

## How to Create Usable Systems

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1. What does usability mean?
2. Core Usability Rules
3. Essential Usability Guidelines
4. Common Usability Mistakes
5. Benefits of User Centred Design
6. AGS Approach to Usability



- ❑ Usability means **designing systems easy to use** and matching them closely to the user's needs and requirements.
  
- ❑ Designing usable systems means **designing with the user as the focus.**



**1. Simplicity** – Stemming requests at source by understanding what is really needed and what will actually be used

**2. Writing for the web** – Users don't read web pages word for word – instead they scan

- Reduce content to essentials
- Present information simply
- Use descriptive page titles, headings and sub-headings
- Use descriptive link text
- Keep description sentences short
- Use graphics and text that complement one another

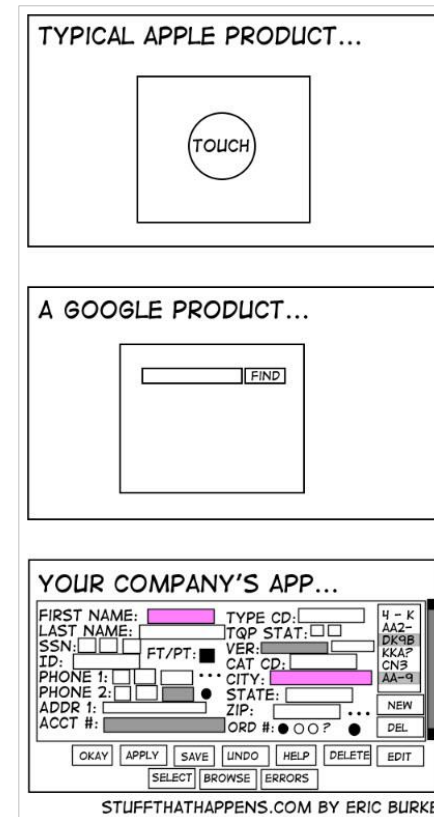
**3. Put users in control** – users should always feel in control



- Create clear visual navigations
- Break up pages content into clearly defined sections
- Create clean and consistent interface elements: tables, forms, messages etc.
- Make it obvious what's clickable
- Give feedback for user's interacting and progressing
- Never have users repeat anything
- Make input forms as simple as possible
- Explain how the inputted information will be used
- Have clear error & success messages
- Guide the user



- ❑ Content that is difficult to scan
- ❑ Long and complicated forms without proper descriptions/instructions
- ❑ Too much functionality
- ❑ Poor design





- ❑ **Improved Performance** – reduced number of user errors and increased ease of use
- ❑ **Improved Credibility** – increased user satisfaction and trust in the system
- ❑ **Reduced Resource Load** – reduced development time, maintenance costs, redesign costs and training required



- ❑ Set of standards: Minimum Screen Resolution and Cross Browser Support
- ❑ Constant cooperation between Design, BA and Development teams regarding design solutions
- ❑ Usability check point for all new projects
- ❑ All usability related tickets have to be raised with USABILITY prefix for easy identification & prioritization
- ❑ Making BA, Development and QA teams more aware of usability matter through trainings and consultations





Thank you

