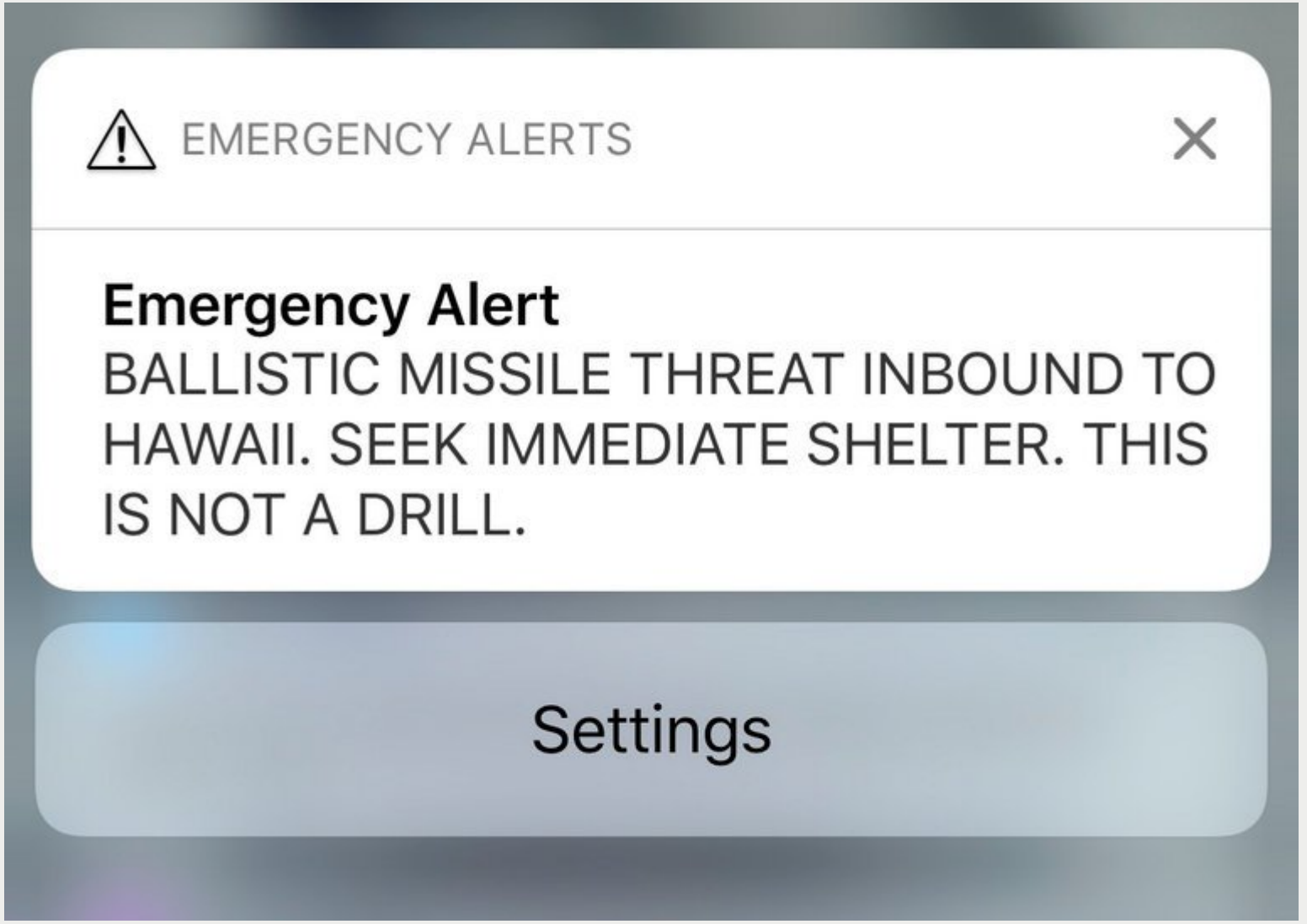
Are you only testing your design in production?

redhat®


EMERGENCY ALERTS
Emergency Alert
BALLISTIC MISSILE THREAT INBOUND TO HAWAII. SEEK IMMEDIATE SHELTER. THIS IS NOT A DRILL.
Settings

8:07

EMERGENCY ALERTS
Emergency Alert
There is no missile threat or danger to the State of Hawaii. Repeat. False Alarm.
Settings

8:45

1. State EOC

1. TEST Message

DRILL-PACOM (DEMO) STATE ONLY

False Alarm BMD (CEM) - STATE ONLY

Monthly Test (RMT) - STATE ONLY

PACOM (CDW) - STATE ONLY

Design is the
rendering of internt

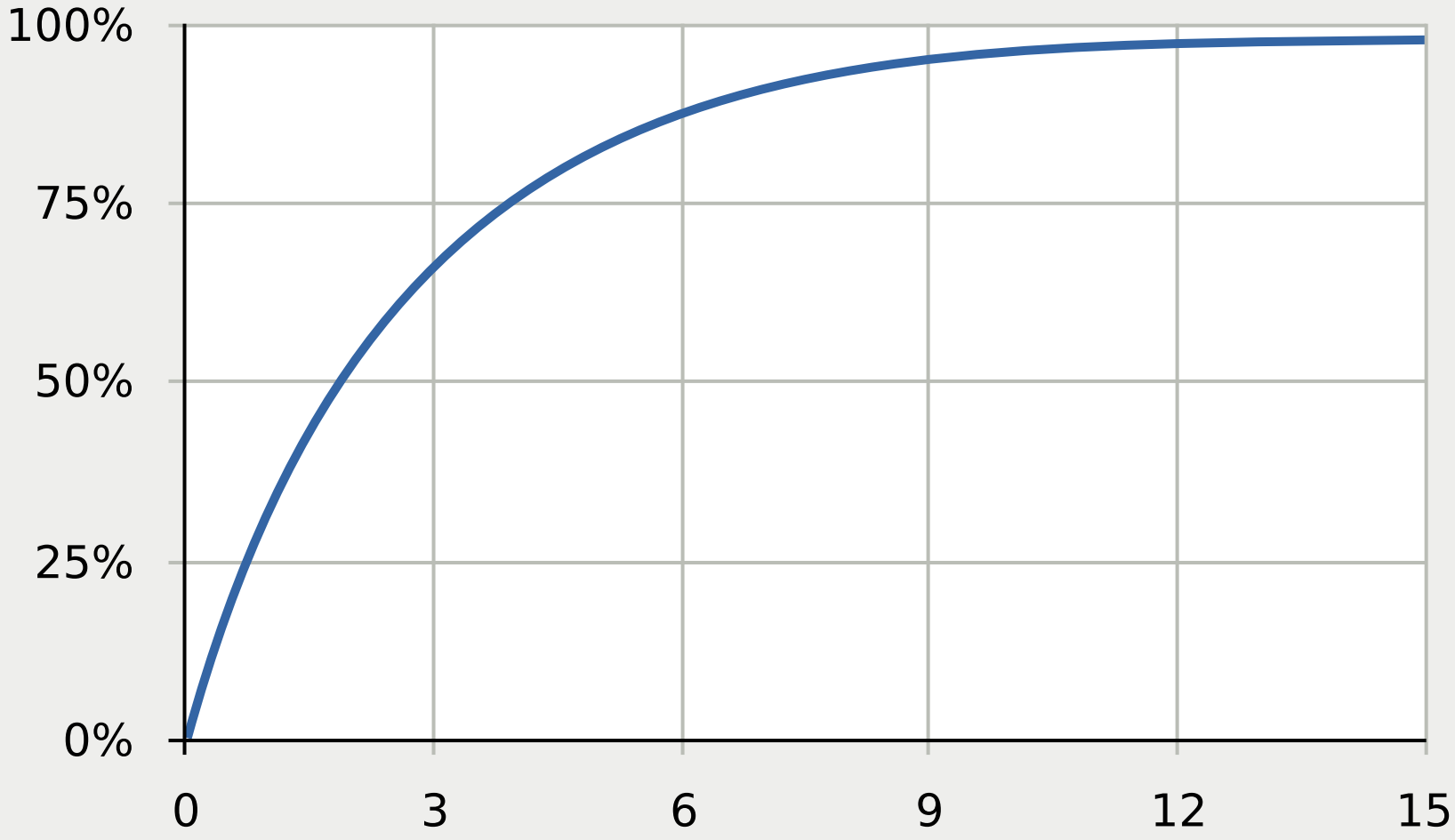
Usability tests are
big and complicated

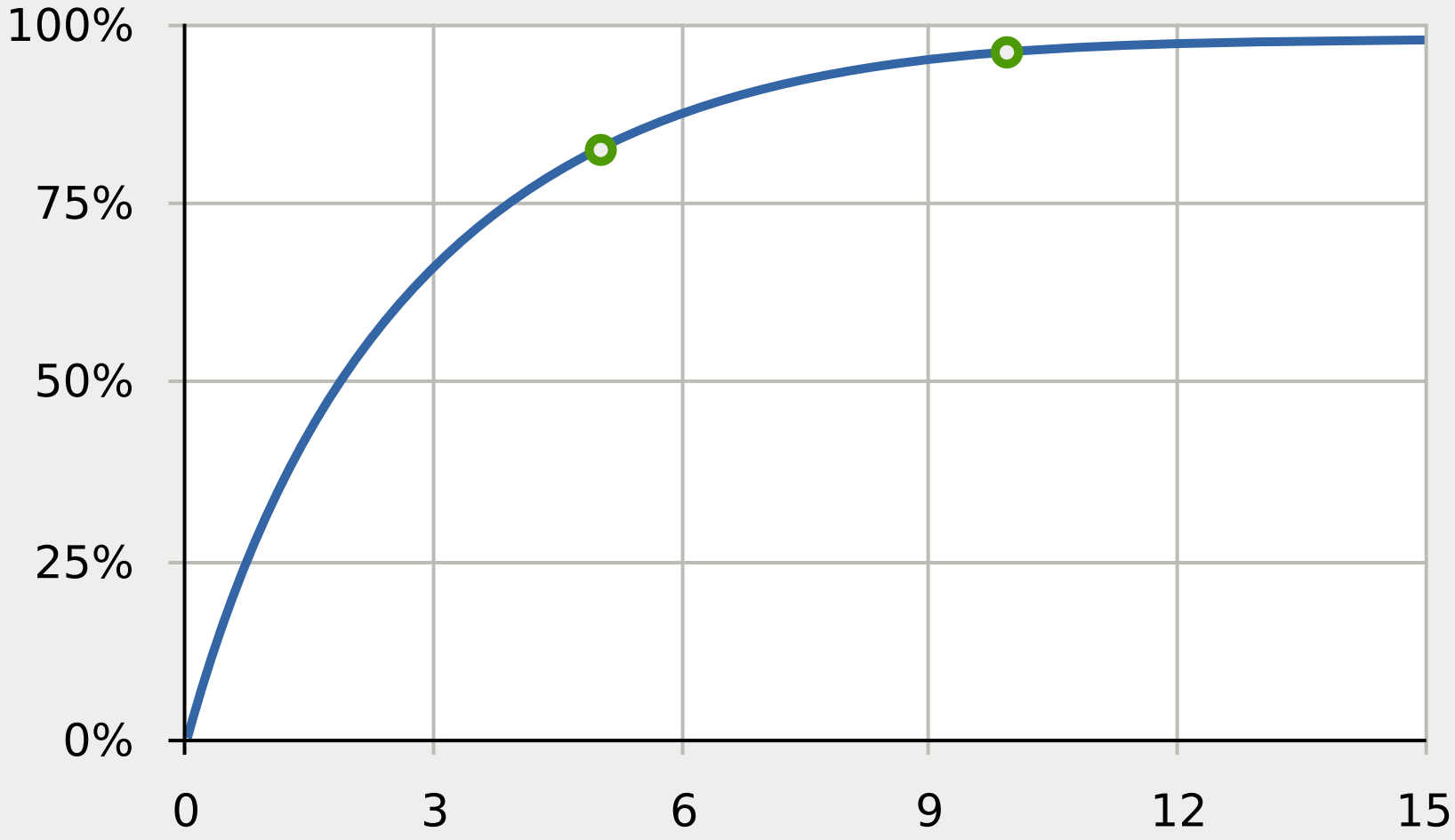
Only a researcher can do it

You need to run a thousand tests

100 participants
1 hour per participant
100 hours (2,5 work weeks)

10 participants
 1 hour per participant
10 hours (1,2 work days)


100%
75%
50%
25%
0%
0
3
6
9
12
15


100%
75%
50%
25%
0%
0
3
6
9
12
15

5 participants
30 minutes per participant
2,5 hours

10 participants

test 2 things

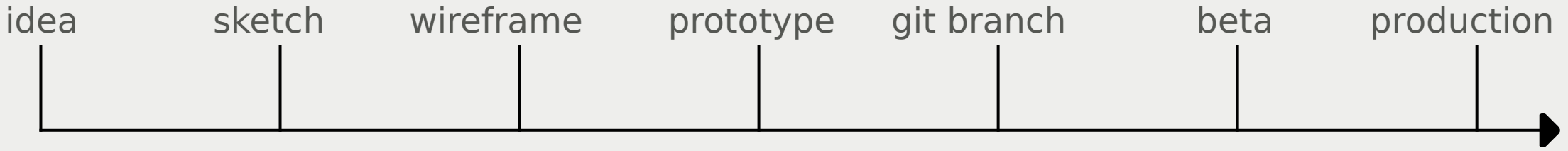
100 participants

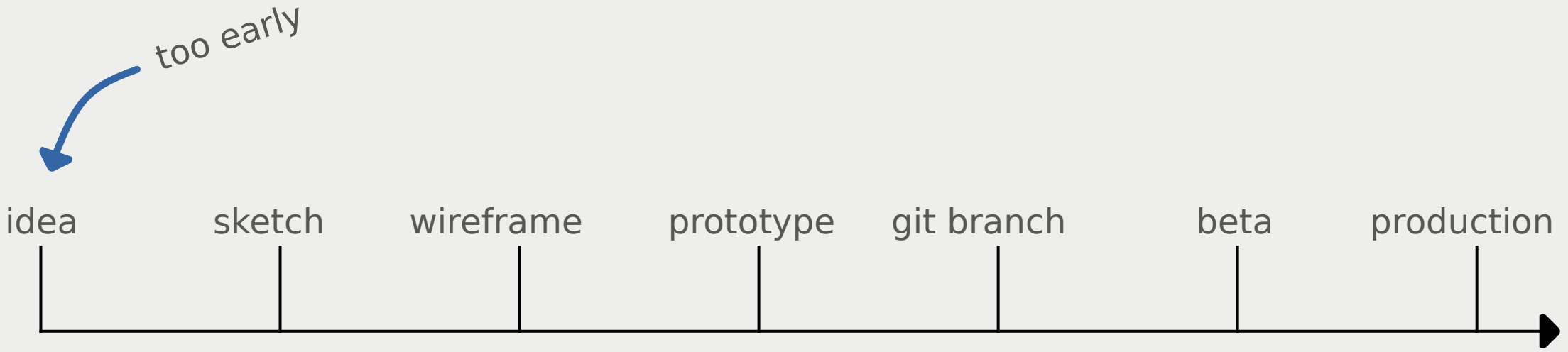
test 20 things!

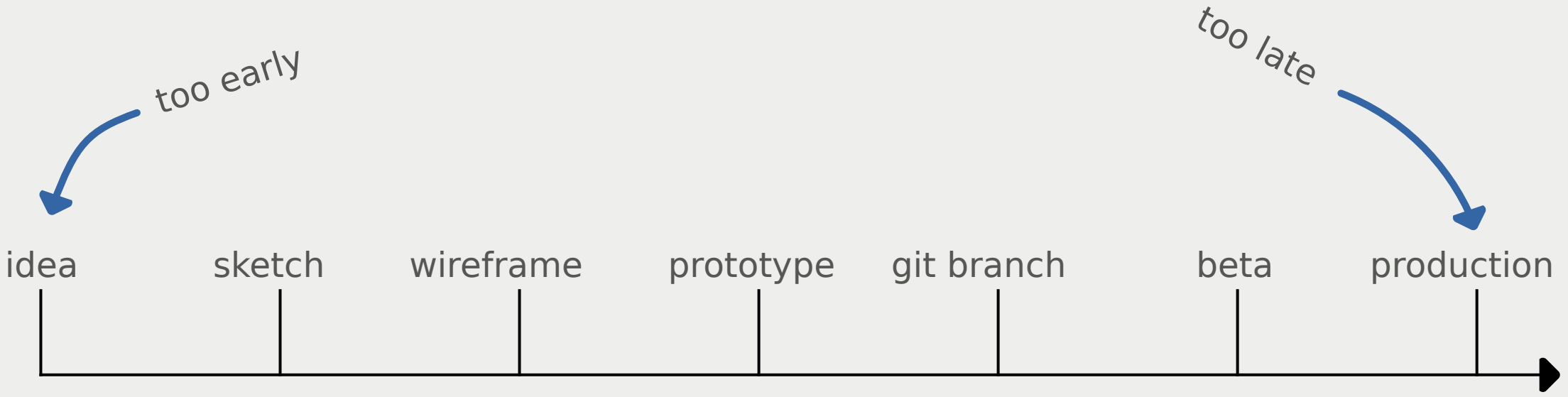
Who

ghosts
dogs
children
lawyers
non-computer users
doctors
software developers
non-linux sysadmins
junior sysadmins
analphabets
taxi drivers
horses
cats

When


idea
sketch
wireframe
prototype
git branch
beta
production


too early
idea
sketch
wireframe
prototype
git branch
beta
production


too early
too late
idea
sketch
wireframe
prototype
git branch
beta
production

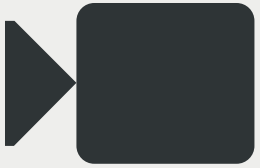
Unknowns

Moderator

Participant

Team

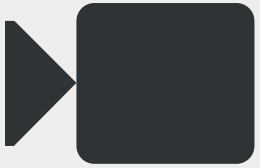
Moderator



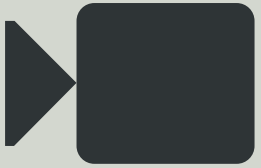
Participant

Team

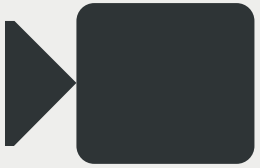
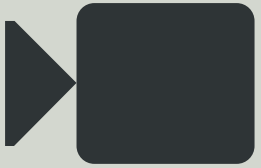
Moderator



Participant



Team

Moderator	Participant	Team
		

Moderator

Participant

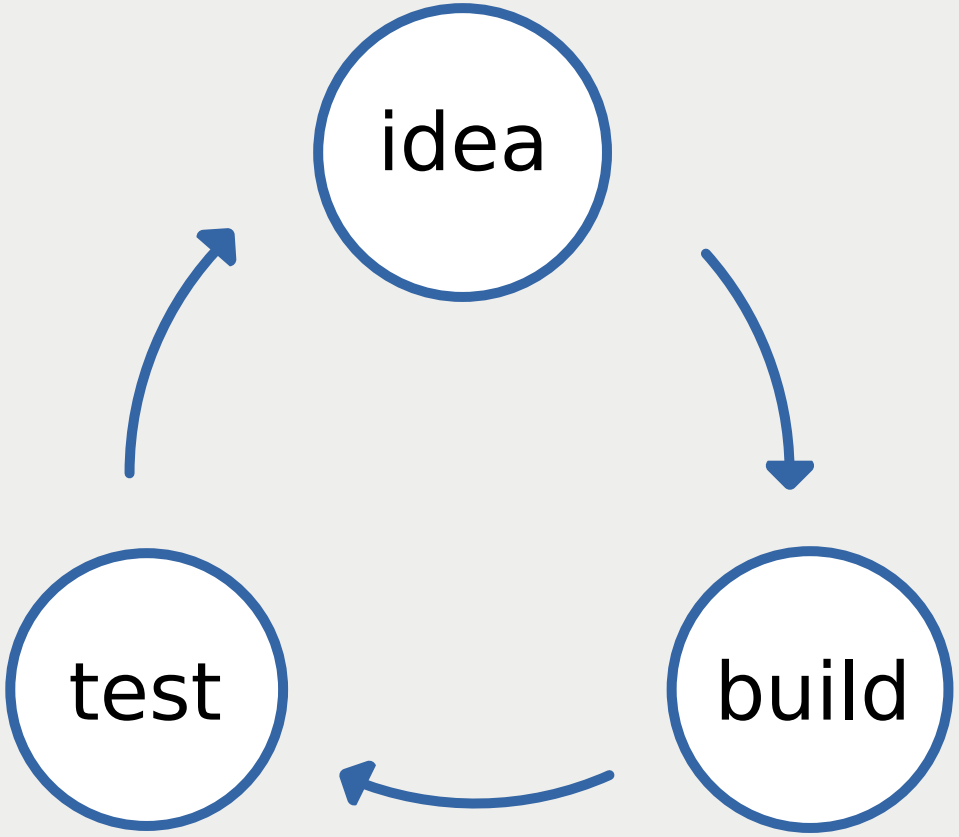
Team

Moderator	Participant	Team
✔ asking		
⊘ helping		

Moderator	Participant	Team
✔ asking	✔ talking	
⊘ helping	⊘ asking	

Moderator	Participant	Team
✔ asking	✔ talking	✔ listening
⊘ helping	⊘ asking	⊘ talking

1. Write up findings
2. Respect privacy
3. Fix issues


idea
build
test

Thank you!

anilsson@redhat.com