**ISO 9241:**

Definition of usability:

"The extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use"
IT in professional work
To use computers and technology in a work environment..

IT-supported work
IT-supported work....

- ...is not about handling computers,
- but to perform qualified work *using* computers,
- that should support, not hinder or confuse.
When developing IT-systems
- We must provide efficient tools
- We must understand the users’ needs
- We must create a good work environment
- We must use efficient development models

The importance of usability
- We do not talk about “user friendly”
- Usability is a prerequisite for:
  - Efficiency
  - Safety
  - A good work environment
  - Healthy, sustainable work
- I.e. necessary for supporting the organisation and the users.

IT in Sweden
- >70% use IT daily.
- >35% use IT more than half day.
- In ”administrative work” (25% of the labour) almost all use IT 100 %.
- Approx. 35 % of all work is performed with direct use of IT.
"Chaos" about IT development projects

- 30% of all projects are never finished
- 50% of all projects
  - cost 190% of planned budget
  - for 40% of planned functionality
- 20% are finished within time and budget
  - For large projects: 10%
  - For VERY large projects: 0%

(www.standishgroup.com)

Are IT-support systems efficient?

- Many use IT 100% of the day
- IT-systems are often
  - Slow
  - Complex
  - Confusing
  - Non-intuitive
  - Require unnecessary attention
  - Un-reliable
  - Not supporting skilled users

Is IT useful and efficient?

- Are there problems?
- What are the problems?
- You know already a lot about solutions!
- How to use existing knowledge in practice, in order to solve these problems?
The course

- Contextual usability, per 2, 2008
- 15 hp (higher education credits)
- Course code: 1MD021
- Course homepage: [http://www.it.uu.se/edu/course/homepage/contextuse/ht08](http://www.it.uu.se/edu/course/homepage/contextuse/ht08)

Contextual...

- The course will be based on much of the material taught in earlier MDI courses and courses in the master program.
- We will continue to study and analyse how MDI related methods and techniques can be implemented in practice, and try to understand pitfalls as well as success factors in this respect.

Main topics will be:

- The relations between development of organisations, work processes and IT-systems. Vision seminars, future workshops etc.
- Work environment and health risks in IT supported work.
- Evaluation of cost/benefit of IT investments and IT systems.
- Specific usability problems in some different work domains
  - Process control
  - Health care
  - Administrative, case handling work
- Systems development projects, pitfalls and success factors.
- Important aspects of attitudes and ethical starting points.
18 seminars

- Introductions
- Supervision
- Guest lectures
- Site visits
- Group assignments
- Written and oral reports

6 Themes

1. Organisational and systems development, vision seminars
2. Work environment problems
3. Cost-benefit analysis of IT systems
4. Specific domains (choose one!)
   - Process control
   - Health Care
   - Administrative systems
5. Systems development, success factors and pitfalls
6. Attitudes and ethical standpoints
For each theme
- Introduction (guests, site visits)
- Written instructions
- Your own work (literature, web search.....)
- Written reports
- Oral presentations
- Discussions

Assignments
- Work in small groups (2-3 pers)
- Plan your work
- Ask for help when needed
- Written and oral reports at scheduled seminars
- Total work = 10 weeks!

Examination
- Examination is performed through active participation in the seminars and oral and written presentations of the assignments.
- Grading System:
  U Fail, 3 Pass, 4 Pass with credit, 5 Pass with distinction
Questions?