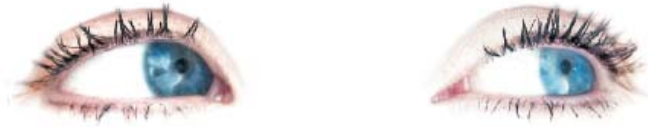




## **DO YOU LIKE TO OBSERVE PEOPLE?**

MARTA KRISTÍN LÁRUSDÓTTIR, ASSISTANT PROFESSOR  
SCHOOL OF COMPUTER SCIENCE | RU LECTURE MARATHON

I LIKE IT VERY MUCH!



# I AM ACTUALLY OBSERVING SOFTWARE

The collage consists of several overlapping windows:

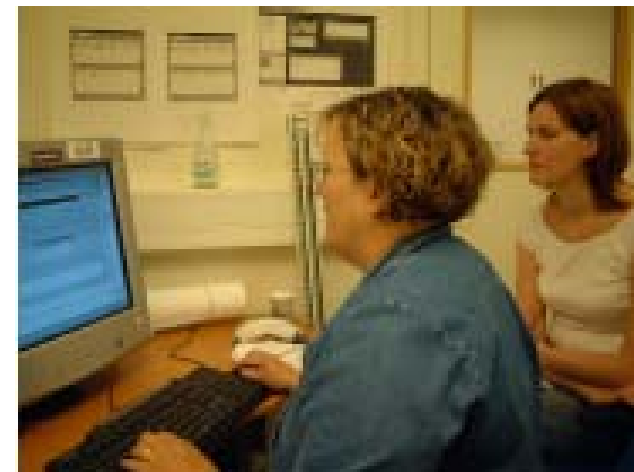
- Terminal Window (Top Left):** Displays the command `V-E-R-K-P-A-N-T-A-N-I-R` and its output: `1 Nýskrá 2 Breyta 3 Skoða 6 Eyða PFI Hætt`. Below this, it shows `Búnaðarnr: 0A2601 Brenningar ofns 27 Kostnst.: 6025`. A table follows: 

Verkþáttur	Fg	Teg	Kteg	Útgefandi	Umb.af	Dags.útgafið	Dags.Umbeði
V 59333	3	V	20	GGA	GGA	211101	211101

 Below the table, it says `Heiti.: Brennari nr. 2 virkar ekki` and `Verkbeiðni:`. At the bottom, it reads `No Verkst Heiti 01 6200 Steypuskáli- þjónustuhópur Hreinsa þarf olúspíss.`
- Web Browser (Top Right):** Shows a website for 'vinnustund' with details for 'Sjálfaþjónusta + Tímaraflur'. It lists 'Starfsmaður: 280256-4639 Pálma Ósk Haraldsdóttir - 28', 'Kjarasamningur: 628 - Sjákráttíðing Íslands', and 'Vinnutímastig: Vaktavinnuáætlun 01.10.2003'. It also shows 'Stöðugleiki: 100%' and 'Starfsloft: 28'.
- Configuration Window (Bottom Left):** Titled 'Verkbeiðni', it shows fields for 'Verkeiðni: B40937', 'Staðsetning: LCA110', 'Búnaður: 01772', and 'Tilgætt af:'. It includes sections for 'Upplysingar um verk', 'Upplysingar um áætlanagerð', and 'Byrjun'/'Lok' dates.
- Product Page (Middle):** Features a blue server rack image and text: 'Um EJS', 'Fréttir', 'Búnaður', 'Þjónusta', 'Viðburðir', 'Skráning', 'Fróðleikur', 'Samstarfsaðilar'. Below the image, it says 'Sun Fire 880V Sun Microsystems er þessa dagana að kynna nýjan netþjón, Sun Fire V880. Hann getur tekið allt að átta örgörum, 320B vinnsluminni og tólf FC-AL diskum...'.
- Avatar Interaction (Bottom Right):** A dark green background with a grid pattern. Two purple avatars are shown. One says 'Hello there!!' and the other says 'PLAYER'. The 'SAY' logo is at the bottom left.



# HOW EASY IS IT TO USE



## HOW IS THAT DEFINED?

### *Effectiveness:*

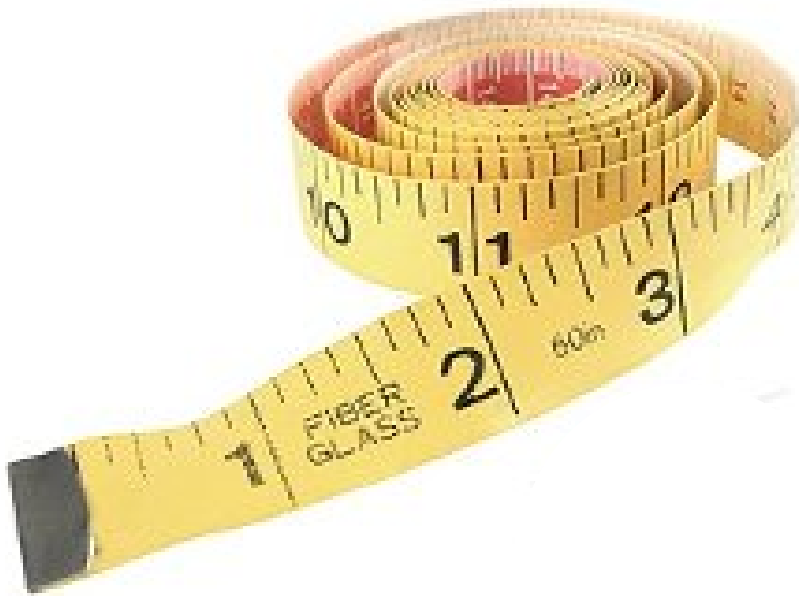
“Can the user complete a defined task?”

### *Efficiency:*

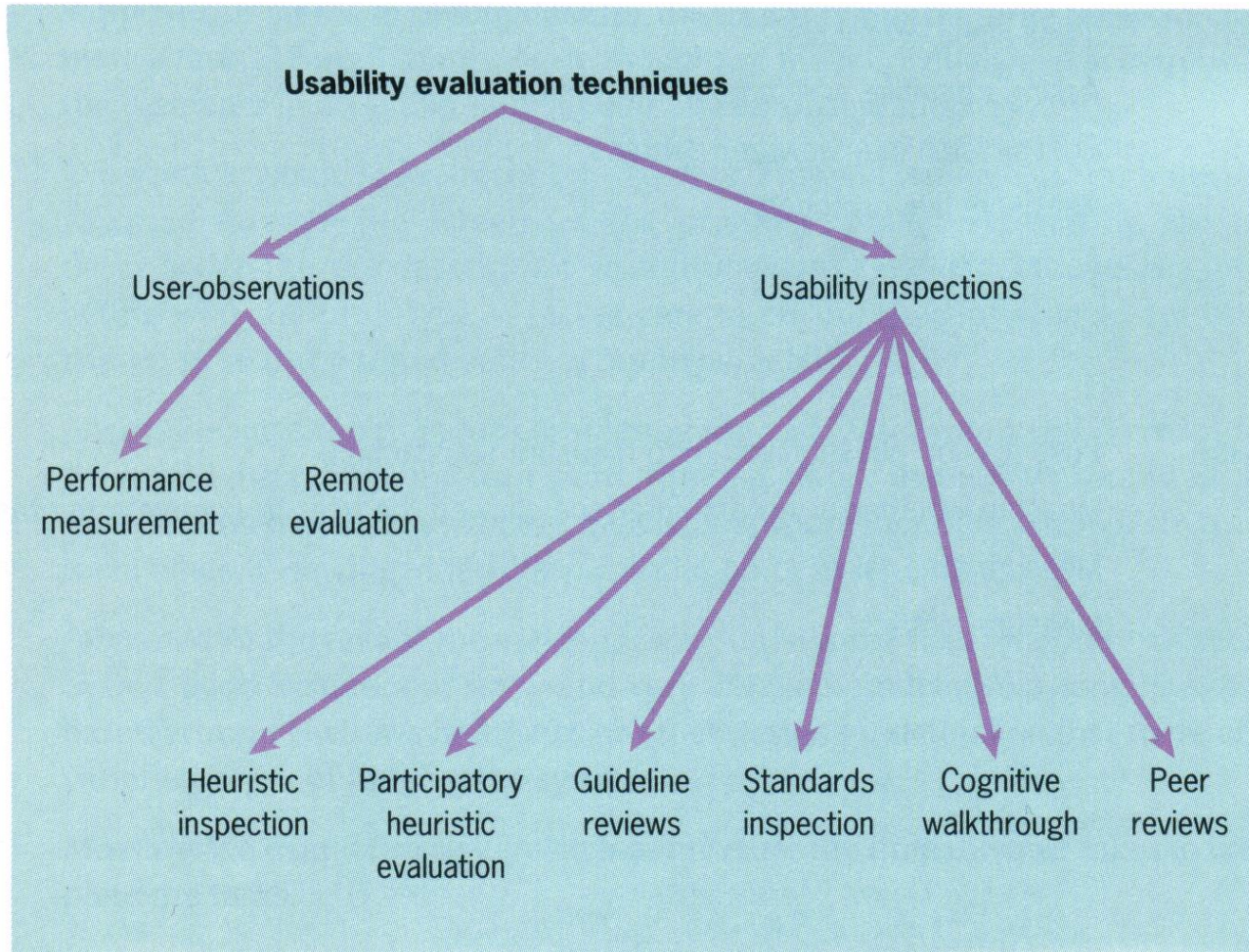
“Can he complete it with reasonable resources?”

### *Satisfaction:*

“What is the level of discomfort?”



# EVALUATION METHODS



## MY REASEARCH QUESTIONS

1. How different are the results of using various usability evaluation methods for evaluating the same software system?
2. How useful are the results of usability evaluation to the recipients?
3. To what extent are usability evaluation methods actually used in the industry?
4. What are the implications of doing usability evaluation in the software development practice?