

DESIGNING FOR USABILITY – 2 Day Course

COURSE SUMMARY

Learn how to define user goals and business needs while applying proven design techniques to ensure highly usable and successful applications.

Learn from the experts who have been delivering success in this field for over a decade! We will show you how to how to adopt a user-centric perspective, apply a proven process for identifying true user requirements, developing and validating conceptual models, and creating designs that are highly usable.

This class is designed for corporate or commercial developers and analysts that are, or plan to be, involved in software or web projects. Anyone concerned with developing well-designed web sites, including individuals that will gather user requirements or end-users themselves will also benefit from attending. **Attendees should have a basic understanding of web technologies and developing software in a web environment.**

WHO SHOULD ATTEND

- ▶ **Project Managers** who are responsible for establishing or managing a web project or Internet strategy.
- ▶ **Project Leaders** who need to know proven steps for web-enabling existing client/server applications.
- ▶ **GUI Designers** who need to know how and when to use the new Web controls when creating user interfaces.
- ▶ **Software Developers** who are looking to expand their knowledge web application design.
- ▶ **Webmasters** who are responsible for managing and implementing web technology.
- ▶ **Analysts** who are responsible for documenting requirements for web applications.
- ▶ **End Users** who need to understand the principles of good user interface design techniques

WHAT YOU WILL LEARN

This two-day class for developers, end-users, interaction designers, and managers explains how to apply the concepts of human centered design to the paradigm of web development.

Attendees will learn how to:

- ▶ Develop a detailed understanding of your users through task analysis, mental models, and user profiles
- ▶ Proper layout and design techniques
- ▶ Learn new design modeling techniques
- ▶ Create and implement in-house web standards
- ▶ Plan and conduct an effective usability test
- ▶ Design more successful applications
- ▶ Validate and defend important design decisions

BENEFITS TO YOUR COMPANY

- ▶ Implement successful web applications
- ▶ Reduce deployment costs by web-enabling your existing applications
- ▶ Increase productivity with highly usable applications
- ▶ Avoid costly design mistakes
- ▶ Implement a repeatable successful design approach

Attendees will walk away with a **complete set of templates** for quickly implementing this process within their organization.

DESIGNING FOR USABILITY

COURSE OUTLINE

1. Usability Primer

- ▶ Benefits of Designing for Usability
- ▶ Usability Challenges
- ▶ Reasons for Application Design Failure
- ▶ **Lab:** Fix challenged applications
- ▶ **Lab:** Review successful applications

2. Layout & Design

- ▶ GUI Controls
 - Forms
 - Buttons
 - Text Layout
 - List views and grids
 - Data controls
 - Tree views
 - Image maps
 - Frames
- ▶ Usage & Behavior of basic controls
- ▶ Frames – when to use and when to avoid
- ▶ Effective Image Design
- ▶ Effective Use of Color & Graphics
- ▶ Placement Techniques for each control
- ▶ **Lab:** Design a web application for complex search and retrieval of content.

3. Visual Design Modeling

- ▶ User Profile
- ▶ Use Case
- ▶ UML
- ▶ Requirements Gathering
- ▶ Presentation Modeling
- ▶ **Lab:** Create a user profile.

4. Navigation Modeling

- ▶ Explore concepts of user navigation via the web
- ▶ Identify the types of characteristics of different types of users
- ▶ Learn how to choose the best web navigation model based on the user types
- ▶ Identify types of tasks and how they affect web design
- ▶ Designing master borders for easier navigation

5. Visual Design Patterns

- ▶ Implement visual design patterns to solve complex usability issues with Web application design
- ▶ Pattern Overview
 - Introduction to design patterns
 - How to write a pattern
 - How to use patterns during design
- ▶ Navigation Patterns
 - Bread crumbs
 - Global navigation
 - Workspace
 - Return to prior work
- ▶ Search Patterns
 - Simple/advanced search
 - Search area
 - Results list
- ▶ **Lab:** Create a navigation model for a complex transactional web application

6. Usability Testing

- ▶ Practical usability testing techniques
- ▶ Discuss when usability testing should be conducted
- ▶ Explore the differences for usability testing a Website vs. a traditional GUI application
- ▶ How to conduct a usability test
- ▶ Interview techniques for optimal user feedback
- ▶ Translating test findings in usable designs
- ▶ **Lab:** Conduct a usability test for a Web application.

7. Creating Effective Web Design Standards

- ▶ Explain why Web design standards are important
- ▶ Identify process for defining and implementing standards
- ▶ Learn contents of standards
- ▶ Discuss how to implement and maintain standards

8. Course Conclusion

- ▶ Course Summary
- ▶ Questions and Answers