Contents

Acknowledgments <i>xi</i> Preface <i>xiii</i>	
SECTION I TOWARD MORE USABLE SOFTWARE	1
1 SOFTWARE FOR USE: Usage, Usability, and User Interfaces	3
Upgrading Usability 3 Approaching Usability 12 Changing Contexts 18	
2 BUILT-IN USABILITY: A Usage-Centered Design Approach	21
Interfacing with Users 21 Elements of a Usage-Centered Approach 23 Driving Models 25 Coordinated Activity 33	
3 IN PRINCIPLE: Rules and Principles of Usage-Centered Design Design as Dialogue 41 Rules and Principles 45 Usability Rules 46 User Interface Design Principles 51 Other Rules 63	in 41
Details, Details 65	

SECTI	ON II ESSENTIAL MODELS FOR USABILITY	67
4	USERS AND RELATED SPECIES: Understanding Users and User Roles	69
	Of Use and Users 69 Real Users and Others 70 User Role Models 78 User Role Maps 84 User Roles in Action 86 Structured Role Models 89	
5	WORKING STRUCTURES: Task Modeling with Essential Use Cases	97
	Work, Work, Work 97 Task Modeling 99 The Use Case Map 109 Building Essential Use Case Models 115 Application 119	
6	INTERFACE ARCHITECTURE: Interface Contents and Navigation Workplaces 125 Interface Contents 127 The Context Navigation Map 135 Application 141	125
SECT	FION III CREATING THE VISUAL DESIGN	147
7	DESIGNING THE DIALOGUE: Layout and Communication From Abstraction to Expression 149 Communication Channels 150 Screen Real Estate 158	149
8	PRACTICAL WIDGETRY: Choosing and Designing Visual Components Buy or Build 165	16

	Menus 170 Selecting Selection Widgets 179	
9	INNOVATIVE INTERFACES: Creative Interface Engineering and Custom Components Creative Engineering 185 The Process of Innovation 189 Instructive Interfaces 194 Applied Innovation 205	185
SECT	ION IV COMPLETING THE DESIGN	209
10	EXPRESSING SOLUTIONS: Implementation Modeling and Prototypes	211
	Fun Stuff 211 Prototypes and Prototyping 212 Mapping the Models 218 Implementation Modeling Illustrated 225	
11	HELP ME IF YOU CAN: Designing Help and Helpful Messages Even Experts Need a Lift 231 Use Cases for Help 232 Access and Presentation Techniques 237 Special Techniques and Modalities 243 Helpful Writing 248	231
12	Helpful Messages 253 ONCE A BEGINNER: Supporting Evolving Usage Patterns Beyond Beginners 265 Skiing the Interface 267	265
	Progressive Usage 268 Supportive Interfaces 272 Designing for Progressive Usage 280 Progressive Usage Applied 293	

Iconic Communication

166

13	IN PLACE: Fitting the Operational Context	297
	Unsound Context 297	
	Operational Modeling 298	
	Environmental Adaptation 299	
	Binding Context 300	
	Environment Profile 308	
	Putting Context in Place 313	
14	SAME GAME, DIFFERENT FIELDS: Special Applications,	
	Special Issues	317
	Theme and Variation, Again 317	
	Web Design for Use 317	
	Web Wisdom Applied 330	
	Embedded Systems Applications 338	
	Other Special Interfaces 354	
15	USAGE-CENTERED DESIGN APPLIED: The TeleGuida Case	357
	Scaling Up 357	
	Telephone Tag 358	
	Gathering Requirements 359	
	TeleGuida Users and Uses 366	
	Toward a TeleGuida Prototype 378	
SECT	TION V ASSESSMENT AND IMPROVEMENT	389
16	BETTER NEXT TIME: Improvement by Inspection and Review	391
	Assessing Usability 391	001
	Inspection Methods 399	
	Collaborative Usability Inspections 401	

		CONTENTS	ix
17	BY THE NUMBERS: Measuring Usability in Practice	417	
	Comparison Shopping 417 Measured Quality 418		
	User Interface Design Metrics 423		
	Essential Usability Metrics Suite 426		
	Metrics in Practice 441		
18	TEST SCORES: Laboratory and Field Testing of Usability	443	
	History Testing 443		
	Testing, One, Two 444		
	Test Protocol 450		
	Testing Tactics 456		
	Why Test, Why Not 460		
SECT	ION VI ORGANIZING AND MANAGING THE PROCESS	463	
19	CODE AND YOU'RE DONE: Implementing Interfaces	465	
	Objects and Interfaces 465		
	Accelerated Development 472		
	Visual Development of Visual Designs 475		
20	USING YOUR USERS: Users in the Development Process	481	
	Use or Abuse of Users 481		
	Requirements Dialogue, Requirements Dance 485		
	Going to the Source 489		
	Using Users 494		
	Joint Essential Modeling 499		
21	GETTING ORGANIZED: Usability in the Larger Context	511	
	Organizational Units 511		
	Standards and Style Guides 513		
	Competing Constituencies 517		
	Experts and Expertise 522		
	Cultural Fit 524		

Appendix A: Suggested Readings 533

Appendix B: Eleven Ways to Make Software More Usable:

General Principles of Software Usability 535

Appendix C: Glossary 537

Appendix D: Forms for Usage-Centered Design 545

Appendix E: Subjective Usability Scales for Software (SUSS) 549

References 551

Index 561