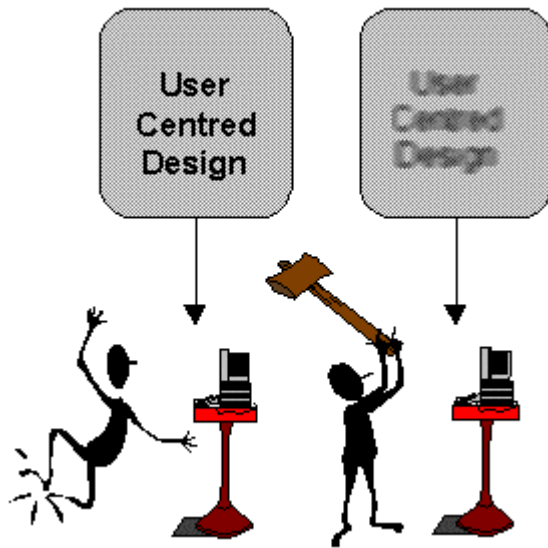


Delivering ease of use

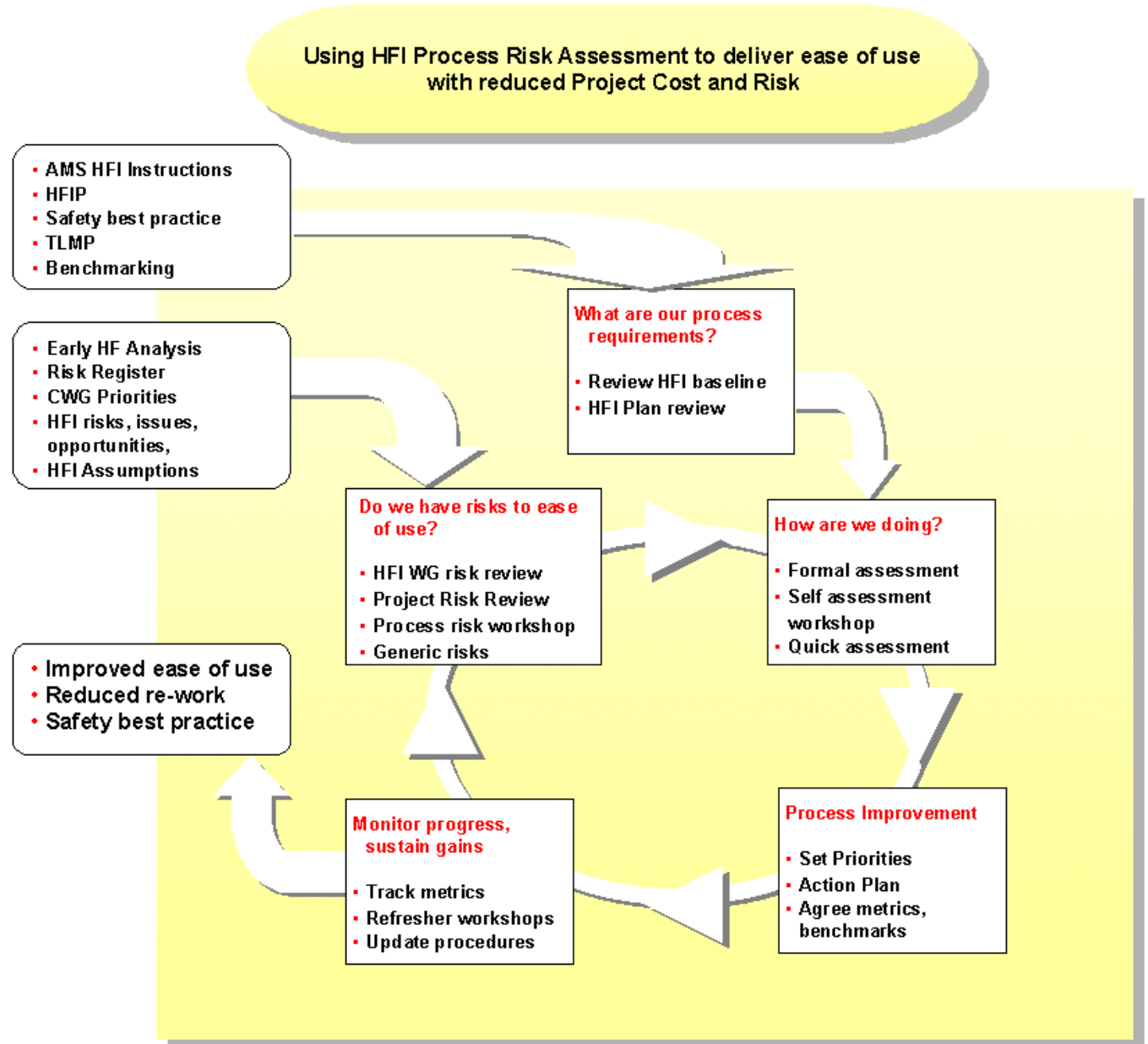
If we wait until after the system is designed to find out how easy it is to use, it is usually too expensive to make improvements.

What is it that leads to ease of use? The answer is user-centred design. An organisation that has well-defined processes for user-centred design can be fairly sure of producing a usable system. An organisation with ad hoc processes is likely to produce a system that is hard to use.



HFI Process Risk Assessment can determine the extent to which an organisation does user-centred design against a model of best practice.

The assessment findings can be used to provide assurance of ease of use *before* resources are committed. The findings can be used for Process Improvement or for contractor selection.



Role of HFI Process Risk Assessment

- Provides timely assurance of ease of use
- Reduces cost and timescale risks
- Helps to align acquisition and Human Resources
- Supports stakeholder involvement
- Provides benchmarking
- Ensures that HFI activities deliver results

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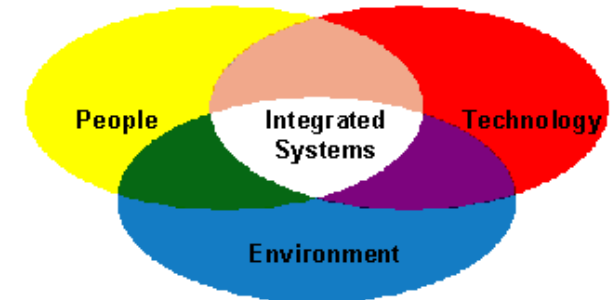
The material to support HFI Process Risk Assessment is on the HFI section of the AMS website.

There is also related material at:
<http://www.lboro.ac.uk/research/husat/eusc/index.htm>
<http://www.bestpractices.org.uk>

Material on software process-based risk assessment can be found at:
<http://www.sei.cmu.edu>
<http://www.sqi.gu.edu.au/>



Human Factors Integration



Process Risk Assessment

Providing assurance of ease of use by matching HFI to project need.

Ease of Use

The capability of a system to enable specified users to achieve specified goals with effectiveness, productivity, safety and satisfaction.

HFI Process Risk Assessment uses a model of HFI as a benchmark to define project need and to monitor project activity.