Honeywell User Experience: 3rd Party Product HUE Checklist

Version 1.1, June 2017

Introduction

The following guidelines can be used as part of the process to vet and select 3rd party solutions. The guidelines address various areas of Honeywell User Experience (HUE) in order to make sure that...

> … the solution has an appropriate user experience and accessibility right off the bat

> … can be styled to comply with the Honeywell Design Language System (HDLS)

> … screen flows and content can be adjusted to HON needs

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Usability

The following list was adapted and modified from [Jakob Nielsen's 10 Usability Heuristics](). They are called "heuristics" because they are broad rules of thumb and not specific guidelines.

☐ 1. Visibility of System Status: Does the system provide feedback, messages, notifications, etc.?

Example: Google Drive showing the status of a document upload.

☐ 2. Match between system and the real world: Is the product designed using familiar words, phrases, and concepts?

Example: Spotify uses words and concepts like "Queue", "Playlists", "History" etc. All things we are familiar with in real life.

☐ 3. User control and freedom: Does the system put the user in charge and give them the ability to do things freely?

Example: Gmail lets you undo sending an e-mail, even after you have sent it.

☐ 4. Consistency and Standards: Is the language and patterns used within the product consistent?

Example: Popular websites like LinkedIn use the same conventions such as search at the top and the ability to like, comment, and share. It's also important that consistency is maintained within the system. If the menu is on the top left on one page, it should be there on every page!

☐ 5. Error Prevention: Does the system prevent errors / does it not involve a lot of errors?

Example: Outlook reminding you that there is no attachment the e-mail when you mention that something is attached.

☐ 6. Recognition rather than recall: Are objects, actions, and options visible? Is it easy to remember information and instructions on how to use the system?

Example: Foursquare gives you recommendations rather than just making you come up with ideas.

☐ 7. Flexibility and Efficiency of Use: Does the system cater to novice as well as advanced users?

Example: Windows "advanced settings" links hide the more complicated options from novice users.

☐ 8. Aesthetic and Minimalist Design: Does the UI show as much as necessary and as little as possible?

Example: The Google home page.

☐ 9. Help users recognize, diagnose, and recover from errors: Is the system designed in a way that users can easily understand what happened and fix the error?

Example: Having a 404 page that gives you next steps when you run into an error.

☐ 10. Help and Documentation: Does the system provide help and documentation in and easy and accessible fashion?

Example: Microsoft and Adobe applications have a help section in their top menu.

Interface Configuration and/or Customization

The ability to customize the user interface of a product will help increase the Usability and the Honeywell Brand Compliance of the product. The product will preferably be configurable (able to be modified without code) rather than customizable (modification with the use of additional code).

☐ To what degree and with what effort can pages or flows be removed or added as part of configuration and/or customization, if necessary?

☐ To what degree and with what effort can content and/or fields on pages be removed or added as part of configuration and/or customization, if necessary?

☐ To what degree and with what effort can the product be branded as part of configuration and/or customization in a way that complies to our Honeywell DLS standards, e.g. logo placement, color usage?

Accessibility

Web accessibility refers to the practice of removing barriers that prevent interaction with, or access to websites, by people with disabilities. Honeywell must aim to implement products accessible by all people. Refer to Web Content Accessibility Guidelines 2.0.

☐ Is the product 100% keyboard accessible: menus, carousels, video, etc.?

☐ Does the product support all major web browsers (if applicable), incl. their last 3 versions?

☐ Does the product provide text alternatives for time-based media (video/audio)?

☐ Does the product meet text color, and color contrast standards?

☐ Does the product work well with a screen reader like NVDA Screen Reader?

UX-Driven Development Process

In addition to testing the existing product, check whether the vendor's own process that resulted in the product was user-centered.

☐ Have dedicated UX roles been part of the development team for this product?

☐ Has this product been usability tested?

☐ Is there a process that defines how customer feedback is acquired, prioritized and fed into future product releases?