



Lloyd's
Register

SYSTEMS AND SOFTWARE
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HamburgSMM

Software for Seafarers

Session 4

Delivering Usability: An industrial tightrope act?

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Hamburg, September 2006

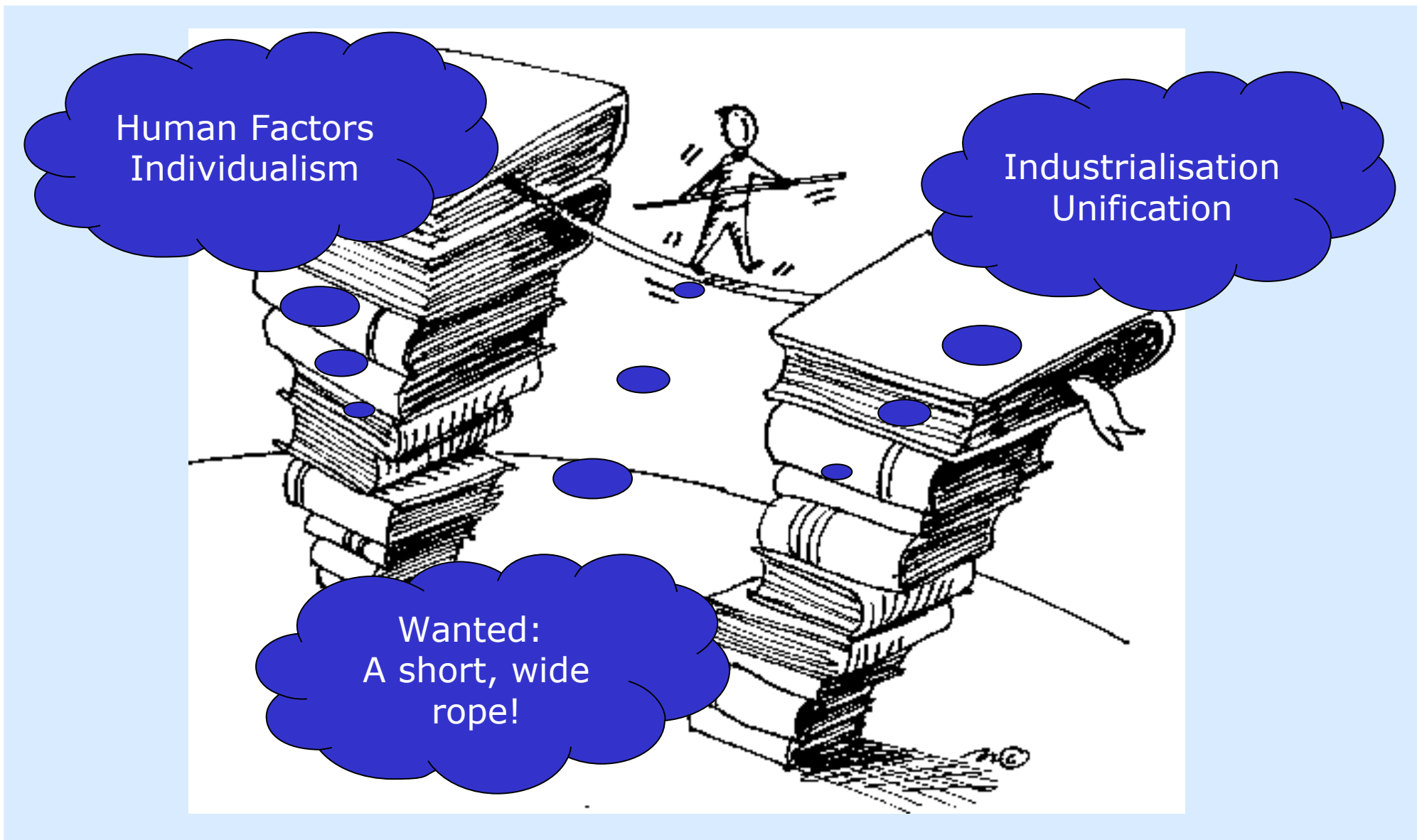
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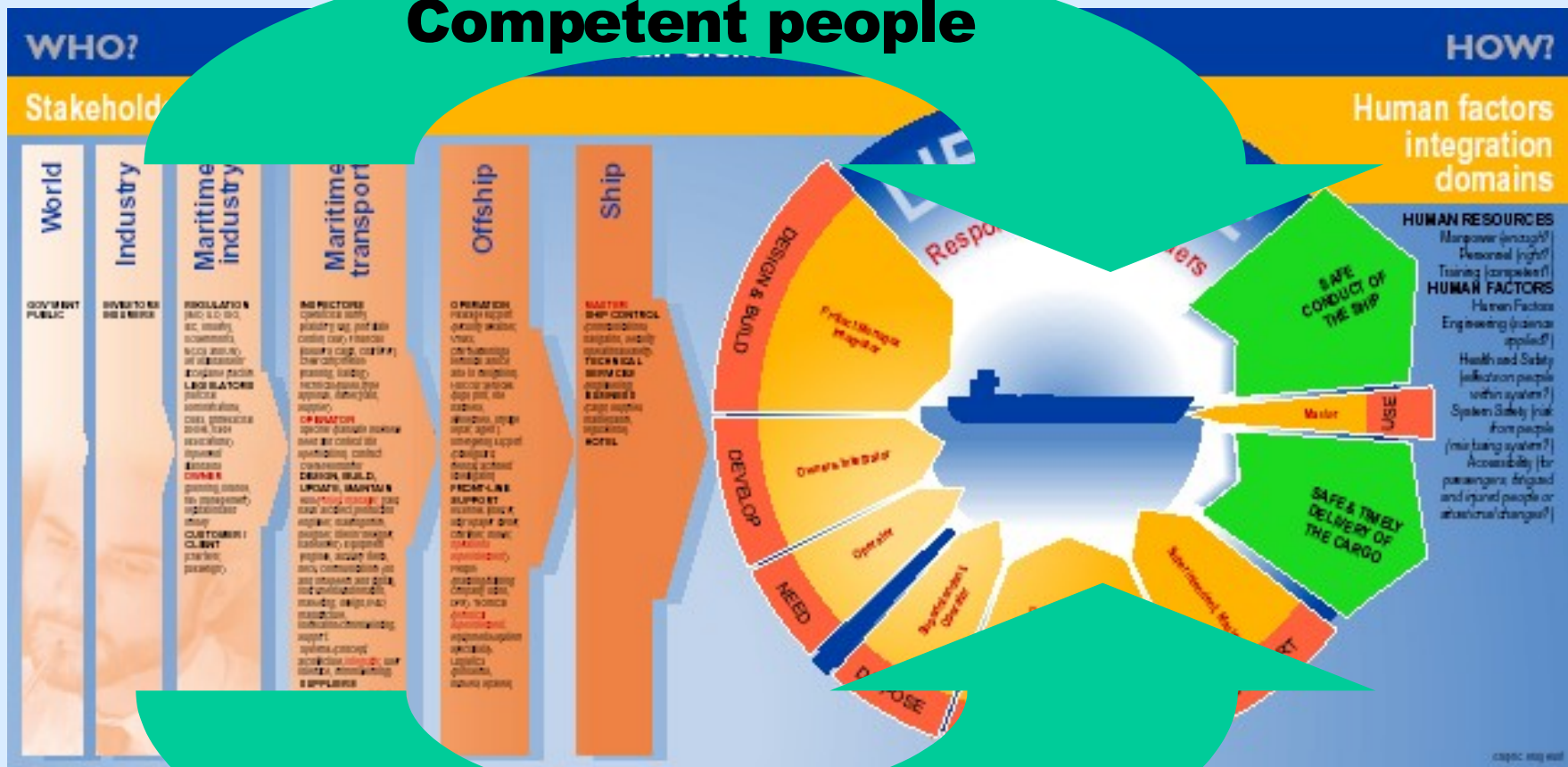
- Delivering usability – an industrial tightrope act?
- A case story on usability engineering
- Hopefully – an important discussion!

Delivering Usability: The Basic Problem



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Delivering Usability: The by-now optimum way ahead (stolen from JVE!)

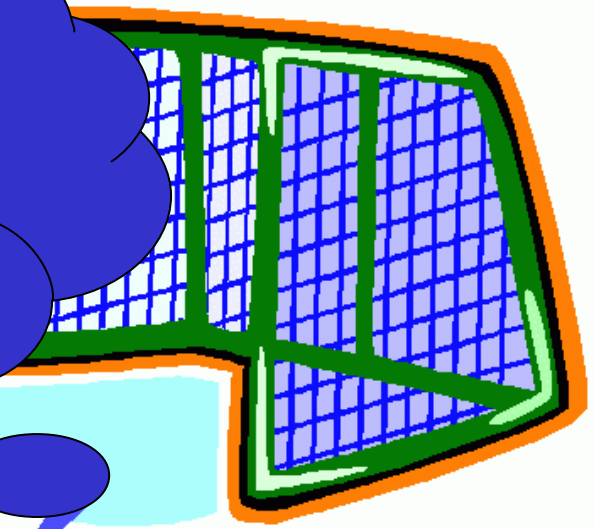


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Because the Red team is in place. But the Blue team is not showing?



Disclaimer –
May not apply
to a select
group of quality
operators!



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Quotes from today – may explain why Suppliers miss the Blue Team

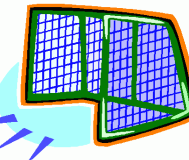
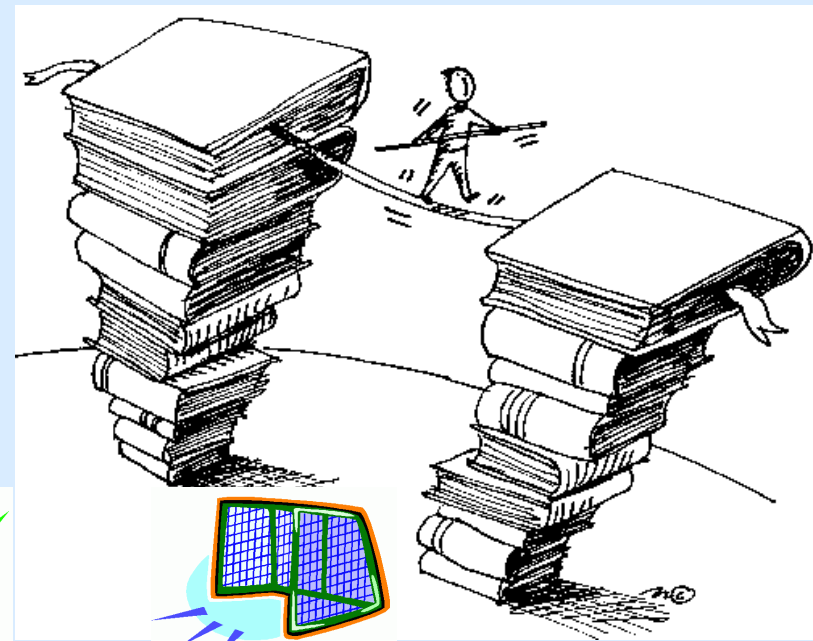


- HF Engineering required:
 - ‘Unload the seafarer – reduce the information flow’
 - ‘Equipment must be as simple as possible’
 - ‘We need the developers to consult the users much earlier’
 - ‘Dialogue – before they [the manufacturers] start the development’
- HF Engineering disabled:
 - ‘We prefer to buy COTS [at COTS prices...?]’
 - ‘Equipment must be common across the fleet - No time for training when changing ship’
- In consequence: A Shared Owner/Manufacturers challenge to provide simple, easy to understand owner/mission specific installations, capable of open interfacing against existing and future systems, at COTS prices (and serviceability, presumably) --- that at the same time provides full usability in a given Context of Use!
- In the meantime, waiting for this five-legged lamb to come out of genetic manipulation...

Concluding on the Buccaneersing...



- Buccaneersing works – or is at least much better than the traditional do-nothing!
- Two big, hot, desperate questions:
 - How to get the Blue team to show up and play?
 - How to expand on tools, methods, and practice to support Buccaneersing better, while we wait for the bulk of the Blue team?



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Quotes from today



- Other significant quotes:
 - ‘Problem with software systems – they don’t join up’
 - ‘We don’t trust it...’
 - ‘Commonality of interfacing’