

Lean Usability Testing



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- In IT & testing since 1985 working for many different clients and in many different roles
- Author “TMap”, “ISTQB Foundation” and “TMMi” and many other books and papers
- Former Vice-President International Software Testing Qualifications Board (ISTQB)
- TMMi Foundation management executive
- Winner European & ISTQB International Testing Excellence Award



Learning Objectives



- Understand the concept of usability testing
- Be able to perform a usability review using the heuristic evaluation method
- Know the most important standard usability questionnaires
- Be able to implement the SuS questionnaire
- Be able to start doing lean usability testing



Lean Usability Testing

- 09:00 – 09:15 Usability Testing
- 09:15 – 10:15 Heuristic Evaluation



- 10:30 – 10:50 Case Heuristic Evaluation
- 10:50 – 11:20 Questionnaires
- 11.20 – 11.30 Getting started



The Usability Gap

1. Not prioritized
2. No knowledge
3. No time

- Usability often a critical success factor
 - “not all” IT-projects successful
 - 42% of the software is user-interface code
- Usability testing should be mandatory, but...
- Agile “it shall to be result-driven, low on documentation and highly efficient”
- “You only have 2 days, good luck!”



Lean Usability Testing

- Heuristic Evaluation
- Cognitive Walkthrough
- Exploratory Testing
- Questionnaires (SUMI, SUS)
- User Observation

