



How can the system (or information) best support the users and their tasks?

Sean Wheeler, SSA Usability Center
Lisa Battle, Lockheed Martin/SSA





Bridging The Gap

Personas

User feedback

Interview notes

Flow charts

Stakeholder goals

Scenarios

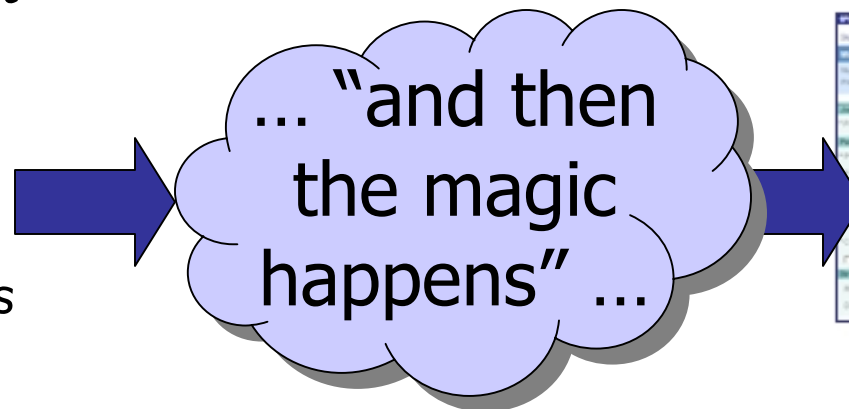
Survey results

Requirements

Usage statistics

Problem reports

Use cases

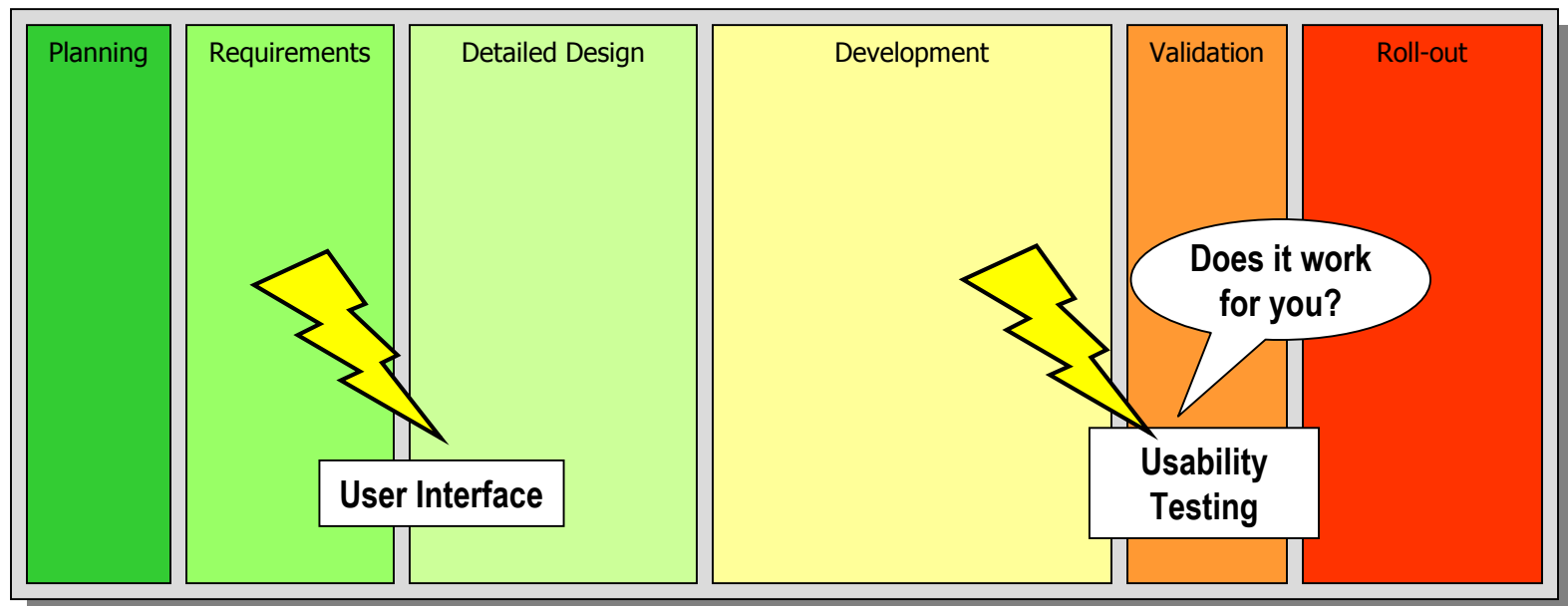




Designing for Usability

The Old Way

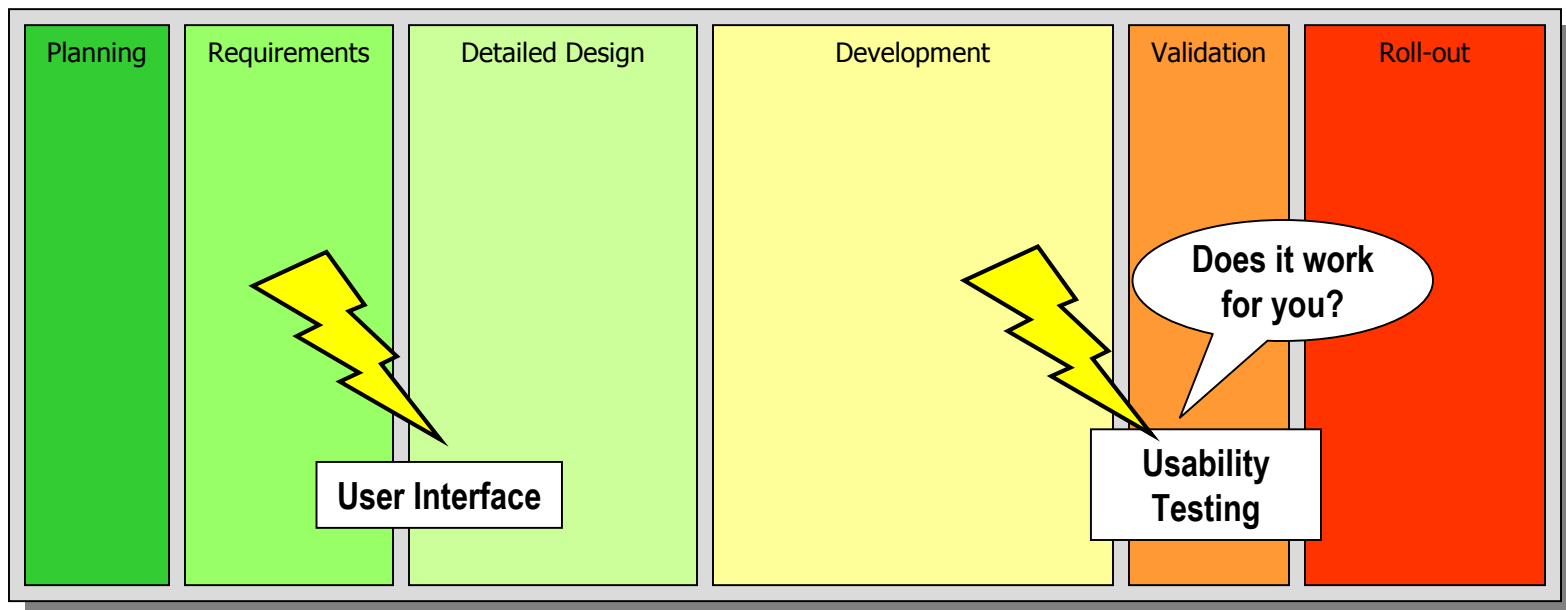
Decisions about the user interface occurred separate from usability testing. The usability test often identified major problems too late to fix them.





Designing for Usability

The Old Way is replaced by

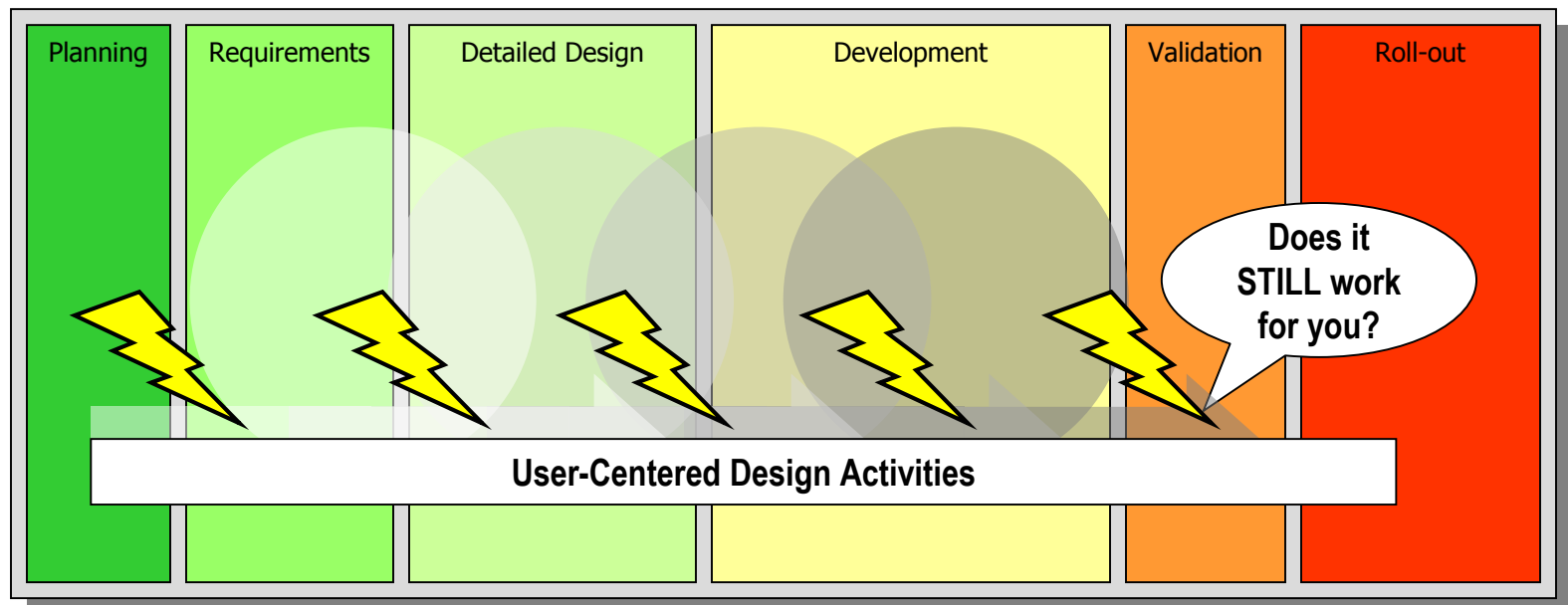




Designing for Usability

The New Way

UCD activities, including prototyping and evaluation, occur iteratively throughout the lifecycle. The final usability test is for verification.





Usability Through User-Centered Design

Figure out what the real needs are

- Define the business need or problem and establish goals
- Gather information on the end users, tasks, and environment

Design a solution to meet the needs (and make sure it works)

- Iterate design through collaboration with end users and stakeholders
- Test design early and often to make sure that needs have been met

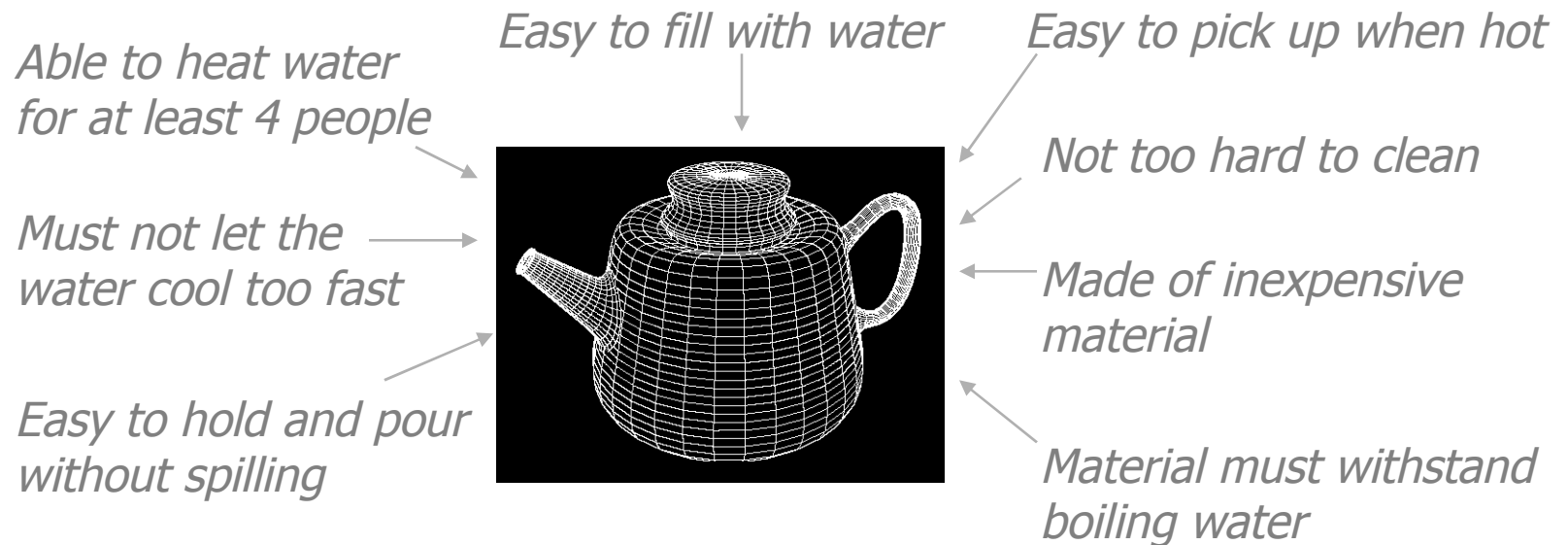
Design is an essential step





What is Design?

- Creating the best form to fit the context



- Balance/tradeoffs to optimize the solution
- A mixture of art and science





The Design Process

- A series of progressive transformations and refinements





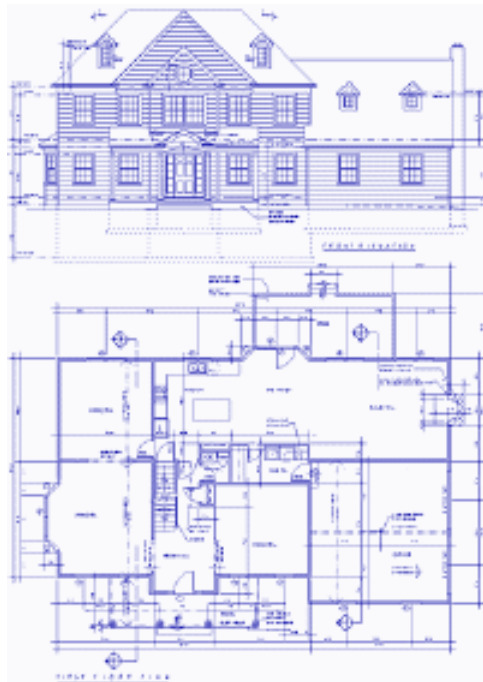
Visioning

- “Blue sky” brainstorming sessions
- Fast, informal generation of ideas
- Creatively identify and solve problems
- Build a shared understanding of what is possible and desirable





Structuring and Organizing



What are we trying to build?

How should it be organized?

What are its main sections?

What will people do in each area?





Structuring and Organizing



Abstract prototype





Structuring and Organizing

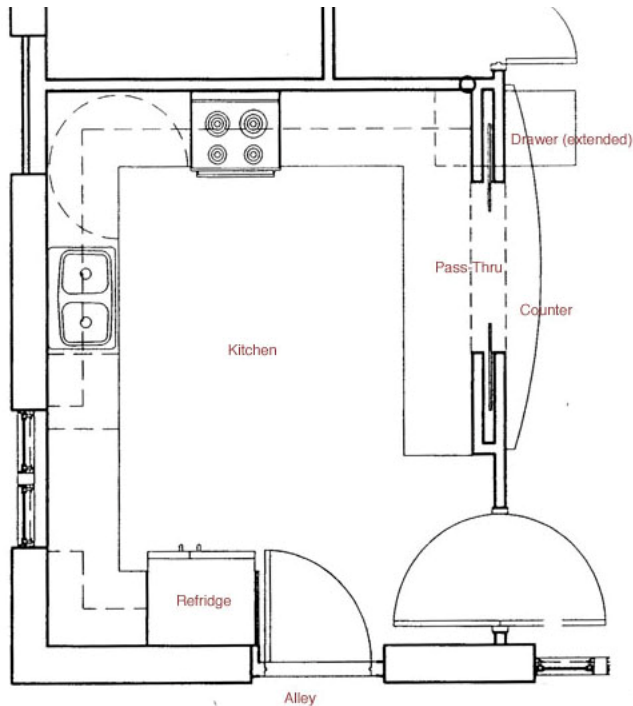


- Task Information
- User Action
- System Action
- Unresolved Questions or Issues





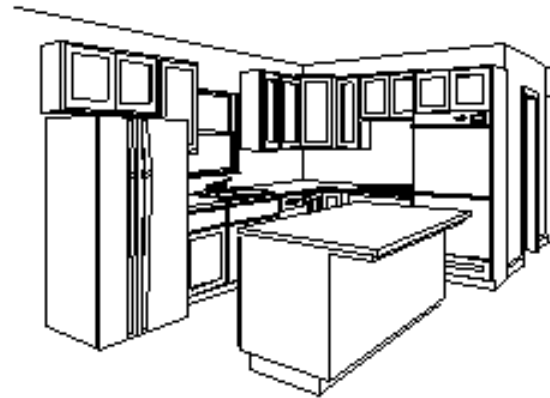
Representing and Refining



Which things should be near each other because they go together?

Is this the right style of interaction?

Does this layout support the flow of the task?





Representing and Refining

About Your Condition

List all of the illnesses, injuries or conditions:

1.
2.
3.
4.
5.

(Examples here)

When was the first time that this bothered you?

Month Day Year

Have you gone to a doctor, hospital or clinic? Yes No

Have you had medical tests? Yes No

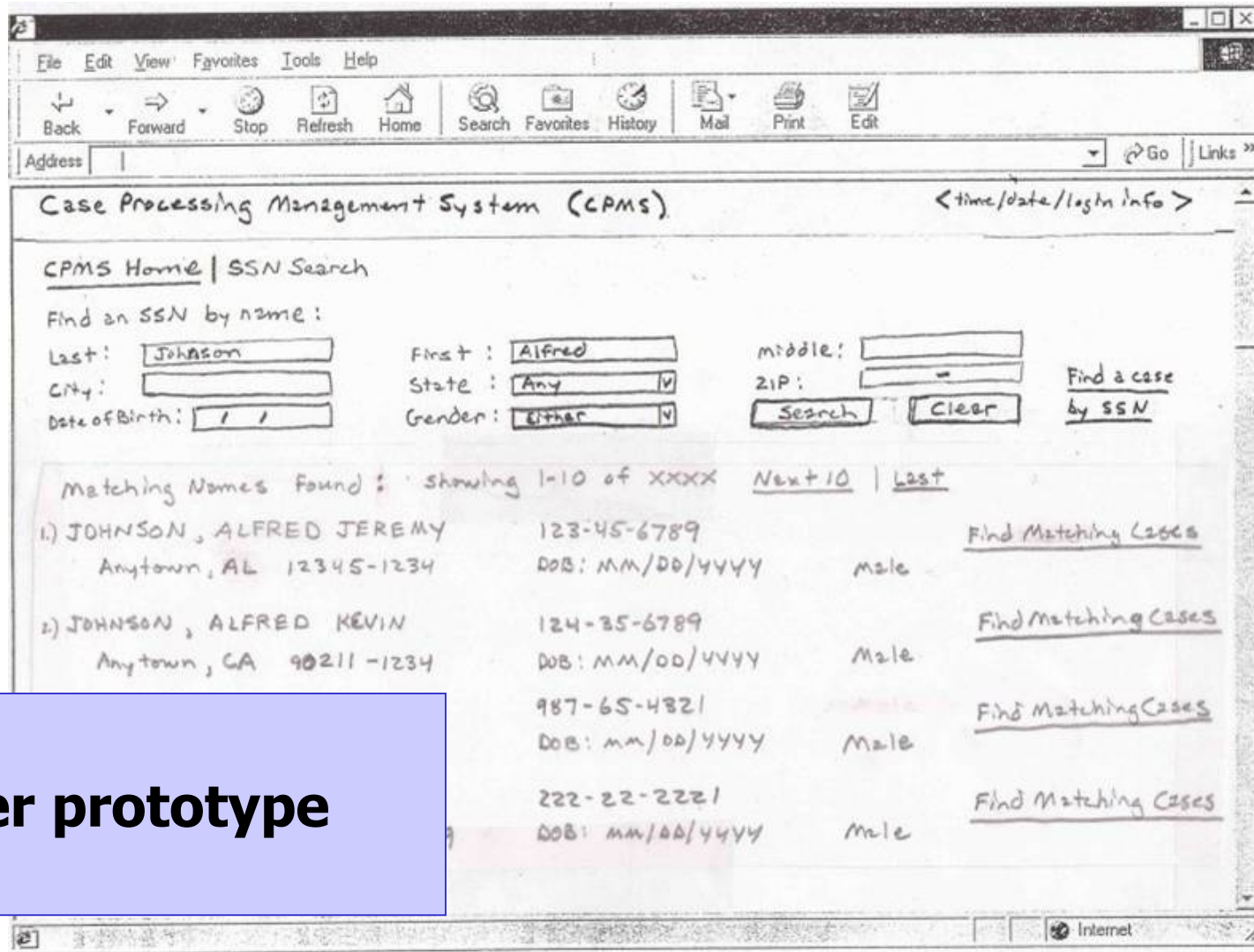
Do you take medicine? Yes No

Paper prototype





Representing and Refining



Paper prototype





Detailing and Polishing



What message do we want to convey through the visual appearance?

What do we want to emphasize?

How can the overall experience be enhanced?





Detailing and Polishing

PRIDE

Start a New Project
Preview text describing what this is and why you would click on it

Get a Work Product
Project Scope Agreement (PSA)
SDP
GFR

PRIDE - IE5.01SP1 for IWSLAN-R

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://10.35.106.84/websites/pride_new/

Gateway to Project Management Knowledge

PRIDE Project Resource Guide

Start a Project
Find what you need to ask, what to do next, and best practices for a new or existing project.

Selected Lifecycle

- Mainframe
- Internet
- Intranet
- Client/Server
- Acquisition

Get a Work Product
Most frequently used Mainframe work products

- Functional Specifications
- Project Scope Agreement
- Risk Assessment Plan
- Software Development Plan
- Software Test Plan

The Project Lifecycle for Mainframe Projects

Agency Planning → 1 Planning & Analysis → 2 Construction → 3 Post-Implementation → 4 Maintenance

Tracking & Oversight

Planning and Analysis: Conduct business analysis, define the size and scope of the project, and get approval for requirements and preliminary design.

Orientation
Information about project management, the role of a project manager, and strategies for success.

Related Links

- Business Drivers
- Support Services
- Standards & Guidelines

What's New
What's new since ...
July 2001

Visual Design & Interaction Refinements

Prepared by
L. Battle
10.28.2003



Detailing and Polishing

SPS Single Payment System

[Skip to content](#) [SSA Menu](#) > [SPS Menu](#) SPS: Attorney Fee Payment

Attorney Fee Payment APAY

Numberholder: **999.99.9999** **Thomas Neville Jefferson**
PIC: **SA** Payment status: **Data Display** Date: **05/19/2003**

[Jurisdiction](#) [Attorney Contact Information](#) [Fees](#) [Remarks](#)

Jurisdiction

* Program service center: * Trust fund:
Admin. law judge: Office code: [Lookup](#)

Attorney Contact Information

* Attorney name: * Attorney for:
Address type: U.S. Foreign
* Address 1: Address 2:
Address 3: Address 4:
* City: State: Zip:
Phone:

Fees

* Fee type: Total fee: [Calculator](#)
* Number of attorneys on this SSN: Escrow:
* Number of non-attorneys on this SSN: PIC SS fee:

Remarks

Remarks:

SPS

Help Topics
[Foreign addresses](#)
[Splitting a payment for multiple attorneys](#)
[Fee types](#)
[Escrow](#)
Press PF1 for more help

Visual Design

Prepared by
L. Battle
10.28.2003





What it Takes

- Starting with a deep understanding of the users, tasks, and goals
- Small, multidisciplinary design team
- Comfort with ambiguity
- Time for iteration
- Access to users for iterative testing
- Management willingness to make design a conscious step, not an accidental one

