Usability Testing

Target Audience
- Professionals involved in defining, developing, testing and marketing Information Technology products for end users in all industries and for the consumer market

Course Duration:
- Two days for a maximum of 25 participants. If more participants, due to the participative nature of the training, the duration will increase appropriately

Course Content

Day 1 Morning Session
- **Module 1 - Why User Experience is important**
    - Who is the user and what are the characteristics of the user
    - Examples of how User Experience or the lack of it has made products successful or to fail
    - How can we make it easy for the user – User Scenarios
    - Principles of Usability and UI guidelines for Client Server, Web, Mobile

Day 1 After lunch Session
- **Module 2 Understanding the end user and incorporating Usability in the PDLC**
    - Stated and unstated needs of the target user
    - Validating needs by early usability testing via use of prototypes
    - Testing via the web and in situ using test scripts
    - Usability in various stages of the Product Development Lifecycle

Day 2 Morning Session
- **Module 3 Usability Testing Fundamentals and incorporation of feedback from users**
    - Identifying participants for the test, testing schedule and test setup
    - Translating user information to clear instructions for product developers and testers
    - Learning to balance user information with technology constraints
    - Methods to convert user need to features and plan in the roadmaps
    - Identifying possible error conditions and how to communicate the same via pop ups, status lines, icons etc

Day 2 After Lunch Session

Module 4 Usability Guidelines, Audits and Inspection
- Best practices in user experience across web, email and mobiles
- Guidelines that are part of SDK on Android, Apple and Windows
- Usability Audits and Inspection
- Filing Usability Defects and tracking to completion