

Graphical user interface (GUI)

Agenda item 5

TCCG

Frankfurt, 6 June 2018

- **What is the scope of this task?**
- **What means usability?**
- **What makes a GUI usable?**
- **Which issues will be mentioned in a GUI style guide?**
- **How will be proceeded?**
- **How could usability be tested by users?**

Application of common GUI style guide for U2A services

- **RTGS and CLM in scope**
- **T2S GUI is out of scope of the T2/T2S Consolidation project**
 - An alignment of the T2S GUI to a common style guide would be a topic for „Beyond Consolidation“, CRDM GUI relies on the T2S GUI
- **TIPS GUI not within the scope of the T2/T2S Consolidation project**
 - An alignment of the TIPS GUI to a common style guide would be subject to a change request and could only be implemented after TIPS go-live, if required
- **Data Warehouse GUI**
 - The front-end application IBM Cognos for the data warehouse has a dedicated GUI
 - Changing the standard GUI of a third party software product not feasible

ISO 9241 (Ergonomic Requirements for Office Work with Visual Display Terminals): „**Usability is 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.**“

Effectiveness

- Accuracy and completeness when users achieve a specified goal

Efficiency

- Resource of cost in relation to accuracy and completeness

Satisfaction

- Comfort and acceptability of use

What makes a GUI usable?

Key components

- **Structure and font**
 - Using standards (eg logo up left)
 - Guaranteeing readability by appropriate font, colour and sufficient spacing
 - Easy catching the text by indicating key words and use of bullet points
 - Synchronising colours, taking care of contrast of colours
- **Navigation and links**
 - Using simple and easily understandable navigation
 - Indicating by breadcrumbs where the user works within hierarchie of pages
 - Using unambiguous page titles
- **Options for dialog**
 - Making contact information accessible via every (sub) page
 - Showing support hours (for contacts by phone)
 - Offering forms with less as possible mandatory fields
 - Making use of dialog fields in forms by the keyboard
- **Service functions**
 - Making accessible search function from each (sub) page
 - Providing help area and FAQs
 - Offering overall view on new information and pages

Which issues will be mentioned in a GUI style guide?

- 1. Sequence of dialog and buttons**
 - 1.1 Information/operation
 - 1.2 Capturing new items
 - 1.3 Control capturing
 - 1.4 Buttons
 - 1.5 Description of functional concepts related to dialogs
- 2. Structure of menue**
- 3. Construction, presentation and functioning of the GUI screens**
 - 3.1 Language
 - 3.2 Colours
 - 3.3 Fonts
 - 3.4 Construction of screens
 - 3.4.1 Title area
 - 3.4.2 Breadcrumb navigation
 - 3.4.3 Message area
 - 3.4.4 Menue area
 - 3.4.5 Detail area
 - 3.4.6 Area where to place orders
 - 3.5 Search
 - 3.5.1 Wildcard

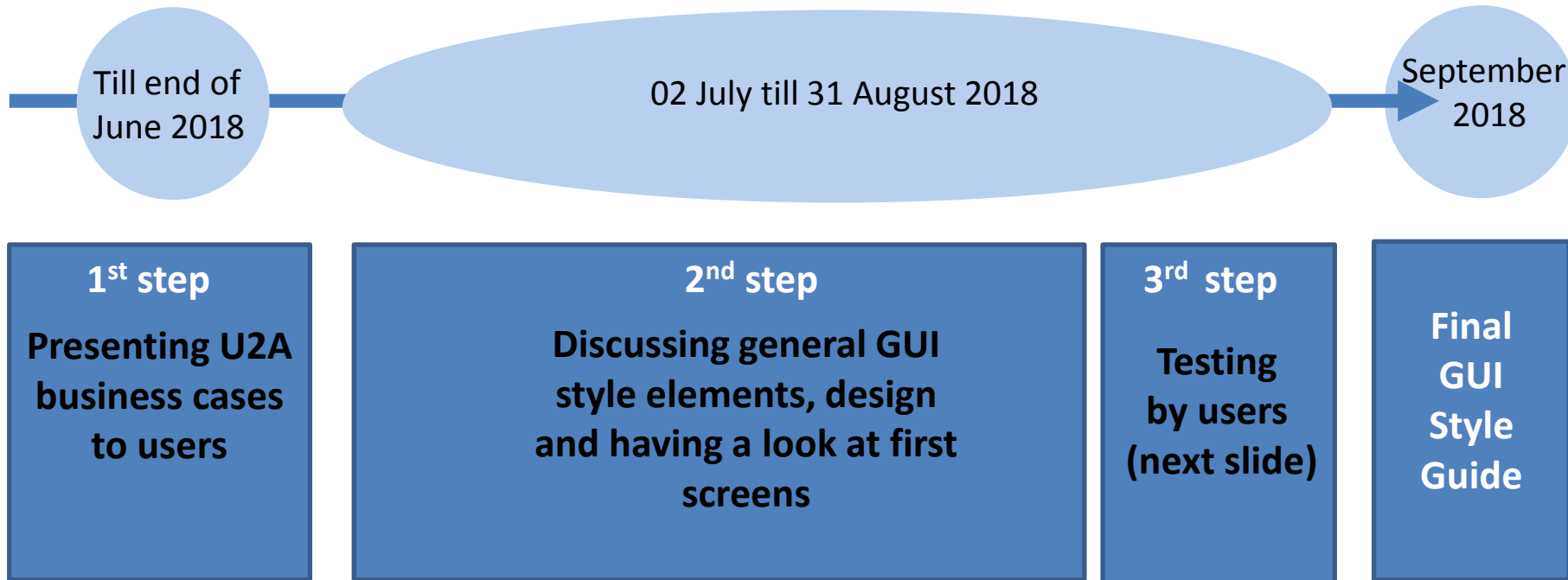
Which issues will be mentioned in a GUI style guide?

Continuation

- 3.5.2 Case sensitivity / case insensitivity
- 3.6 Display of lists
- 3.7 Export function
- 3.8 Elements of screens
 - 3.8.1 Fields for displaying information and capturing
 - 3.8.2 Fields for combination
 - 3.8.3 Checkboxes
 - 3.8.4 Radiobuttons
- 3.9 Auto completion
- 3.10 Broadcasts and messages in a dialog
 - 3.10.1 Broadcasts
 - 3.10.2 Messages in a dialog
- 3.11 Print functions
- 3.12 Presentation of sums, amounts and times
- 3.13 Validations
- 4. Access rules**
- 5. Support functions**

Comments by TCCG
welcomed

How will be proceeded?



How could usability be tested by users?

Usability testing

Process of watching / tracking an actual user while they use the prototype to see if it is in fact usable

Focus Group testing

6 to 12 users discuss issues and concerns about the features of a GUI (lasts about two hours and is moderated)

Beta testing

Rolling out a near complete product to users who are happy to try it and provide critical feedback
Allowing to ask users questions, track their usage, create file bug reports