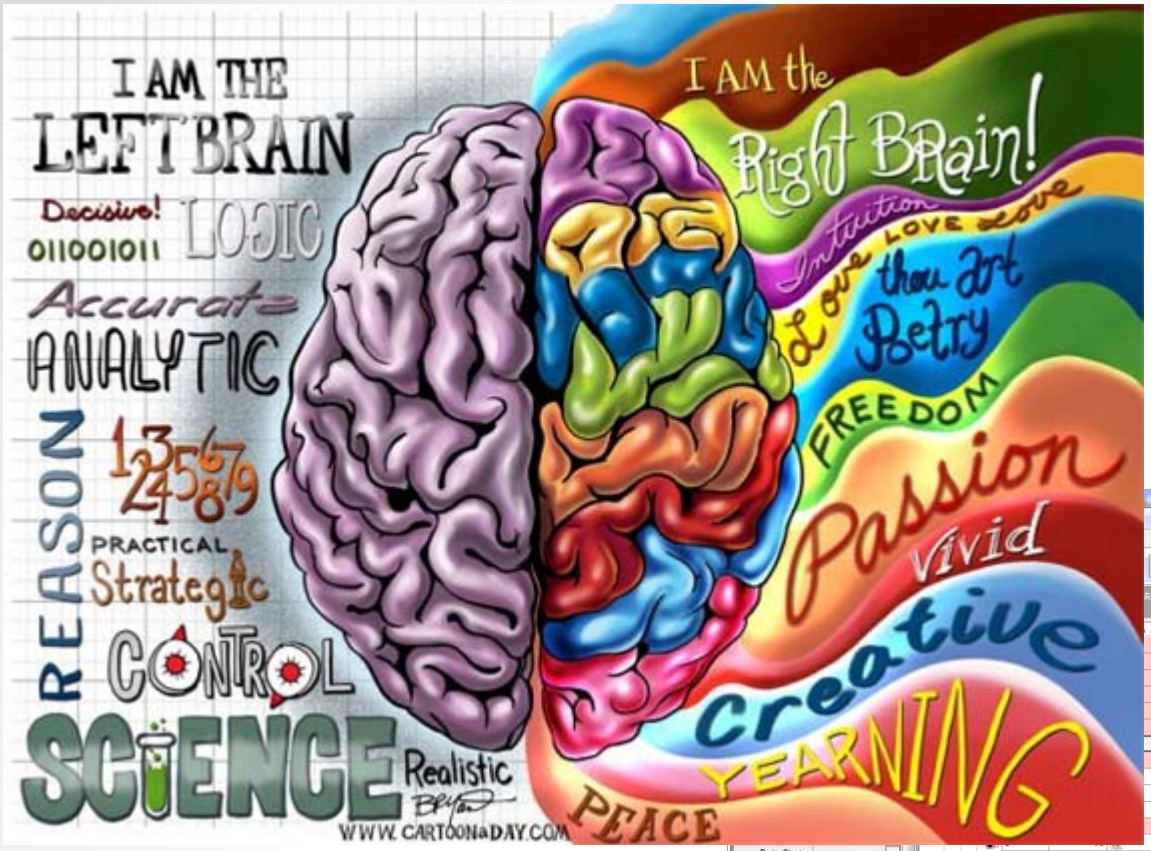
Enthusiastic about the betterment of our craft

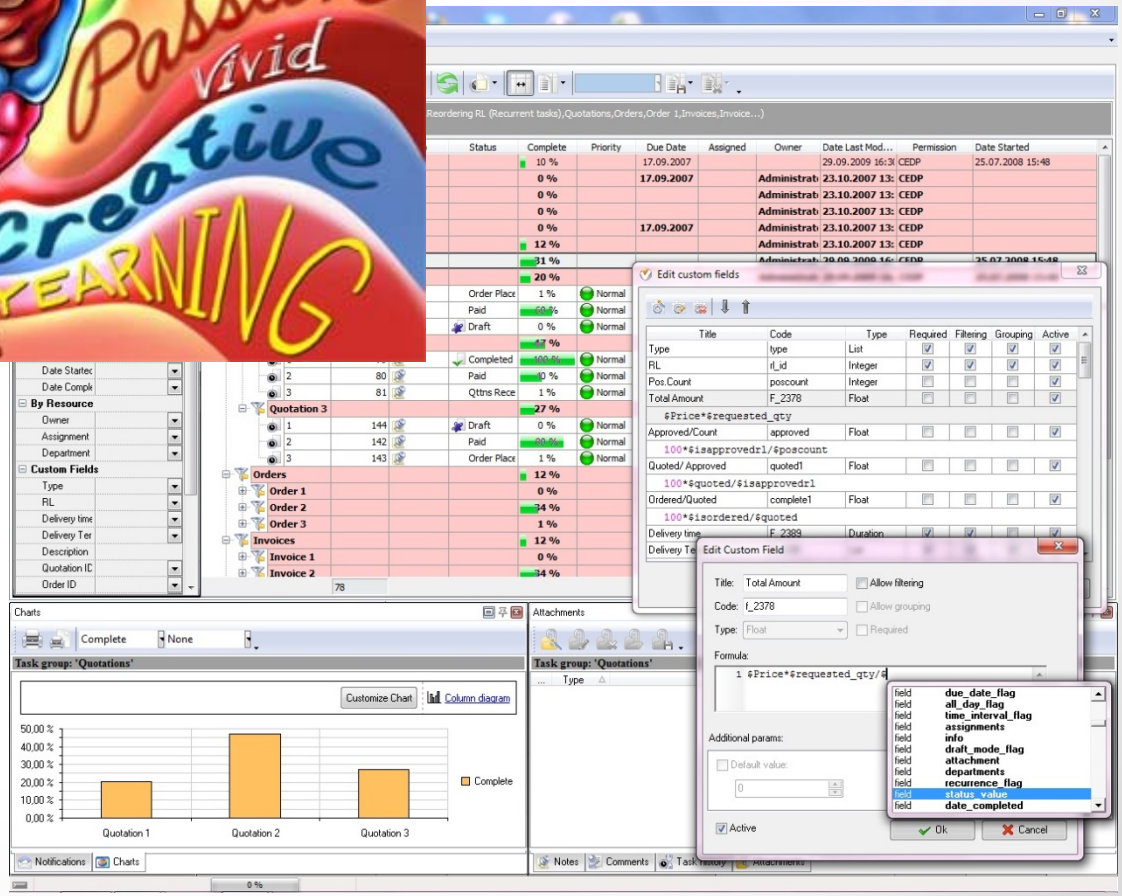
# love asking ?s

# why i love Testing?



# why i love Usability?


I AM THE
LEFT BRAIN
Decisive!
LOGIC
Accurate
ANALYTIC
REASON
PRACTICAL
Strategic
CONTROL
SCIENCE
Realistic
WWW.CARTOONADAY.COM
I AM the
Right BRain!
Intuition
LOVE
thou Art
Poetry
FREEDOM
Passion
Vivid
creative
YEARNING
PEACE


Edit custom fields
Edit Custom Field
Charts
Attachments
Task group: 'Quotations'
Customize Chart
Column diagram
Quotation 1
Quotation 2
Quotation 3
Complete
Notifications
Charts
Notes
Comments

member of the **C**ontext-driven testing community

**A**ustralian

relatively **N**ew to speaking

snakes, sp**I**ders & insects

why i love **U**sability?

testing **S**oftware for 12 years

**E**nthusiastic about the betterment of our craft

why i love **T**esting?

**H**usband & father

martial art**I**st

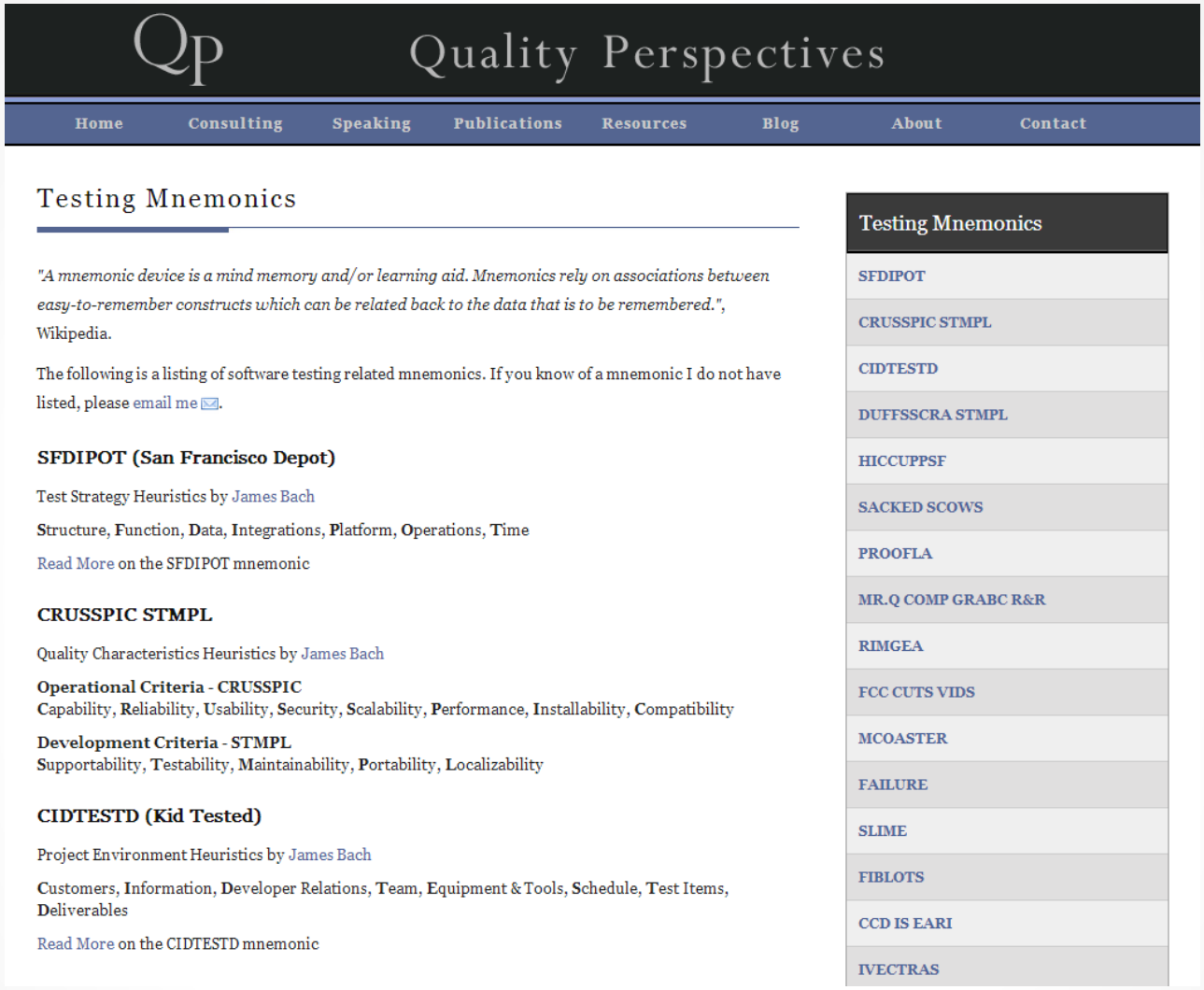
brown-belt in the miagi-do **S**chool of software testing

love asking **?**s

November/December 2013
www.TechWell.com
BETTER SOFTWARE
A TECHWELL PUBLICATION
HOW CAN I USE THIS?
Use mnemonics to remember how to test your app's usability
PRODUCT OWNERSHIP
Four distinct roles to lead an agile team
REQUIREMENTS REUSE
Fantasy or Feasible?

USABILITY TESTING WITH
CAN I USE THIS?
BY DAVID GREENLEES

# Why?
# CAN I USE THIS?

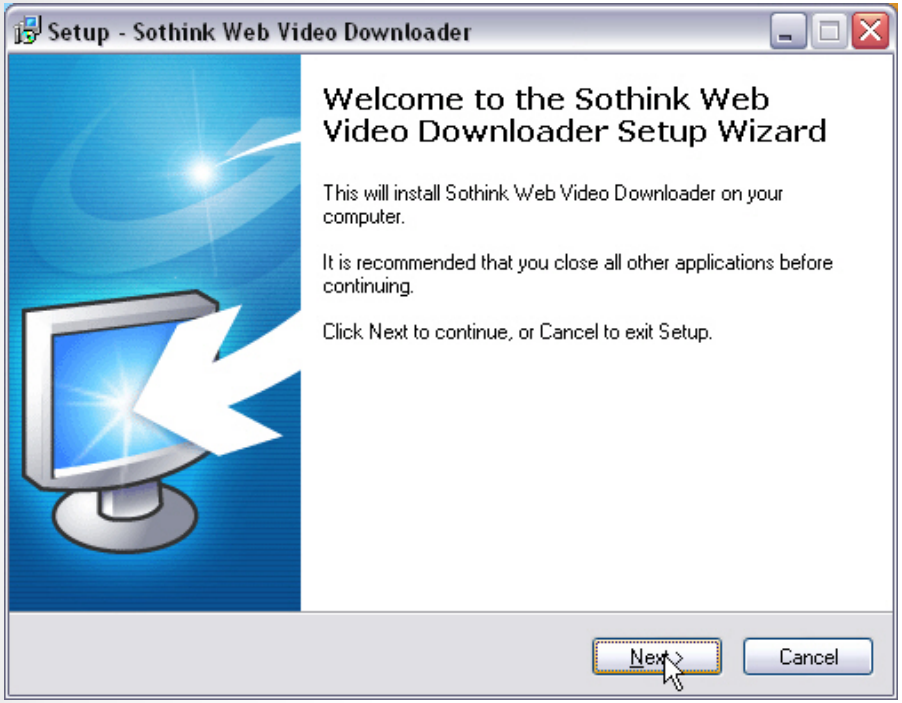



Lynn McKee – Quality Perspectives

# Usability Debt

OZTeser Magazine, Issue 1

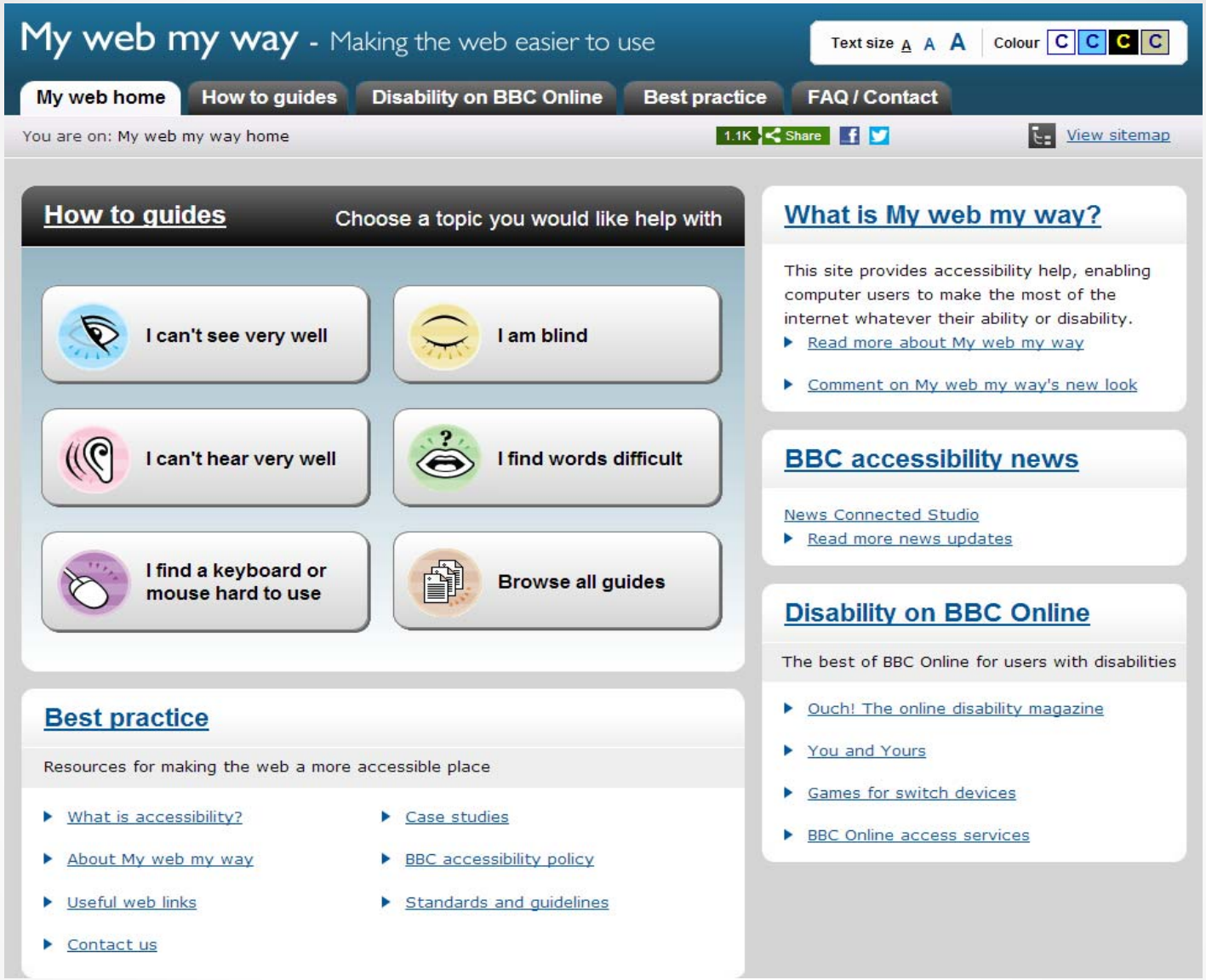
## Comparable Products/Features


Setup - Sothink Web Video Downloader
Welcome to the Sothink Web Video Downloader Setup Wizard
This will install Sothink Web Video Downloader on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

Smart Install Maker 5.02 Installation
Welcome to the Smart Install Maker Setup Wizard
This wizard will guide you through the installation of Smart Install Maker.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

# Compatibility Context

# Accessibility


My web my way - Making the web easier to use
Text size A A A
Colour C C C C
My web home
How to guides
Disability on BBC Online
Best practice
FAQ / Contact
You are on: My web my way home
1.1K Share
View sitemap
How to guides
Choose a topic you would like help with
I can't see very well
I am blind
I can't hear very well
I find words difficult
I find a keyboard or mouse hard to use
Browse all guides
Best practice
Resources for making the web a more accessible place
What is accessibility?
About My web my way
Useful web links
Contact us
Case studies
BBC accessibility policy
Standards and guidelines
What is My web my way?
This site provides accessibility help, enabling computer users to make the most of the internet whatever their ability or disability.
Read more about My web my way
Comment on My web my way's new look
BBC accessibility news
News Connected Studio
Read more news updates
Disability on BBC Online
The best of BBC Online for users with disabilities
Ouch! The online disability magazine
You and Yours
Games for switch devices
BBC Online access services

bbc.co.uk

# Accuracy

# Navigation

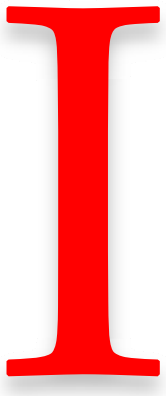
Can I Use This?

Yes

You

Can

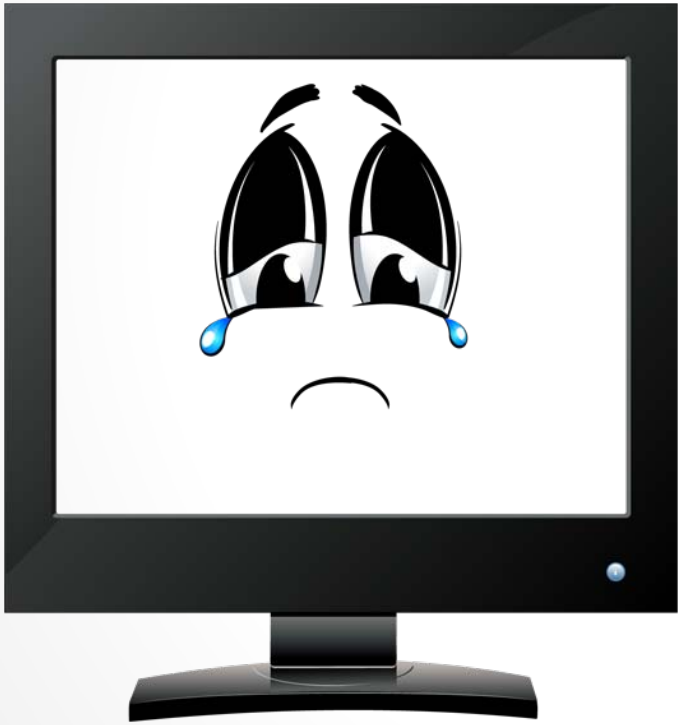
# Needs Analysis
# Nielsen, Jakob



Intuitive

Users

# Usability is subjective; Usability Testing not so much…



Standards

# ISO 9241-151:2008

## Ergonomics of human-system interaction -- Part 151: Guidance on World Wide Web user interfaces

"ISO 9241-151:2008 provides guidance on the human-centred design of software Web user interfaces with the aim of increasing usability."

"The recommendations given in this part of ISO 9241:2008 focus on the following aspects of the design of Web user interfaces: high-level design decisions and design strategy; content design; navigation and search; content presentation."

# Web Content Accessibility Guidelines (WCAG) 2.0

"Web Content Accessibility Guidelines (WCAG) 2.0 covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content accessible to a wider range of people with disabilities, including blindness and low vision, deafness and hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. Following these guidelines will also often make your Web content more usable to users in general."

E

Emotions

# Reservoir of Goodwill

Steve Krug – Don't Make Me Think

# Usability Matrix of Emotions

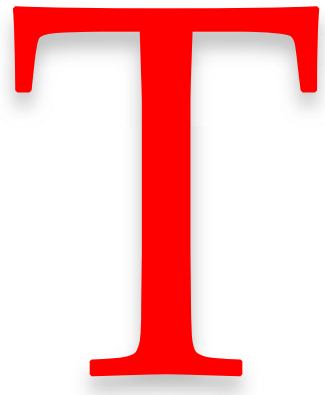
| Online Auction Site (desktop) | Happy | Sad | Relaxed | Angry | Excited | Nervous/Anxious | Tired | Energetic | Rushed |
|---|---|---|---|---|---|---|---|---|---|
| Bidding | | | | | ✓ | ✓ | | | ✓ |
| Selling | | ✓ | | | | | | | |
| Search | | | | ✓ | | | | | |
| Payment | ✓ | | | | | | ✓ | | |

| Bidding | Happy | Sad | Relaxed | Angry | Excited | Nervous/Anxious | Tired | Energetic | Rushed |
|---|---|---|---|---|---|---|---|---|---|
| Bus | | | | ✓ | | ✓ | ✓ | | |
| Café | ✓ | | ✓ | | | ✓ | | | |
| Airport | | ✓ | | | | ✓ | ✓ | | |
| Walking (lunch break) | | | | | | ✓ | | | ✓ |

stickyminds.com

**How the Usability Matrix of Emotions Can Benefit Your Software Testing**

Efficiency
Errors
Ethnographic research



**Trunk Test**

Steve Krug – Don’t Make Me Think

**Site ID** (What site is this?)

**Page Name** (Where am I?)

**Sections** (Are the sites major sections outlined?)

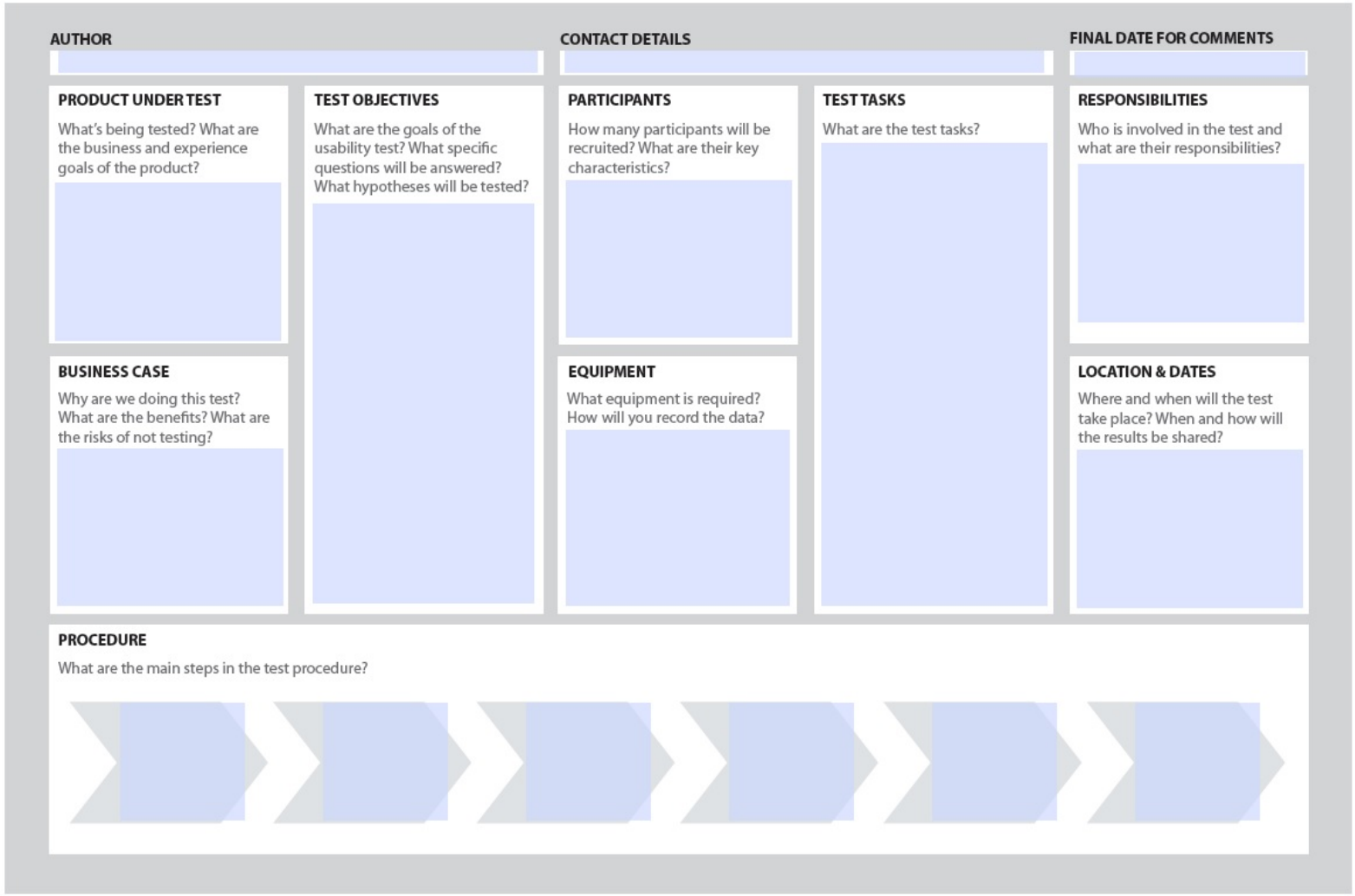
**Local Navigation**

**Where am I?** (is there a "You are here?)

**How can I search?**

# Training
# Tools
# Travis, david

# USABILITY TEST PLAN DASHBOARD




The Usability Test Plan Dashboard is licensed under the Creative Commons Attribution-Share Alike 3.0 Un-ported License. Attribution: www.userfocus.co.uk/dashboard

David Travis - Userfocus

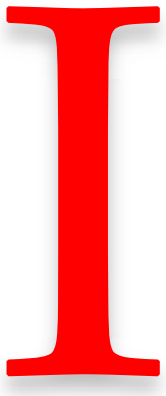
# Heuristic Evaluation

# 10 Usability Heuristics for User Interface Design

- **Visibility of system status**
- **Match between system and the real world**
- **User control and freedom**
- **Consistency and standards**
- **Error prevention**
- **Recognition rather than recall**
- **Flexibility and efficiency of use**
- **Aesthetic and minimalist design**
- **Help users recognize, diagnose, and recover from errors**
- **Help and documentation**

Jakob Nielsen – Nielsen Norman Group

# Hallway testing



# Instructions & Help Text

Satisfaction

# Questions

# David Greenlees

Principal Test Consultant – Innodev Pty Ltd

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@Useology

useology.com