



Mobile usability testing: problems and solutions

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Usability ↔ Market success

- ◆ Software usability is an important competitive advantage
- ◆ Usability can be a decisive argument for buying software and for its success in the highly demanding and competitive market
- ◆ Usability is one of the still unappreciated software product features



Bug Huntress QA Lab

Basics

- Established in 2001
- Over 80 successfully completed projects for customers from the USA, the EU, Australia

Services

- Automated and manual software testing
- Independent Verification & Validation (IV&V)
- Dedicated Testing Teams leasing, ODC

Expert-level testing

- **Own tools** for automated testing of mobile software, **Add-Ins** to off-the-shelf tools
- **Know-how, special techniques** for testing wireless and Web applications
- Deep knowledge of **usability** standards for mobile and WAP software

- ◆ Usability, what it means and provides
- ◆ Usability standards
- ◆ Typical mobile peculiarities
- ◆ Mobile usability problems
- ◆ Successful solutions
- ◆ Usability testing automation
- ◆ Independent usability testing

High-quality UI

Subjective satisfaction

Intelligibility and easiness to learn

High program running speed

Low fatigability

Small number of errors when working

Basic standards

- ◆ ISO 9241-11:1998
Ergonomic requirements for office work with visual display terminals (VDTs)
- ◆ Section 508 standard
Rehabilitation Act, § 1194.22, Web-based Intranet and Internet Information and Applications
- ◆ Microsoft Developer Network (MSDN) recommendations



Some mobile UI standards

- ◆ Symbian S60 Platform Visualization and Graphic Design Guideline
- ◆ UIQ Style Guide
- ◆ Palm OS User Interface Guidelines



Mobile usability problems

- ◆ No established mobile usability culture
- ◆ Direct usage of PC-approaches
- ◆ Lack of trained specialists
- ◆ Direct porting between different mobile and embedded platforms
- ◆ Fast-paced software market environment

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Usability testing automation

- ◆ Emulation of browsers or mobile devices
- ◆ Automated scripts for preparing screenshots



Independent usability testing

- ◆ Scarce specialists at your disposal for required time - without costs and necessity to hire, train and fire
- ◆ Expert recommendations how to improve usability
- ◆ The only way to examine subcontractors' work - its progress, quality and usability
- ◆ A proven way to decrease go-to-market time and risks



Thank you!

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