

**APPLICATION**

What is the application being assessed?  
Is it a smart city application?

Which functional requirements of a smart city app are present in the application?

**ASSESSMENT GOALS**

What are the assessment goals?  
How are they associated with the usability attributes?

**PARTICIPANTS AND MATERIALS**

How many participants are required?  
What key characteristics should the participants have?  
Should they have any specific knowledge or background?  
Will their participation be remote or in-person?  
What materials will they need to see and what should be their setup?

Usability attributes as defined by Nielsen, 2005: Learnability, Efficiency, User Retention Over Time, Error Rate and Satisfaction.

**QUESTIONS AND SCALES**

What questions will the participants need to answer?  
How are the questions related to the usability attributes?  
What scales will be used to help in the assessment?

Suggested scales: SUS, SCARS, OUS, SUMR, CSUG.

**ASSIGNMENTS**

What tasks will the participants be asked to execute?  
Should these tasks be executed randomly or in a particular order?  
Are there any time constraints?  
What are the expected results?

**CREATION AND MANAGEMENT**

Who is the author of the assessment?  
Who are the people involved in the assessment?  
What are their responsibilities?

**PLAN OF ACTION**

How will the assessment occur?  
When will it occur?  
Where will it occur?  
What are the steps involved in the assessment and their time constraints?

1

Consent form

2

Pre-assessment  
interview

3

Assessment  
execution

4

Post-assessment  
questionnaire

5

Post-assessment  
interview

6

Debrief