Announcements

- Design document due Monday, February 6

Lecture 11

- Users and Usability
- Defects and Inspection

User centered design

- Software development requires an understanding of...
  - your users
  - their tasks
- Users should be involved in the decision-making process
- User interfaces should strive for usability

How?

- Recruit users to test
- Collect feedback
  - Prototype
  - On-line help
  - Draft manuals
- Understand users’
  - Goals
  - Patterns of use
  - Demographics
  - Experience

Why?

- Reduced training and support costs
- Reduced time to learn
- Greater efficiency of use
- Reduced development costs
  - Know which features to focus on
- Easier to anticipate future changes
- Better prioritization
- User appeal on completion
UI Design basics

- Should be done in conjunction with other software engineering activities
- Use case analysis and user stories are valuable for defining the tasks that a UI should facilitate
- Iterative prototyping
- Natural with scrum

Usefulness

- Do the actual uses of a product achieve the goals of the designers?
- Utility – ability of a product to perform a task or tasks
  - More tasks, more utility
- Usability – how easy is it to accomplish a prescribed task using the product?

Usability

- Learnability - how quickly can a new user become proficient with the system
- Efficiency – how quickly can an experienced user complete a task
- Error handling
  - Help prevent users from making errors
  - Detect errors when they occur
  - Correct them when possible

Likability

- Do not confuse likability with usability with utility
- More nebulous than other traits
  - Styling and flash
    - “Eye candy”
  - Conferring status
    - “I Am Rich”
  - How the user feels
  - Music and sounds

Usability

- Discovery – finding a feature in response to a need
  - How long does it take?
- Learning – time to complete a task with the feature
- Efficiency – to to complete a task given a feature that has been mastered

Principles

1. Always test with users
   - Usability guidelines only get you so far
2. Identify tasks and design your UI around them
   - Use case analysis, user stories
3. Make tasks as simple as possible
   - Minimize reading and manipulation required by user
4. Give hints about what should be done next
   - Make sure users can see what commands are and are not available
   - Make important commands stand out
5. Provide clear and concise feedback
   - Keep users aware of their progress
   - ...and their location as they navigate

6. Effective error handling
   - Explain the situation
   - Help the user resolve it
   - When you can
7. Ensure users can get out, go back, and undo
   - Allow operations to be undone
   - Provide easy navigation mechanisms

8. UI should be uncluttered as much as possible
   - Subjective, and dependent on task
   - Organize information efficiently
9. Design for multiple user groups
   - Different locales, support disabilities
   - Consider the system from a beginner, intermediate, and expert standpoint
   - Consider providing an advanced or expert "mode" interface

10. Provide help
    - Organize it well
    - Integrate it with the application
    - Keep it accurate

11. Be consistent
    - Similar layouts
    - Common graphic designs
    - Typical look-and-feel standards
    - Mimic other applications when appropriate

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**Evaluating UIs**

- Heuristic evaluation
- Subset of use cases or user stories
- Try to pick the most important ones
- For each window, page, or dialog that appears while following the use case, study it in detail to look for possible usability defects
- When defects are discovered, write down
  - Short description
  - Proposed fixes

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**User observation**

- Select users representative of most important actors
- Select most important use cases
- Write instructions for each scenario
- Arrange evaluation sessions
  - Explain their purpose
  - Video record if possible
  - Talk to the users as they perform tasks
  - Debrief after they are done
- Note difficulties and formulate recommendations for change
### Failure
- A failure is an unacceptable behavior exhibited by a system
- Frequency of failures → reliability
- Achieving very low failure rate and high reliability is an important design objective

### Defect
- A defect is a flaw in any aspect of a system that contributes, or may contribute, to the occurrence of a failure or failures
- Can be in requirements, design, and/or code
- May take several defects to cause a failure

### Common causes of defects
- Poor communication
- Missing or misinterpreting information
- Oversight
  - Forgot to do something, skipped steps due to lack of time or other resources
  - Transcription error
  - Typos followed by failing to read the artifact carefully
- Lack of education or training
- Person was in over their head

### Error
- Mistake or inappropriate decision by a software engineer leading to the introduction of a defect

### Inspecting
- One or more people systematically
- Examine source code or documentation
- Look for defects
- Inspection meetings
- Desk inspecting
- Type of code review
  - Others include pair programming and walkthroughs

### Inspecting and testing
- Inspections can start as soon as any document is generated
- Test planning cannot start until the requirements and/or specifications have been written
- Testing cannot start until the system components have been generated
- Inspections examine static documents
Testing examines the actual product dynamically.
 Inspection precedes testing.
 Testing follows inspection.
 Inspections find defects which can be missed by testing or are very hard (or too expensive) to find by testing.

Testing finds defects missed by inspections and verifies any performance requirements.
 Both are needed to insure that we build quality products.

Observation

Fagan reported in 1986 that the defect insertion rate during the inspection correction process was one defect inserted for each six attempted defect removals.

Weinberg speculated in 1993 that a process with a fault feedback ratio (FFR) of 0.3 or greater is out of control. The Formula:

\[ \text{New Faults Inserted} \]
\[ \text{FFR} = \frac{\text{Faults Found}}{\text{Faults Inserted}} \]

The cost of non-quality software typically accounts for 30% of the development costs and 50-60% of the life cycle costs.

Studies indicate that each major error found by an Inspection will save at least four hours of downstream correction effort.
 Some estimates range up to 30 hours.
 The estimated cost of running Inspections is about 10-15% of the development cost.
Inspection steps

1. Request: initiating the Inspection process. Someone must volunteer an artifact.
2. Entry: screen out artifacts which will yield a low probability of successfully exiting the Inspection.
3. Planning: determine the objectives, schedule, resources, and tactics to be used on the artifact to be Inspected.

4. Individual checking: quality time spent by each checker searching and recording possible major and minor defects in the artifact under Inspection.
   - Each checker has a role – to look for special defects.
   - Picks their own time and place.
   - Works alone.

Typical checking roles

- Log the meeting: collect and record issues noted by each checker. Search for additional problems as a group. Also a time to log ways to improve the Inspection process.
- Edit: issues found during Inspection are examined by the owners of the artifact and classified. Defects are hopefully corrected.

Follow up: Inspection leader checks to be sure all items addressed by the Inspection have been dealt with by the owners of the artifact.
Exit: Inspection leader checks to be sure all steps have been followed, and that the Inspection data and metrics have been recorded.

Release: artifact is released to the next software development stage along with an estimate of the number of possible major defects remaining.

Typical checking roles

- Usually 3 to 4 people, most hold multiple roles.
  - User – customer’s point of view.
  - Tester – view point of testability, test plans, test requirements, etc.
  - System – big picture, hardware requirements, manuals, documentation, schedule, other system needs.
  - Financial – cost related implications, estimates, uncertainty, etc.
Sample Inspection roles
- Error message checker
- Data type checker
- Function or procedure call checker
- Algorithm checker
- Logic checker
- Comment checker
- System call checker
- Code format and standards checker
- Macro and side effect checker
- Parameter testing and sanity test checker
- Initialization and use pairs checker
- Meets specification checker
- Meaningful name checker

What is logged?
- Issues
  - Critical
  - Major
  - Minor
- Improvement suggestions
- Questions of intent to the author(s)

What is not logged?
- Who found the defect
- Whether the issue is really a defect
- How to fix the defect
- Discussion of how the defect entered the artifact
## Inspection vs Testing

<table>
<thead>
<tr>
<th>Error Type</th>
<th>Inspection</th>
<th>Testing</th>
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</thead>
<tbody>
<tr>
<td>Module interface errors</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Excessive code complexity</td>
<td>X</td>
<td></td>
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<tr>
<td>Unrequired functionality present</td>
<td>X</td>
<td></td>
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<tr>
<td>Usability problems</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Performance problems</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Badly structured code</td>
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<td></td>
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<tr>
<td>Failure to meet requirements</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Boundary value errors</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
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