

# Introduction To Usability

**Designing and developing usable systems.**

**The historical context of usability.**

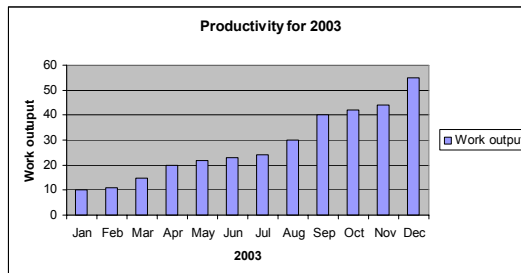
James Tam

## What Is Usability?

**User satisfaction**



**Efficiency and effectiveness (user tasks)**



James Tam

## Importance Of Usability: The Interface IS The System To Most People



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## **Designing Unusable Systems: Blame It On The User!**

- “What is wrong with me? Why can’t I figure this out?”
- “I must be tired, this should be so simple to do.”
- “They don’t know how do this on my software??? They’re all just a bunch of idiots!”

James Tam

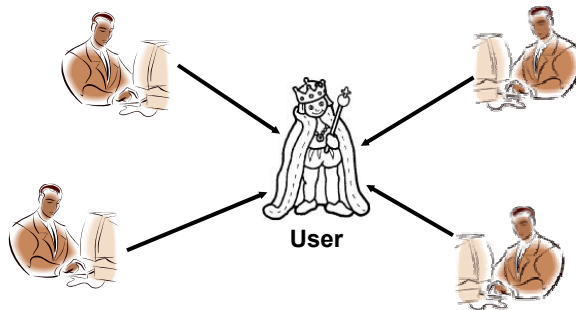
## **How To Design Usable Systems (Gould)**

- 1) Early - and continual focus on users
- 2) Early - and continual user testing
- 3) Engage in iterative design
- 4) Engage in integrated design

James Tam

## Early And Continual Focus On Users

- **Decide who will be using the system and what they will be doing with it**
- **This forms the basis of your design**
- **Many techniques may be employed**



James Tam

## Early And Continual User Testing

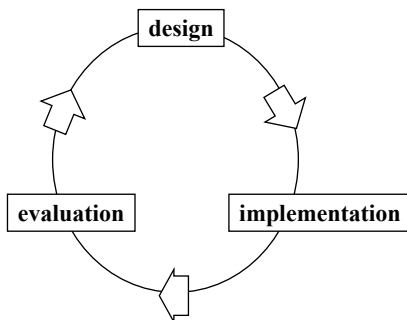
- **Not something to do just at the end!**
- **Instead: From the start of the development process and throughout have users do real work using different versions of your system.**



James Tam

## Engage In Iterative Design

- Identifying required changes.
- Being able to make the required changes.
- Being willing to make the required changes.



James Tam

## Integrated Design

All aspects of usability are controlled by one person



James Tam

**The Historical Context Of Usability:**  
**It's Peanut Butter!**



James Tam

**The Historical Context Of Usability:**  
**The Priest With A Parachute.**



James Tam

**The Historical Context Of Usability:**  
**The UI Police**

**Programmers hide your code!**



Terminator 2 © Artisan Entertainment

James Tam

**The Historical Context Of Usability:**  
**It's Important**

**But what do we need to do?**



James Tam

## **You Should Now Know**

- **What is usability**
- **Why is usability an important issue in terms of system design**
- **Some principles for designing usable systems**
- **How attitudes towards usability have changed over time**