Usability Test Plan Document

As advances in technology continue to generate the collective knowledge of an organization and its operations, strategic models for information systems are developed in order to arrange business processes and business data. Frameworks for Developing Efficient Information Systems: Models, Theory, and Practice presents research and practices on the advancements in systems analysis and design. These theoretical frameworks and practical solutions are useful for researchers, practitioners, and academicians as this book aims to bridge the communication gap between business managers and system designers.

It is often assumed that software testing is based on clearly defined requirements and software development standards. However, testing is typically performed against changing, and sometimes inaccurate, requirements. The third edition of a bestseller, Software Testing and Continuous Quality Improvement, Third Edition provides a continuous quality framework for the software testing process within traditionally structured and unstructured environments. This framework aids in creating meaningful test cases for systems with evolving requirements. This completely revised reference provides a comprehensive look at software testing as part of the project management process, emphasizing testing and quality goals early on in development. Building on the success of previous editions, the text explains testing in a Service Orientated

Architecture (SOA) environment, the building blocks of a Testing Center of Excellence (COE), and how to test in an agile development. Fully updated, the sections on test effort estimation provide greater emphasis on testing metrics. The book also examines all aspects of functional testing and looks at the relation between changing business strategies and changes to applications in development. Includes New Chapters on Process, Application, and Organizational Metrics All IT organizations face software testing issues, but most are unprepared to manage them. Software Testing and Continuous Quality Improvement, Third Edition is enhanced with an up-to-date listing of free software tools and a question-and-answer checklist for choosing the best tools for your organization. It equips you with everything you need to effectively address testing issues in the most beneficial way for your business.

Top performing dotcoms share a common feature. It isn't a new software plug-in or a design gadget or any other piece of technology. These sites share a passionate focus on usability. This book is written by an international usability consultant, writer and trainer who specializes in the design and evaluation of web-based and wireless applications, e-commerce sites and interactive television. The author has worked with a number of blue-chip clients that value usability, including Hewlett-Packard, Thomas Cook, Philips, the Financial Times and Motorola. This guide is designed for software developers, project managers, business analysts and user interface designers, and does not require a background in human factors or usability. E-Commerce Usability:

Tools and Techniques to Perfect the On-Line Experience presents a practical, structured, customer-centered design method that encourages innovation yet helps you make sure your final design is still easy to use.

The four-volume set LNCS 8012, 8013, 8014 and 8015 constitutes the proceedings of the Second International Conference on Design, User Experience, and Usability, DUXU 2013, held as part of the 15th International Conference on Human-Computer Interaction, HCII 2013, held in Las Vegas, USA in July 2013, jointly with 12 other thematically similar conferences. The total of 1666 papers and 303 posters presented at the HCII 2013 conferences was carefully reviewed and selected from 5210 submissions. These papers address the latest research and development efforts and highlight the human aspects of design and use of computing systems. The papers accepted for presentation thoroughly cover the entire field of Human-Computer Interaction, addressing major advances in knowledge and effective use of computers in a variety of application areas. The total of 282 contributions included in the DUXU proceedings were carefully reviewed and selected for inclusion in this four-volume set. The 67 papers included in this volume are organized in topical sections on design philosophy, usability methods and tools, and design processes, methods and tools. Although recent findings show the public increasingly interacting with government Web sites, a common problem is that people can't find what they're looking for. In other words, the sites lack usability. The Research-Based Web Design and Usability

Guidelines aid in correcting this problem by providing the latest Web design guidance from the research and other forms of evidence. This unique publication has been updated from its earlier version to include over 40 new or updated research guidelines, bringing the total to 209. Primary audiences for the book are: Web managers, designers, and all staff involved in the creation of Web sites. Topics in the book include: home page design, page and site navigation, graphics and images, effective Web content writing, and search. A new section on usability testing guidance has been added. Experts from across government, industry, and academia have reviewed and contributed to the development of the Guidelines. And, since their introduction in 2003, the Guidelines have been widely used by government, private, and academic institutions to improve Web design.

Do you want to improve the usability of your library website, but feel that it is too difficult, time-consuming, or expensive? Usability Testing: A Practical Guide for Librarians will teach you how to make the case for usability testing, define your audience and their goals, select a usability testing method appropriate for your particular context, plan for an in-house usability test, conduct an effective in-house usability test, analyze usability test results, and create and implement a plan for ongoing, systematic usability testing. Step-by-step instructions, along with a myriad of examples, allow you to use this book as a practical guide, and adapt the techniques for your own context. Techniques are appropriate for libraries of all types, including

academic, public, and special libraries.

It's been known for years that usability testing can dramatically improve products. But with a typical price tag of $5,000 to $10,000 for a usability consultant to conduct each round of tests, it rarely happens. In this how-to companion to Don't Make Me Think: A Common Sense Approach to Web Usability, Steve Krug spells out a streamlined approach to usability testing that anyone can easily apply to their own Web site, application, or other product. (As he said in Don't Make Me Think, "It's not rocket surgery".) Using practical advice, plenty of illustrations, and his trademark humor, Steve explains how to: Test any design, from a sketch on a napkin to a fully-functioning Web site or application Keep your focus on finding the most important problems (because no one has the time or resources to fix them all) Fix the problems that you find, using his "The least you can do" approach By paring the process of testing and fixing products down to its essentials ("A morning a month, that's all we ask"), Rocket Surgery makes it realistic for teams to test early and often, catching problems while it's still easy to fix them. Rocket Surgery Made Easy adds demonstration videos to the proven mix of clear writing, before-and-after examples, witty illustrations, and practical advice that made Don't Make Me Think so popular.

To paraphrase a popular saying, usability testing should be done early and often. However, it doesn't have to be an onerous process. Informative, practical, and engaging, Usability Testing of Medical Devices provides a simple, easy to implement

general understanding of usability testing. It offers a general understanding of usability testing and re

Whether it's software, a cell phone, or a refrigerator, your customer wants - no, expects - your product to be easy to use. This fully revised handbook provides clear, step-by-step guidelines to help you test your product for usability. Completely updated with current industry best practices, it can give you that all-important marketplace advantage: products that perform the way users expect. You'll learn to recognize factors that limit usability, decide where testing should occur, set up a test plan to assess goals for your product's usability, and more.

The broad and developing scope of ergonomics - the application of scientific knowledge to improve people's interaction with products, systems and environments - has been illustrated for 27 years by the books which make up the Contemporary Ergonomics series.This book presents the proceedings of the international conference on Contemporary Ergonomics

Developed to promote the design of safe, effective, and usable medical devices, Handbook of Human Factors in Medical Device Design provides a single convenient source of authoritative information to support evidence-based design and evaluation of medical device user interfaces using rigorous human factors engineering principles. It offers guidance

Think Like a UX Researcher will challenge your preconceptions about user experience

(UX) research and encourage you to think beyond the obvious. You'll discover how to plan and conduct UX research, analyze data, persuade teams to take action on the results and build a career in UX. The book will help you take a more strategic view of product design so you can focus on optimizing the user's experience. UX Researchers, Designers, Project Managers, Scrum Masters, Business Analysts and Marketing Managers will find tools, inspiration and ideas to rejuvenate their thinking, inspire their team and improve their craft. Key Features A dive-in-anywhere book that offers practical advice and topical examples. Thought triggers, exercises and scenarios to test your knowledge of UX research. Workshop ideas to build a development team's UX maturity. War stories from seasoned researchers to show you how UX research methods can be tailored to your own organization.

Designed with flexibility and readers' needs in mind, this purpose driven book offers new UX practitioners succinct and complete intructions on how to conduct user research and rapidly design interfaces and products in the classroom or the office. With 16 challenges to learn from, this comprehensive guide outlines the process of a User Experience project cycle from assembling a team to researching user needs to creating and veryifying a prototype. Practice developing a prototype in as little as a week or build your skills in two-, four-, eight-, or sixteen-week stretches. Gain insight into individual motivations, connections, and interactions; learn the three guiding principles of the design system; and discover how to shape a user's experience to achieve goals and

improve overall immediate experience, satisfaction, and well-being. Written for professionals looking to learn or expand their skills in user experience design and students studying technical communication, information technology, web and product design, business, or engingeering alike, this accessible book provides a foundational knowledge of this diverse and evolving field. A companion website will include examples of contemporary UX projects, material to illustrate key techniques, and other resources for students and instructors. Access the material at uxonthego.com.
The social sciences have a distinctive contribution to make to the understanding and handling of design issues, both in product and systems design and in the design of the built environment. The role of cognitive psychology, particularly ergonomics, to the design process has traditionally been well appreciated. Because it provides important insight
The validation of analytical methods is based on the characterisation of a measurement procedure (selectivity, sensitivity, repeatability, reproducibility). This volume collects 31 outstanding papers on the topic, mostly published in the period 2000-2003 in the journal "Accreditation and Quality Assurance". They provide the latest understanding, and possibly the rationale why it is important to integrate the concept of validation into the standard procedures of every analytical laboratory. In addition, this anthology considers the benefits to both: the analytical laboratory and the user of the measurement results.
Usability Testing Essentials presents a practical, step-by-step approach to learning the

entire process of planning and conducting a usability test. It explains how to analyze and apply the results and what to do when confronted with budgetary and time restrictions. This is the ideal book for anyone involved in usability or user-centered design—from students to seasoned professionals. Filled with new examples and case studies, Usability Testing Essentials, 2nd Edition is completely updated to reflect the latest approaches, tools and techniques needed to begin usability testing or to advance in this area. Provides a comprehensive, step-by-step guide to usability testing, a crucial part of every product's development Discusses important usability issues such as international testing, persona creation, remote testing, and accessibility Presents new examples covering mobile devices and apps, websites, web applications, software, and more Includes strategies for using tools for moderated and unmoderated testing, expanded content on task analysis, and on analyzing and reporting results Successful web design teams depend on clear communication between developers and their clients—and among members of the development team. Wireframes, site maps, flow charts, and other design diagrams establish a common language so designers and project teams can capture ideas, track progress, and keep their stakeholders informed. In this all new edition of Communicating Design, author and information architect Dan Brown defines and describes each deliverable, then offers practical advice for creating the

documents and using them in the context of teamwork and presentations, independent of methodology. Whatever processes, tools, or approaches you use, this book will help you improve the creation and presentation of your wireframes, site maps, flow charts, and other deliverables. The book now features: An improved structure comprising two main sections: Design Diagrams and Design Deliverables. The first focuses on the nuts and bolts of design documentation and the second explains how to pull it all together. New deliverable: design briefs, as well as updated advice on wireframes, flow charts, and concept models. More illustrations, to help designers understand the subtle variations and approaches to creating design diagrams. Reader exercises, for those lonely nights when all you really want to do is practice creating wireframes, or for use in workshops and classes. Contributions from industry leaders: Tamara Adlin, Stephen Anderson, Dana Chisnell, Nathan Curtis, Chris Fahey, James Melzer, Steve Mulder, Donna Spencer, and Russ Unger. "As an educator, I have looked to Communicating Design both as a formal textbook and an informal guide for its design systems that ultimately make our ideas possible and the complex clear." —Liz Danzico, from the Foreword

An updated edition of the best tips and tools to plan, build, and execute a structured test operation In this update of his bestselling book, Rex Black walks

you through how to develop essential tools and apply them to your test project. He helps you master the basic tools, apply the techniques to manage your resources, and give each area just the right amount of attention so that you can successfully survive managing a test project! Offering a thorough review of the tools and resources you will need to manage both large and small projects for hardware and software, this book prepares you to adapt the concepts across a broad range of settings. Simple and effective, the tools comply with industry standards and bring you up to date with the best test management practices and tools of leading hardware and software vendors. Rex Black draws from his own numerous testing experiences-- including the bad ones, so you can learn from his mistakes-- to provide you with insightful tips in test project management. He explores such topics as: Dates, budgets, and quality-expectations versus reality Fitting the testing process into the overall development or maintenance process How to choose and when to use test engineers and technicians, contractors and consultants, and external test labs and vendors Setting up and using an effective and simple bug-tracking database Following the status of each test case The companion Web site contains fifty tools, templates, and case studies that will help you put these ideas into action--fast!

In recent years, a considerable amount of effort has been devoted, both in

industry and academia, to improving maintenance. Time is a critical factor in maintenance, and efforts are placed to monitor, analyze, and visualize machine or asset data in order to anticipate to any possible failure, prevent damage, and save costs. The MANTIS Book aims to highlight the underpinning fundamentals of Condition-Based Maintenance related conceptual ideas, an overall idea of preventive maintenance, the economic impact and technical solution. The core content of this book describes the outcome of the Cyber-Physical System based Proactive Collaborative Maintenance project, also known as MANTIS, and funded by EU ECSEL Joint Undertaking under Grant Agreement nº 662189. The ambition has been to support the creation of a maintenance-oriented reference architecture that support the maintenance data lifecycle, to enable the use of novel kinds of maintenance strategies for industrial machinery. The key enabler has been the fine blend of collecting data through Cyber-Physical Systems, and the usage of machine learning techniques and advanced visualization for the enhanced monitoring of the machines. Topics discussed include, in the context of maintenance: Cyber-Physical Systems, Communication Middleware, Machine Learning, Advanced Visualization, Business Models, Future Trends. An important focus of the book is the application of the techniques in real world context, and in fact all the work is driven by the pilots, all of them centered on real machines and

factories. This book is suitable for industrial and maintenance managers that want to implement a new strategy for maintenance in their companies. It should give readers a basic idea on the first steps to implementing a maintenance-oriented platform or information system.

* Improve your websites, software, hardware, and consumer products to make them more useful to more people in more situations. * Develop effective accessibility solutions efficiently. Learn: * The basics of including accessibility in design projects: - Shortcuts for involving people with disabilities in your project. - Tips for comfortable interaction with people with disabilities. * Details on accessibility in each phase of the user-centered design process (UCD): - Examples of including accessibility in user group profiles, personas, and scenarios. - Guidance on evaluating for accessibility through heuristic evaluation, design walkthroughs, and screening techniques. - Thorough coverage of planning, preparing for, conducting, analyzing, and reporting effective usability tests with participants with disabilities. - Questions to include in your recruiting screener. - Checklist for usability testing with participants with disabilities. Online at www.uiAccess.com/justask

bull; The must-have reference for every technical writer, editor, and documentation manager bull; Provides all the information you need to document

hardware, software, or other computer products bull; Written by award-winning documentation experts at Sun Technical Publications, Read Me First! is the most comprehensive guide to creating documentation that is clear, consistent, and easy to understand

Usability Testing of Medical Devices covers the nitty-gritty of usability test planning, conducting, and results reporting. The book also discusses the government regulations and industry standards that motivate many medical device manufacturers to conduct usability tests.Since publication of the first edition, the FDA and other regulatory groups h

The Chartered Test Engineer TM (Ch.TE) is a world-class certification that demonstrates the attainment of a defined level of technical knowledge and experience in the areas of product testing, professional practice and ethical behavior. It forms the basis of the assessment that applicants must pass to gain the Chartered Test Engineer status and inclusion in the Register of The American Academy of Project Management® AAPM® Chartered Professionals. This book helps to prepare candidates to sit for the Chartered Test Engineer examination that can be taken online via GAFM Digital Certification services. Stand tall above the crowd with the Chartered Test Engineer certification and get noticed by international recruiters.

Developing Performance Support for Computer Systems: A Strategy for Maximizing Usability and Learnability provides detailed planning, design, and development guidance for generating performance support for new or upgraded computer systems. Performance support includes documentation, online help, coaches and wizards, training, and other materials necessary to enable users to perform their jobs more efficiently and effectively. This volume offers a strategy for maximizing ease-of-use and ease-of-learning through an integrated performance support systems approach. The text provides how-to guidance throughout that developers can apply directly to the design of their performance support tools and products. Rather than cover a few specific topic areas, it examines the entire spectrum of performance support. The book explains how to match performance support methods to task requirements, gives an overview of important user characteristics, and provides general guidance for presentation, layout, formatting, media selection, the use of color and icons, and accessibility. Evaluation checklists are included in the appendices and are also available online. Although this book primarily addresses the development of performance support for large software systems, the principles and approaches are valuable for any systems development environment.
The authoritative guide to the effective design and production of reliable technology

products, revised and updated While most manufacturers have mastered the process of producing quality products, product reliability, software quality and software security has lagged behind. The revised second edition of Improving Product Reliability and Software Quality offers a comprehensive and detailed guide to implementing a hardware reliability and software quality process for technology products. The authors – noted experts in the field – provide useful tools, forms and spreadsheets for executing an effective product reliability and software quality development process and explore proven software quality and product reliability concepts. The authors discuss why so many companies fail after attempting to implement or improve their product reliability and software quality program. They outline the critical steps for implementing a successful program. Success hinges on establishing a reliability lab, hiring the right people and implementing a reliability and software quality process that does the right things well and works well together. Designed to be accessible, the book contains a decision matrix for small, medium and large companies. Throughout the book, the authors describe the hardware reliability and software quality process as well as the tools and techniques needed for putting it in place. The concepts, ideas and material presented are appropriate for any organization. This updated second edition: Contains new chapters on Software tools, Software quality process and software security. Expands the FMEA section to include software fault trees and software FMEAs. Includes two new reliability tools to accelerate design maturity and reduce the risk of

premature wearout. Contains new material on preventative maintenance, predictive maintenance and Prognostics and Health Management (PHM) to better manage repair cost and unscheduled downtime. Presents updated information on reliability modeling and hiring reliability and software engineers. Includes a comprehensive review of the reliability process from a multi-disciplinary viewpoint including new material on uprating and counterfeit components. Discusses aspects of competition, key quality and reliability concepts and presents the tools for implementation. Written for engineers, managers and consultants lacking a background in product reliability and software quality theory and statistics, the updated second edition of Improving Product Reliability and Software Quality explores all phases of the product life cycle.

Practical Support for Lean Six Sigma Software Process Definition: Using IEEE Software Engineering Standards addresses the task of meeting the specific documentation requirements in support of Lean Six Sigma. This book provides a set of templates supporting the documentation required for basic software project control and management and covers the integration of these templates for their entire product development life cycle. Find detailed documentation guidance in the form of organizational policy descriptions, integrated set of deployable document templates, artifacts required in support of assessment, organizational delineation of process documentation.

This book offers insight into engineering careers. With it, the reader may gain a better

understanding about a possible career as an engineer, including preparation that will serve in the process. The book offers a number of different engineering career opportunities, looking at specialities and cross-specialty opportunities. The book also provides insight into areas infrequently covered within the college curriculum, such as technical writing skills, presentations, career mentors, ethics, and intellectual property. The book could be a handy reference text for career counselers in high school, college, and industry.

Organizations waste millions of dollars every year on failed projects. Failure is practically guaranteed by poor or incomplete requirements that do not properly define projects in their initial stages.Business analysis is the critical process ensuring projects start on the path toward success. To accurately determine project requirements, busines

Decades of software testing experience condensed into the most important lessons learned. The world's leading software testing experts lend you their wisdom and years of experience to help you avoid the most common mistakes in testing software. Each lesson is an assertion related to software testing, followed by an explanation or example that shows you the how, when, and why of the testing lesson. More than just tips, tricks, and pitfalls to avoid, Lessons Learned in Software Testing speeds you through the critical testing phase of the software development project without the extensive trial and error it normally takes to do so. The ultimate resource for software

testers and developers at every level of expertise, this guidebook features: * Over 200 lessons gleaned from over 30 years of combined testing experience * Tips, tricks, and common pitfalls to avoid by simply reading the book rather than finding out the hard way * Lessons for all key topic areas, including test design, test management, testing strategies, and bug reporting * Explanations and examples of each testing trouble spot help illustrate each lesson's assertion

This comprehensive reference on software development quality assurance addresses all four dimensions of quality: specifications, design, construction and conformance. It focuses on quality from both the micro and macro view. From a micro view, it details the aspect of building-in quality at the component level to help ensure that the overall deliverable has ingrained quality. From a macro view, it addresses the organizational level activities that provide an environment conducive to fostering quality in the deliverables as well as developing a culture focused on quality in the organization. Mastering Software Quality Assurance also explores a process driven approach to quality, and provides the information and guidance needed for implementing a process quality model in your organization. It includes best practices and valuable tools and techniques for software developers.Key Features • Provides a comprehensive, inclusive view of software quality • Tackles the four dimensions of quality as applicable to software development organizations • Offers unique insights into achieving quality at the component level • Deals comprehensively with all aspects of measuring software

quality • Explores process quality from the standpoint of implementation rather than from the appraiser/assessor point of view • Delivers a bird's eye view of the ISO and CMMI models, and describes necessary steps for attaining conformance to those models

This book constitutes the refereed proceedings of the Third Iberoamerican Conference on Applications and Usability of Interactive TV, jAUTI 2014, and the Third Workshop on Interactive Digital TV, WTVDI 2014, held as part of Webmedia 2014, João Pessoa, Brazil, in November 2014. The 10 revised full papers presented were carefully reviewed and selected from 26 submissions. The papers are organized in topical sections on IDTV overview; IDTV development tools; IDTV evaluation and testing; IDTV accessibility and usability.

In 2000, Jakob Nielsen, the world's leading expert on Web usability, published a book that changed how people think about the Web—Designing Web Usability (New Riders). Many applauded. A few jeered. But everyone listened. The best-selling usability guru is back and has revisited his classic guide, joined forces with Web usability consultant Hoa Loranger, and created an updated companion book that covers the essential changes to the Web and usability today. Prioritizing Web Usability is the guide for anyone who wants to take their Web site(s) to next level and make usability a priority! Through the authors' wisdom, experience, and hundreds of real-world user tests and contemporary Web site critiques, you'll learn about site design, user experience and

usability testing, navigation and search capabilities, old guidelines and prioritizing usability issues, page design and layout, content design, and more!

Testing IT provides a complete, off-the-shelf software testing process framework for any testing practitioner who is looking to research, implement, roll out, adopt, and maintain a software testing process. It covers all aspects of testing for software developed or modified in-house, modified or extended legacy systems, and software developed by a third party. Software professionals can customize the framework to match the testing requirements of any organization, and six real-world testing case studies are provided to show how other organizations have done this. Packed with a series of real-world case studies, the book also provides a comprehensive set of downloadable testing document templates, proformas, and checklists to support the process of customizing. This new edition demonstrates the role and use of agile testing best practices and includes a specific agile case study.

This thoroughly revised and updated book, now in its second edition, intends to be much more comprehensive book on software testing. The treatment of the subject in the second edition maintains to provide an insight into the practical aspects of software testing, along with the recent technological development in the field, as in the previous edition, but with significant additions. These changes are designed to provide in-depth understanding of the key concepts. Commencing with the introduction, the book builds up the basic concepts of quality and software testing. It, then, elaborately discusses the

various facets of verification and validation, methodologies of both static testing and dynamic testing of the software, covering the concepts of structured group examinations, control flow and data flow, unit testing, integration testing, system testing and acceptance testing. The text also focuses on the importance of the cost-benefit analysis of testing processes, test automation, object-oriented applications, client-server and web-based applications. The concepts of testing commercial off-the-shelf (COTS) software as well as object-oriented testing have been described in detail. Finally, the book brings out the underlying concepts of usability and accessibility testing. Career in software testing is also covered in the book. The book is intended for the undergraduate and postgraduate students of computer science and engineering for a course in software testing.

Automated Software Testing Interview Questions You'll Most Likely Be Asked is a perfect companion to stand ahead above the rest in today's competitive job market. In this volume, the authors begin by defining usability, advocating and explaining the methods of usability engineering and reviewing many techniques for assessing and assuring usability throughout the development process. They then follow all the steps in planning and conducting a usability test, analyzing data, and using the results to improve both products and processes. This book is simply written and filled with examples from many types of products and tests. It discusses the full range of testing options from quick studies with a few subjects to more formal tests with carefully

designed controls. The authors discuss the place of usability laboratories in testing as well as the skills needed to conduct a test. Included are forms to use or modify to conduct a usability test, as well as layouts of existing labs that will help the reader build his or her own.

This document is the fourth in a series of reports documenting the structured design process of BuyIt. As part of the Corporate Business Application Software System (C-BASS) suite of work flow and information management software, BuyIt automates small purchase orders for the U.S. Army Research Laboratory (ARL). The software testing plan developed in this document was derived from two antecedent documents: "BuyIt. Software Requirement Analysis" and "BuyIt. Detailed Design Report." The testing plan for BuyIt. is delineated in the five major sections of this report: (1) "Usability Testing,"; (2) "Preparing for Usability Testing,"; (3) "Alpha Testing,"; (4) "Beta Testing, "; and (5) "User Testing Plan Task List" Together, they describe an overall strategy for testing as well as delineate the test cases to be used to demonstrate that the software works according to its specifications.

Information technologies play a significant role in modern information-driven societies, making a comprehensive understanding of digital media a fundamental requisite to success. Cases on Usability Engineering: Design and Development of Digital Products provides readers with case studies and real-life examples on usability methods and techniques to test the design and development of digital products, such as web pages,

video games, and mobile computer applications. Students, lecturers, and academics concentrating in computer science can use these cases to investigate how and why usability can improve the design of digital technology, offering diverse technological solutions that many academics have largely failed to disseminate. This book is part of the Advances in Human and Social Aspects of Technology series collection.

Built on a solid foundation of current research in the field, Usability Testing and Research provides a comprehensive, up-to-date perspective in this increasingly important area of technical communication. Based on the most current research in the field, this book reflects the most recent developments and studies on this topic available. Sidebars throughout the book catch the attention of the readers and highlight key concepts in the text. A chapter on web testing provides coverage of what is now the hottest area in usability testing. End of chapter discussions and exercises reinforce learning. Frequent examples of planning, conducting, and reporting usability tests present current samples of projects. An appendix on teamwork gives pertinent advice in an area neglected by other texts: building and coordinating cross-functional teams for usability testing. For those interested in usability testing and research.

Most discussion about Web design seems to focus on the creative process, yet turning concept into reality requires a strong set of deliverables—the documentation (concept model, site maps, usability reports, and more) that serves as the primary communication tool between designers and customers. Here at last is a guide devoted

to just that topic. Combining quick tips for improving deliverables with in-depth discussions of presentation and risk mitigation techniques, author Dan Brown shows you how to make the documentation you're required to provide into the most efficient communications tool possible. He begins with an introductory section about deliverables and their place in the overall process, and then delves into to the different types of deliverables. From usability reports to project plans, content maps, flow charts, wireframes, site maps, and more, each chapter includes a contents checklist, presentation strategy, maintenance strategy, a description of the development process and the deliverable's impact on the project, and more.

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