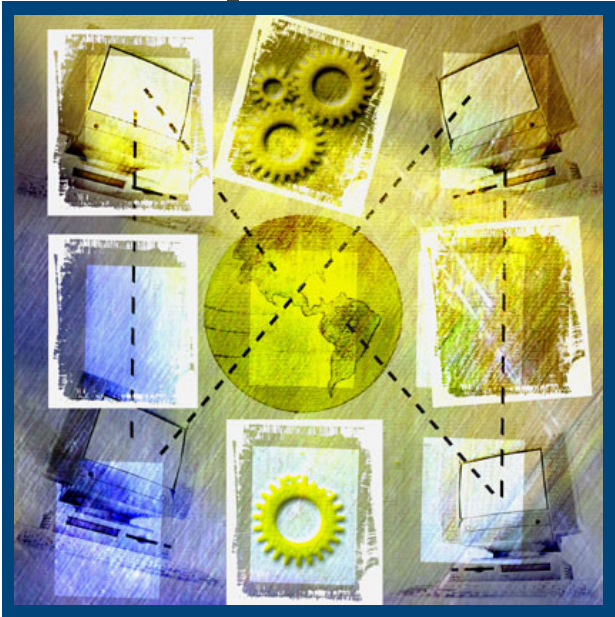


Human Interface Engineering & Usability

ROI and Service Offerings

2005



HIE - Return on Investment

Design Changes Can Bring Business Improvements

There is a strong connection between design success and business success. When redesigns focus on solving specific business problems, they can:

- **Increase user productivity**

“... a major computer company spent \$20,700 on usability work to improve the sign-on procedure in a system used by several thousand people. The resulting productivity improvement saved the company \$41,700 *the first day* the system was used.” ((Bias & Mayhew, 1994)

- **Decrease user errors**

“One study at NCR showed a 25% increase in throughput with an additional 25% decrease in errors resulting from redesign of screens to follow basic principles of good design.” (Gallaway, 1981)

- **Gain savings from making changes earlier in design life cycle**

“... Twenty changes in a project, at 32 hours per change and [a minimal] hourly rate of \$35, would cost \$22,400. Reducing this to 8 hours per change would reduce the cost to \$5,600. Savings = \$16,800.” (Human Factors International, 2001)

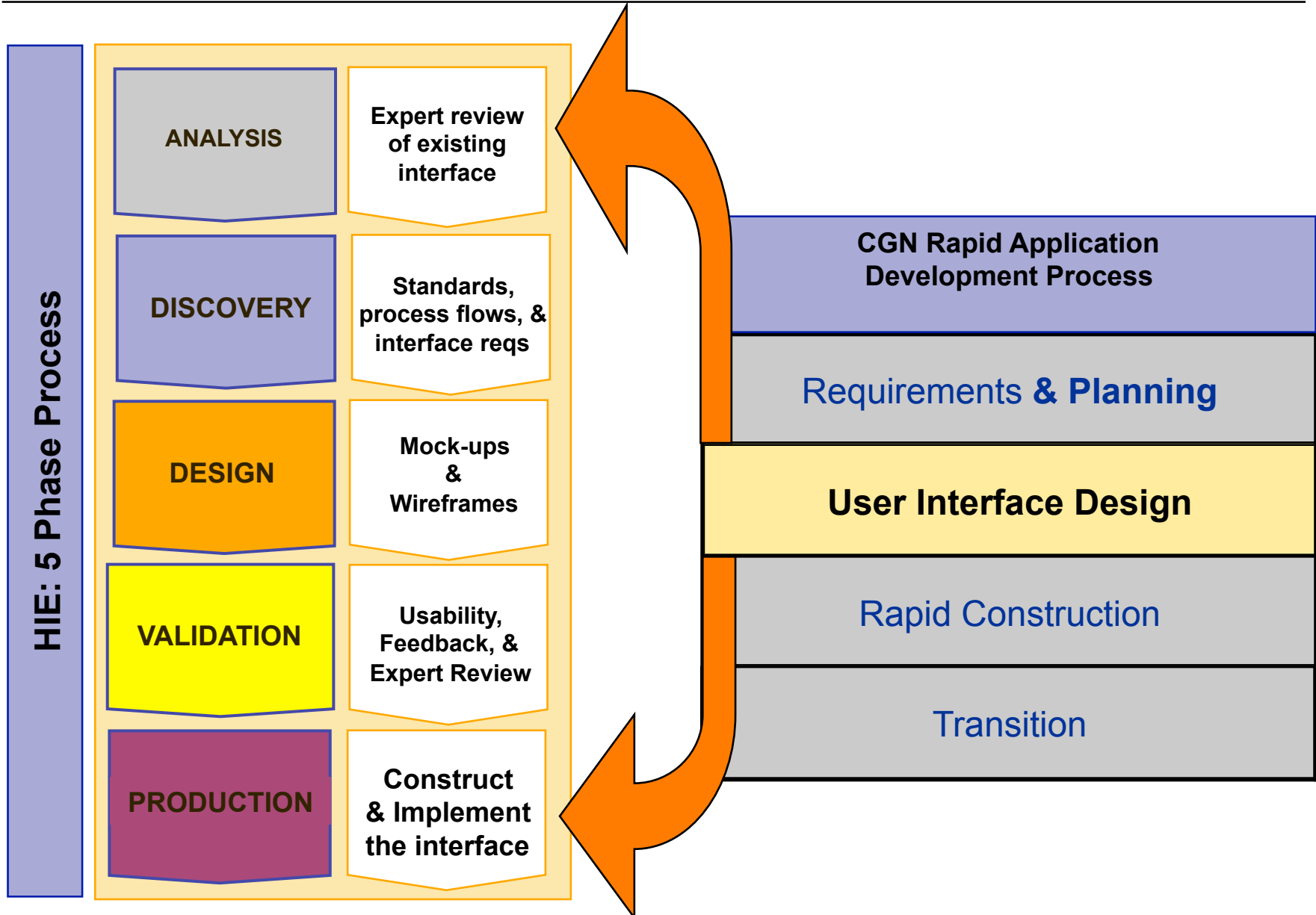
- **Reduce development costs**

“Usability techniques allowed a high-tech company to reduce the time spent on one tedious development task by 40% (Bias & Mayhew, 1994).

“... the **first 10%** of the design process, when key system-design decisions are made, can determine **90% of a product’s cost and performance...**”
(Smith & Reinersten 1991)

“Once a system is in development, correcting a problem **costs 10 times** as much as fixing the same problem in design. If the system has been released, it **costs 100 times** as much relative to fixing in design”
(Pressman 1992).

HIE: CGN Process



Success Stories

Automated Human Resources Application Suite

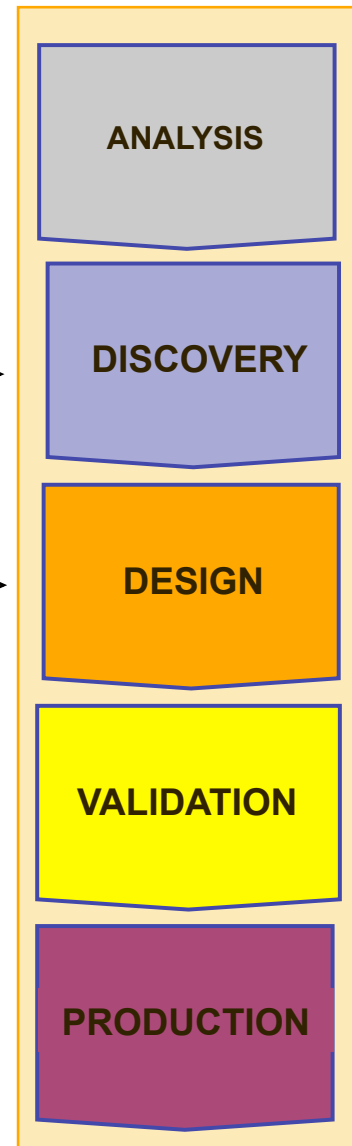
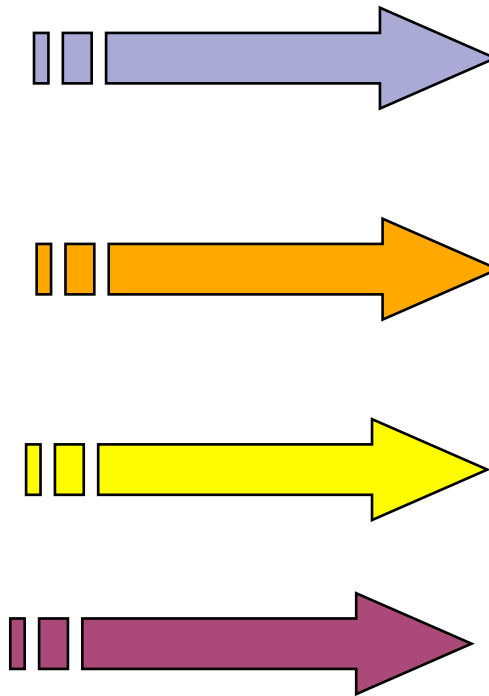
A human resources IT department wanted to develop a common look and feel for its suite of applications. The goal of the project was to develop as many HR applications as possible, while maintaining a consistent look and feel, interface framework across different roll outs and phases of development.

Unified Design Standard
Task Analysis (Goal Mapping)
Requirements Gathering

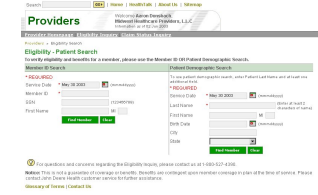
Navigation Design
Interaction Design
Wire frame Prototypes

Usability Studies
Customer Feedback

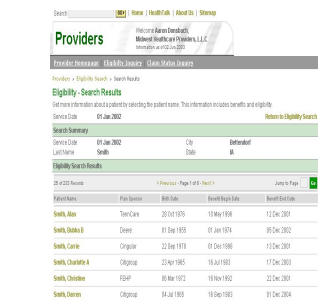
JSP/JAF, JavaScript/HTML,
XML, SourceSafe



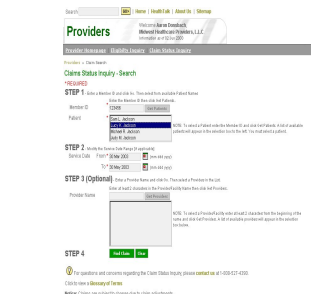
HIE: 5 Phase Process



[open]



[open]



[open]

Success Stories

Consultant and Dealer Performance Measurement Suite

An intranet-based application that measures performance. The application interface communicated dealer and consultant performance information. Met Global IT - User Interface Standards, Usability Reviews, and interface supports adding new application links.

User Profiling
Use Cases
Requirements Gathering



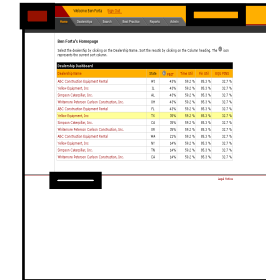
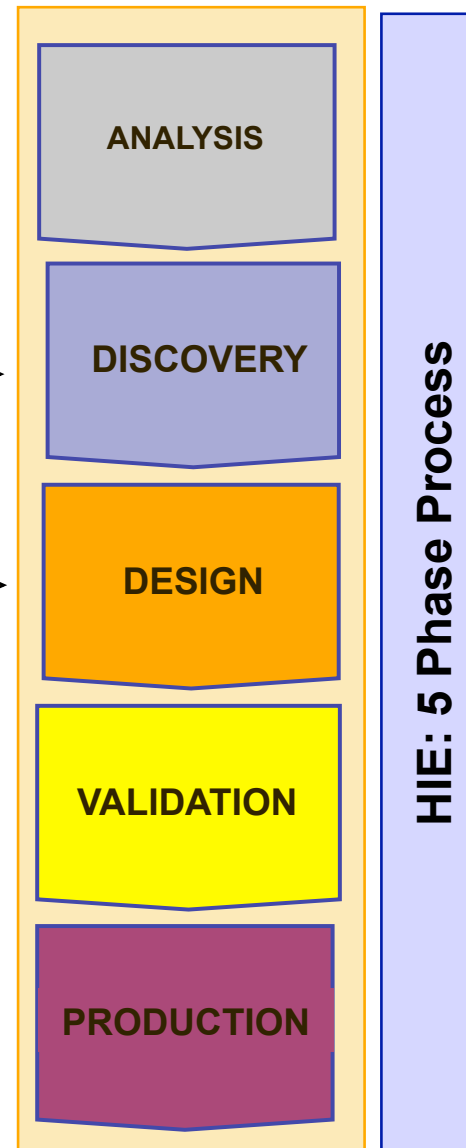
Navigation Design
Interaction Design
Wire frame Prototypes



Usability Studies
Customer Feedback



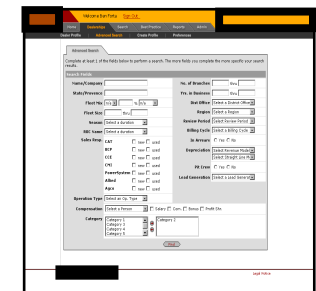
JSP/IAF, JavaScript/HTML,
XML



[open]



[open]



[open]

Success Stories

Online Trading System

A real-time web-based information and online trading system. Users negotiate trade prices on produce instantly with merchandisers- a unique service offering, new to the industry.

Competitive Analysis
Expert Review Report



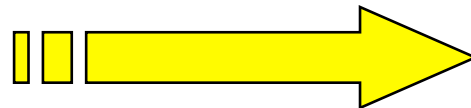
User Profiling
Use Cases
Task Analysis (Goal Mapping)
Requirements Gathering



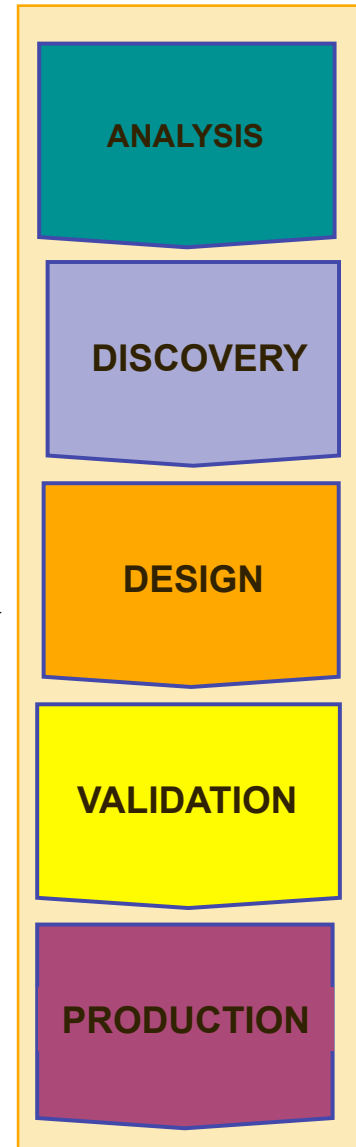
Navigation Design
Interaction Design
Wire frame Prototypes



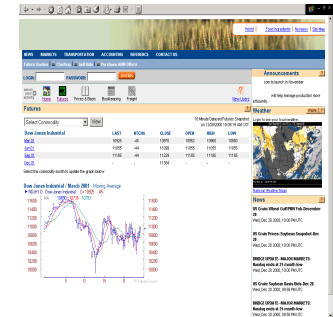
Usability Studies
Customer Feedback



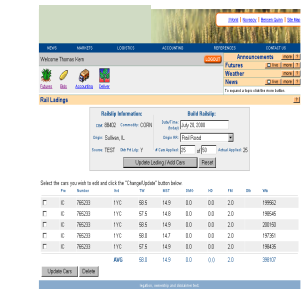
JSP/JAF, JavaScript/HTML,
XML, SourceSafe



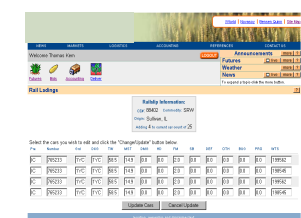
HIE: 5 Phase Process



[open]



[open]



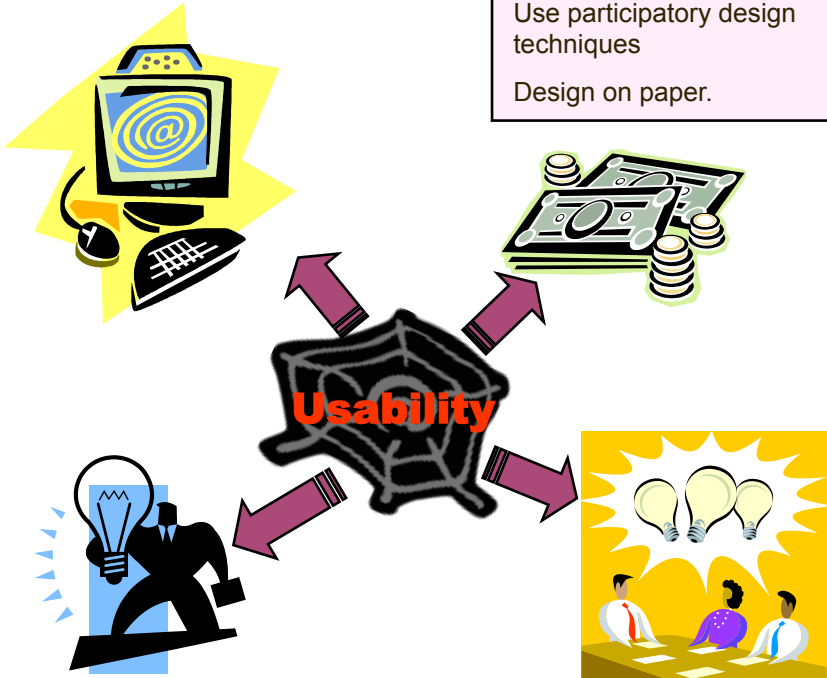
Usability Cycle Followed at CGN

What is usability?
 Being 'user-friendly'
 Specifying fonts
 Specifying colour schemes
 'User testing'.

Design
 Ensure that the design is focused on meeting the users' requirements
 Use 'personas' or user profiles to ensure the development team has a good knowledge of the users
 Use scenarios to describe typical interactions, and base the design on those scenarios
 Use participatory design techniques
 Design on paper.

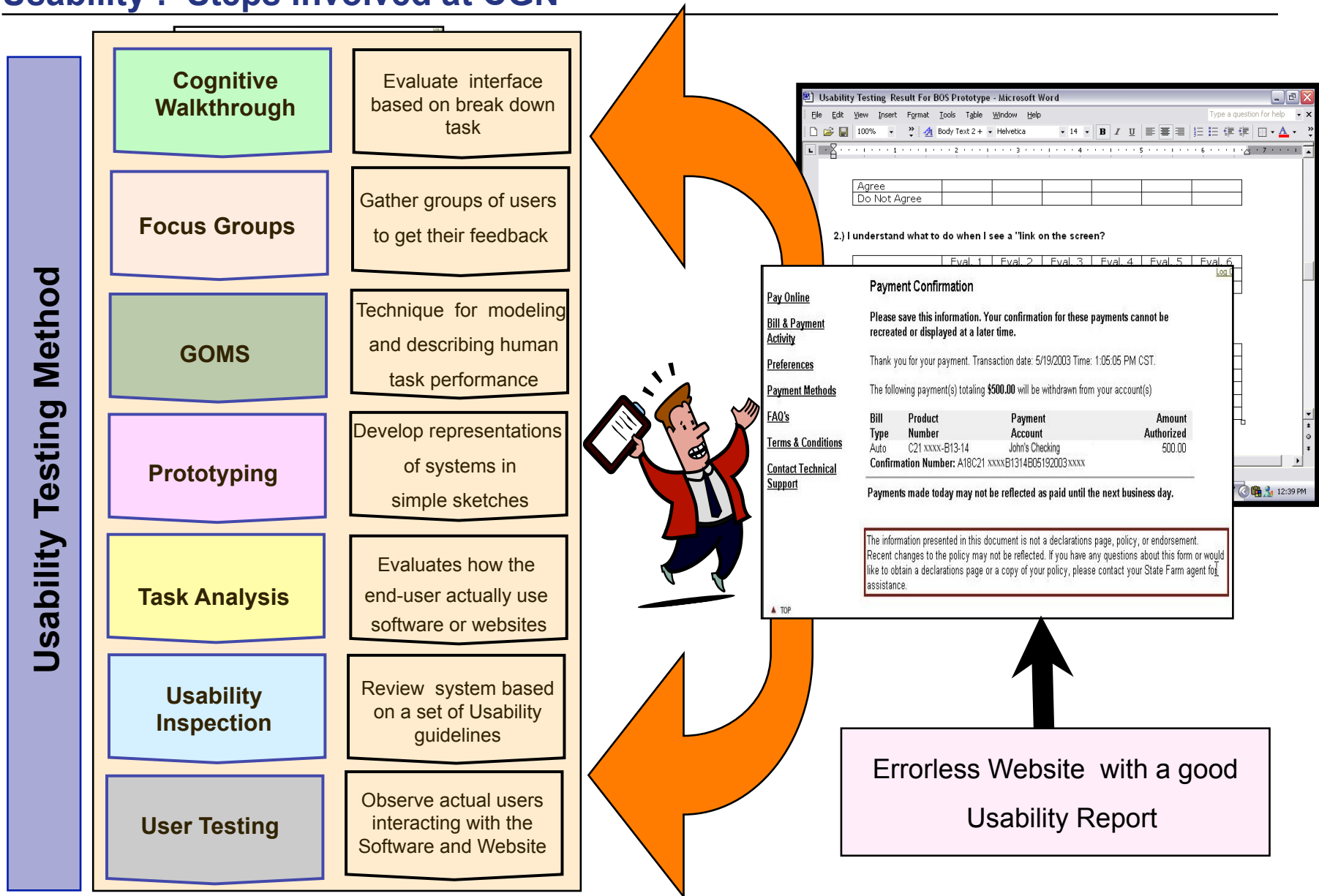
Analysis
 Who will use the system?
 What are their characteristics - age, education, language, motivation, domain knowledge, knowledge of computers?
 It is important that the development team have a realistic view of the users.
 How do people currently conduct the task?
 What is the context of use?
 What issues exist?
 What changes would users like?

Evaluation
 Every product undergoes usability testing - but in many cases it happens in the field where failure is costliest
 Evaluate early
 Evaluate often
 You must evaluate with real users
 Evaluation does not have to be expensive.

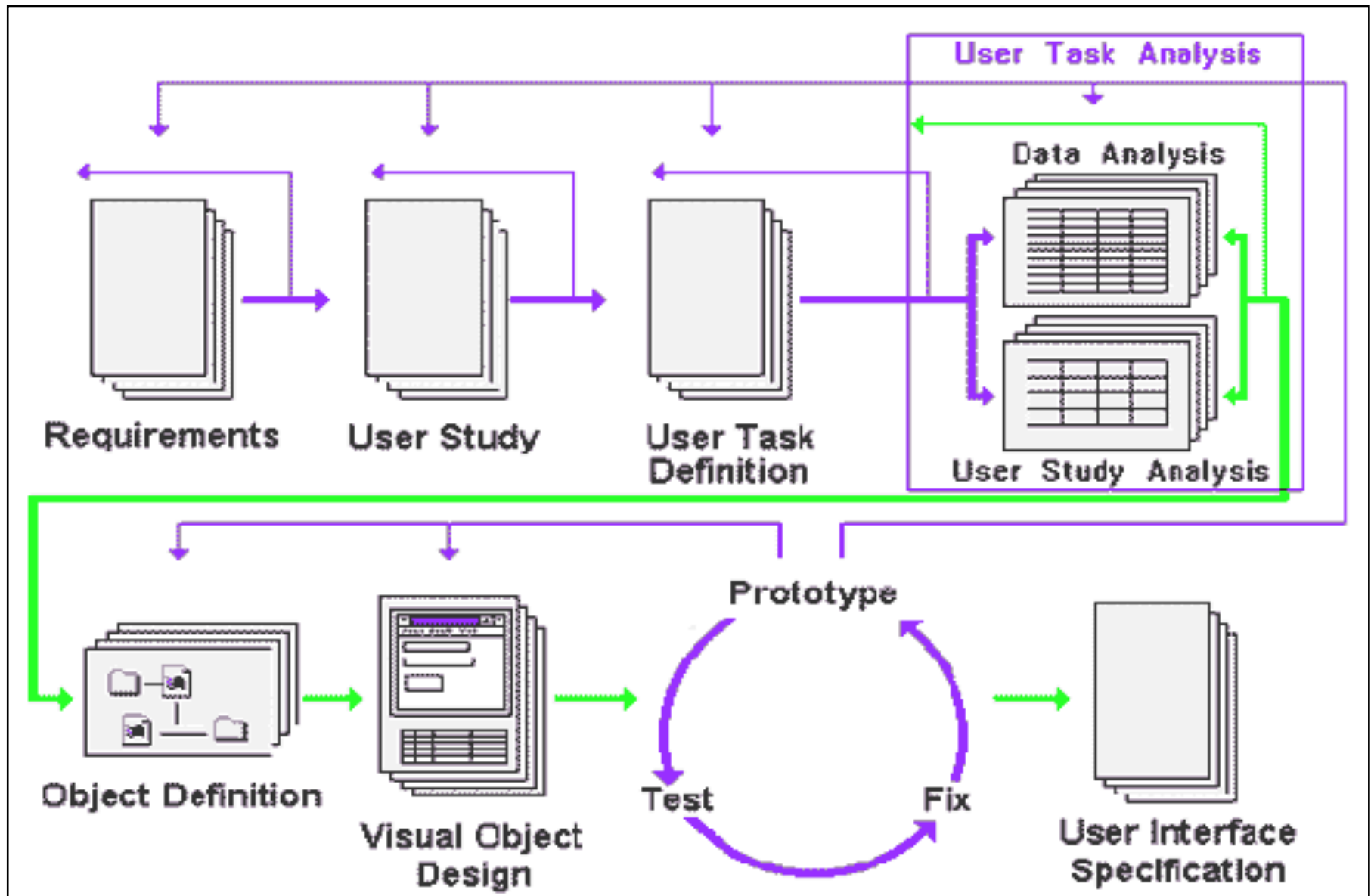


Benefits
 Increased user productivity
 Increased sales
 Increased user satisfaction
 Decreased errors
 Decreased training costs
 Decreased employee turnover
 Decreased workplace injuries and lost time
 Decreased implementation costs (due to avoidance of late design changes)
 Decreased maintenance and support costs

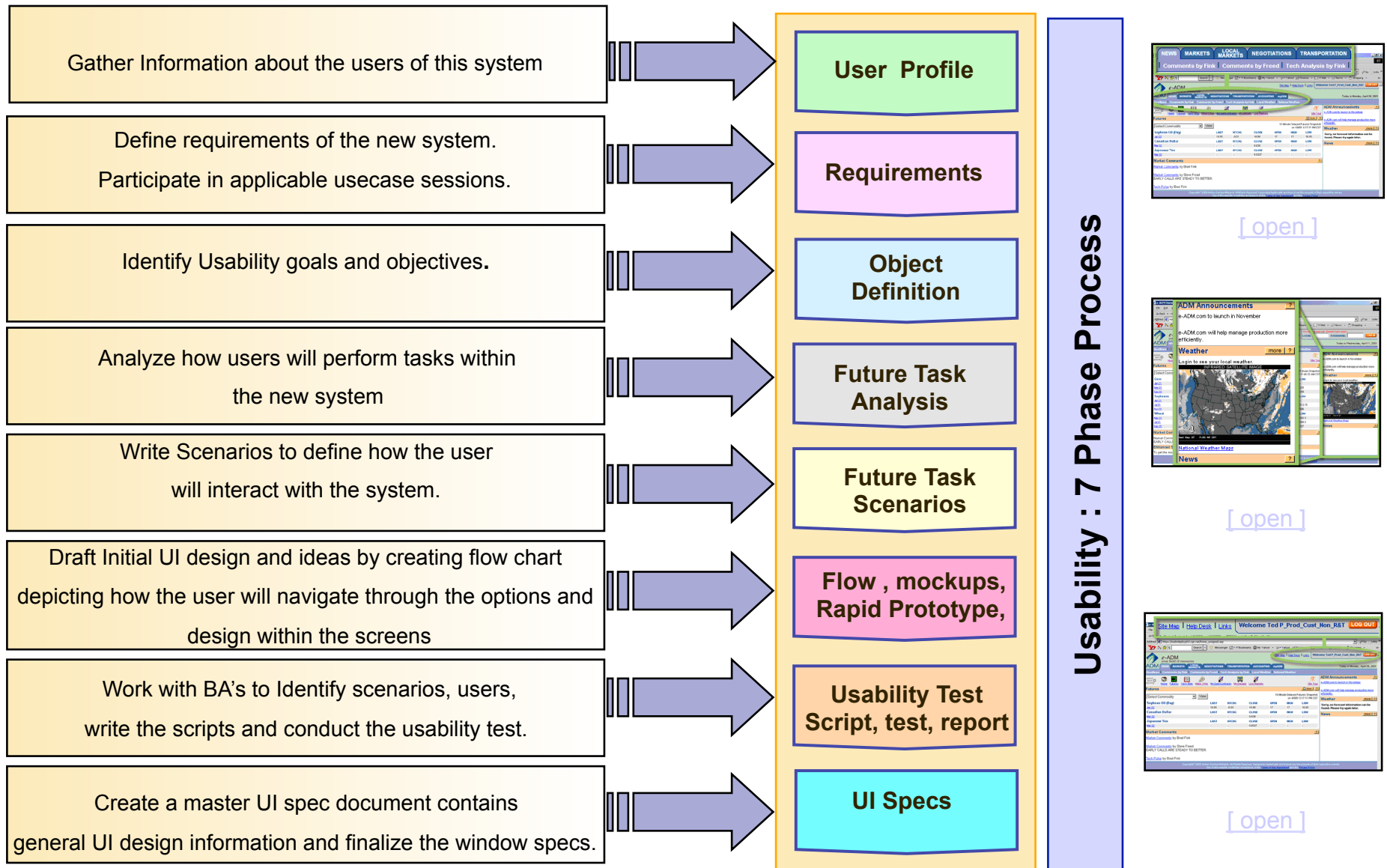
Usability : Steps involved at CGN



Usability Process Conducted at CGN



Success Usability Stories



Conclusion

Questions?



References

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Bias, R. G. & Mayhew, D. J., (Eds.) (1994). Cost-Justifying usability. SanFrancisco: Morgan Kaufmann Publishers.

Gallaway, G. (1981). Response times to user activities in interactive man/machine computer systems. In Dray, S. M. The importance of designing usable systems.

Human Factors International (2001). Some client experiences. <http://www.humanfactors.com/>

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Pressman, R. S. (1992) Software Engineering: A Practitioner's Approach. McGraw Hill, NY.

Smith, P. G. & Reinersten, D. G. (1991). Developing products in half the time. Reinhold, New York: Van Nostrand.

Providers




Welcome **Aaron Donsbach**,
Midwest Healthcare Providers, L.L.C.
Information as of 02 Jun 2003

[Provider Homepage](#) | [Eligibility Inquiry](#) | [Claim Status Inquiry](#)

[Providers](#) » [Eligibility Search](#)

Eligibility - Patient Search

To verify eligibility and benefits for a member, please use the Member ID OR Patient Demographic Search.

Member ID Search	Patient Demographic Search
<p>* REQUIRED</p> <p>Service Date * <input type="text" value="May 30 2003"/>  (mmddyyyy)</p> <p>Member ID * <input type="text"/></p> <p>SSN <input type="text"/> (123456789)</p> <p>First Name <input type="text"/> MI <input type="text"/></p> <p>Find Member Clear</p>	<p>To use patient demographic search, enter Patient Last Name and at least one additional field.</p> <p>* REQUIRED</p> <p>Service Date * <input type="text" value="May 30 2003"/>  (mmddyyyy)</p> <p>Last Name * <input type="text"/> (Enter at least 2 characters of name)</p> <p>First Name <input type="text"/> MI <input type="text"/></p> <p>Birth Date <input type="text"/>  (mmddyyyy)</p> <p>City <input type="text"/></p> <p>State <input type="text"/></p> <p>Find Member Clear</p>

 For questions and concerns regarding the Eligibility Inquiry, please contact us at 1-800-527-4390.

Notice: This is not a guarantee of coverage or benefits. Benefits are contingent upon member coverage in plan at the time of service. Please contact John Deere Health customer service for further assistance.

[Glossary of Terms](#) | [Contact Us](#)

[\[BACK to Slide Show \]](#)

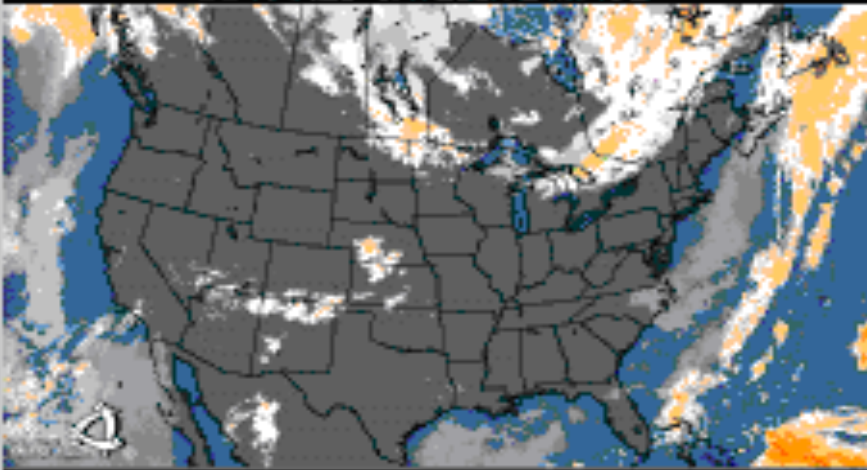
Usability Navigation Approach

The screenshot shows the e-ADM website interface. At the top, there is a navigation menu with buttons for NEWS, MARKETS, LOCAL MARKETS, NEGOTIATIONS, and TRANSPORTATION. Below this menu are links for 'Comments by Fink', 'Comments by Freed', and 'Tech Analysis by Fink'. A green oval highlights this navigation area, and a green line connects it to the 'LOCAL MARKETS' button in the secondary menu below. The secondary menu also includes ACCOUNTING and myADM. The main content area features a 'Futures' table with columns for LAST, HIG, CLOSE, OPEN, HIGH, and LOW. The table lists Soybean Oil (Day), Canadian Dollar, and Japanese Yen. On the right side, there are sections for 'ADM Announcements', 'Weather', and 'News'. A blue link '[BACK to Slide Show]' is located in the bottom right corner of the page content.

Select Commodity	View	LAST	HIG	CLOSE	OPEN	HIGH	LOW
Soybean Oil (Day)		16.95	.000	16.98	17	17	16.95
Canadian Dollar				0.630			
Japanese Yen				0.8327			

Usability Pop-up display

The image shows a screenshot of a website with a usability pop-up overlay. The pop-up is a green-bordered box containing the following content:

- ADM Announcements** (with a question mark icon):
 - e-ADM.com to launch in November
 - e-ADM.com will help manage production more efficiently.
- Weather** (with a "more" button and a question mark icon):
 - Login to see your local weather.
 - INFRARED SATELLITE IMAGE
 - 
 - [National Weather Maps](#)
- News** (with a question mark icon)

The background website shows a navigation menu on the left with categories like "Futures" and "Market Com". The main content area includes a "Weather" section with a "LOW" forecast and a "News" section. A "BACK to Slide Show" link is visible at the bottom right of the pop-up.

Usability Personalized Page

The screenshot shows a personalized web page for a user named 'Ted P_Prod_Cust_Non_R&T'. A green highlight box encompasses the top navigation bar, which includes links for 'Site Map', 'Help Desk', and 'Links', along with the user's name and a 'LOG OUT' button. A red circle highlights the user's name and the 'LOG OUT' button. The page features a navigation menu with categories like 'MARKETS', 'LOCAL MARKETS', 'NEGOTIATIONS', 'TRANSPORTATION', 'ACCOUNTING', and 'myADM'. A 'Futures' table is displayed, showing data for Soybean Oil (Day), Canadian Dollar, and Japanese Yen. The table includes columns for 'LAST', 'CHNG', 'CLOSE', 'OPEN', 'HIGH', and 'LOW'. On the right side, there are sections for 'ADM Announcements', 'Weather', and 'News'. A blue text box at the bottom right contains the text '[BACK to Slide Show]'.

Site Map | Help Desk | Links | Welcome Ted P_Prod_Cust_Non_R&T | LOG OUT

Address: https://leaddeployph3.egm.net/home_unsigned.asp

e-ADM your field of resources

ADM NEWS MARKETS LOCAL MARKETS NEGOTIATIONS TRANSPORTATION ACCOUNTING myADM

Today is Monday, April 09, 2001

Home Futures View Data More Other MyOpenContracts MyAccounts Live Markets Site Tour

Futures [View](#) [Print](#)

10 Minute Delayed Futures Snapshot on 4/9/01 5:17:11 PM CST

Select Commodity	LAST	CHNG	CLOSE	OPEN	HIGH	LOW
Soybean Oil (Day)	16.85	-0.03	16.88	17	17	16.85
Canadian Dollar	LAST	CHNG	CLOSE	OPEN	HIGH	LOW
Mar_02	-	-	0.839	-	-	-
Japanese Yen	LAST	CHNG	CLOSE	OPEN	HIGH	LOW
Mar_02	-	-	0.8327	-	-	-

Market Comments [View](#) [Print](#)

[Market Comments](#) by Brad Fink

[Market Comments](#) by Steve Fied
EARLY CALLS ARE STEADY TO BETTER.

[Tech Pulse](#) by Brad Fink

ADM Announcements [View](#) [Print](#)

[e-ADM.com to launch in November](#)

[e-ADM.com will help increase production, meet efficiency](#)

Weather [more](#) [Print](#)

Sorry, no forecast information can be found. Please try again later.

News [more](#) [Print](#)

[BACK to Slide Show]

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Providers

Welcome **Aaron Donsbach**,
Midwest Healthcare Providers, L.L.C.
 Information as of 02 Jun 2003

[Provider Homepage](#) | [Eligibility Inquiry](#) | [Claim Status Inquiry](#)

[Providers](#) » [Eligibility Search](#) » Search Results

Eligibility - Search Results

Get more information about a patient by selecting the patient name. This information includes benefits and eligibility.

Service Date **01 Jan 2002**

[Return to Eligibility Search](#)

Search Summary

Service Date **01 Jan 2002** City **Bettendorf**
 Last Name **Smith** State **IA**

Eligibility Search Results

[BACK to Slide Show](#)

25 of 233 Records

[< Previous](#) - Page 1 of 8 - [Next >](#)

Jump to Page

[Go](#)

Patient Name	Plan Sponsor	Birth Date	Benefit Begin Date	Benefit End Date
Smith, Alan	TennCare	28 Oct 1976	10 May 1996	12 Dec 2001
Smith, Bubba B	Deere	01 Sep 1955	01 Jan 1974	05 Dec 2002
Smith, Carrie	Cingular	22 Sep 1978	01 Dec 1998	13 Dec 2001
Smith, Charlotte A	Citigroup	23 Apr 1965	16 Jul 1983	17 Dec 2003
Smith, Christine	FEHP	06 Mar 1972	16 Nov 1992	22 Dec 2001
Smith, Darren	Citigroup	04 Jul 1965	16 Sep 1983	01 Dec 2004
Smith, Dirk	Deere	10 Aug 1982	16 Jan 2003	01 Dec 2004
Smith, Dilbert	FEHP	01 Jan 1979	01 Jan 1997	01 Dec 2003
Smith, Edward R	Deere	11 Nov 1971	16 Dec 1992	21 Aug 1993
Smith, Elliott	Deere	06 Jun 1966	01 Jul 1995	01 Dec 2001
Smith, Emmet	Cingular	10 May 1958	16 Jan 2002	10 Dec 2001
Smith, Endora Z	Citigroup	29 Sep 1956	01 Oct 1974	01 Dec 2001
Smith, Francine	Deere	03 Feb 1960	16 Feb 1982	01 Dec 2004
Smith, Fred M	TennCare	31 Dec 1948	01 Jan 1966	21 Aug 1993
Smith, Ginger	FEHP	18 Oct 1977	16 Jan 2001	01 Dec 2001
Smith, Gramma D	Deere	11 Sep 1941	16 Sep 1959	01 Dec 2004
Smith, Hans	TennCare	22 Jul 1950	16 Feb 1988	01 Dec 2001

Providers

Welcome **Aaron Donsbach**,
Midwest Healthcare Providers, L.L.C.
Information as of 02 Jun 2003

[Provider Homepage](#) | [Eligibility Inquiry](#) | [Claim Status Inquiry](#)

Providers » Claim Search

Claims Status Inquiry - Search

* **REQUIRED**

STEP 1 - Enter a Member ID and click Go. Then select from available Patient Names

Enter the Member ID then click Get Patients..

Member ID *

Patient *

NOTE: To select a Patient enter the Member ID and click Get Patients. A list of available patients will appear in the selection box to the left. You must select a patient.

STEP 2 - Modify the Service Date Range [if applicable]

Service Date From * (mm ddd yyyy)

To * (mm ddd yyyy)

STEP 3 (Optional) - Enter a Provider Name and click Go. Then select a Providers in the List.

Enter at least 2 characters in the Provider/Facility Name then click Get Providers..

Provider Name

NOTE: To select a Provider/Facility enter at least 2 characters from the beginning of the name and click Get Providers. A list of available providers will appear in the selection box below.

STEP 4




For questions and concerns regarding the Claim Status Inquiry, please **contact us** at 1-800-527-4390.

Click to view a [Glossary of Terms](#)


[\[BACK to Slide Show \]](#)

Notice: Claims are subject to change due to claim adjustments.

Ben Forta's Homepage

Select the dealership by clicking on the Dealership Name. Sort the results by clicking on the Column heading. The  icon represents the current sort column.

Dealership Dashboard

Dealership Name	State	 PBIT	Time Util	Fin Util	EQU PINS
ABC Construction Equipment Rental	WI	43%	59.2 %	85.3 %	32.7 %
Yellow Equipment, Inc	IL	43%	59.2 %	85.3 %	32.7 %
Simpson	AL	43%	59.2 %	85.3 %	32.7 %
Whitemore Peterson Carlson Construction, Inc.	OH	43%	59.2 %	85.3 %	32.7 %
ABC Construction Equipment Rental	FL	43%	59.2 %	85.3 %	32.7 %
Yellow Equipment, Inc	TX	35%	59.2 %	85.3 %	32.7 %
Simpson Caterpillar, Inc.	CA	35%	59.2 %	85.3 %	32.7 %
Whitemore Peterson Carlson Construction, Inc.	OR	35%	59.2 %	85.3 %	32.7 %
ABC Construction Equipment Rental	WA	21%	59.2 %	85.3 %	32.7 %
Yellow Equipment, Inc	NY	14%	59.2 %	85.3 %	32.7 %
Simpson	TN	14%	59.2 %	85.3 %	32.7 %
Whitemore Peterson Carlson Construction, Inc.	CA	14%	59.2 %	85.3 %	32.7 %

Dealer Profile

- Fast Fact Sheet
- Call History
- Attachments
- Product Families

Central Illinois

Parent Co.	Rental Co.	R 2 R	Rental Svc.
			Rental Services Co. Expand View Printable Edit
The information below details the Rental Services Co. Select the branch below to view additional details for that branch.			
Contact			
Co. Name	Central Illinois Equipment Supply		
Primary Contact	Aaron Donsbach 123 S. Formfunction Rd. Normal, IL 61761 (309) 123.1234 (ph)	Alt. Contact	Nora Devorak 456 Buckle Beltway Champaign, IL 43215 (309) 123.1234 (ph)
Profile Info			
In Business	21 years	Time Util	45.2%
Fleet Size	1381	Financial Util	45.2%
CAT vs. Allied	30% / 70%	PBIT	78.9%
		EQU PINS	93.1%
Branches			
Branch Name	State	City	
ABC Construction Equipment Rental	IL	Peoria	
Yellow Equipment, Inc	IL	Chicago	
Simpson	IL	Bloomington	
Whitemore Peterson Carlson Construction, Inc.	IL	Princeville	
ABC Construction Equipment Rental	WI	Beloit	
Yellow Equipment, Inc	IL	Rockford	
Simpson	IL	Champaign	
Whitemore Peterson Carlson Construction, Inc.	IL	Lincoln	

[\[BACK to Slide Show \]](#)

Advanced Search

Complete at least 1 of the fields below to perform a search. The more fields you complete the more specific your search results.

Search Fields

Name/Company	<input type="text"/>	No. of Branches	<input type="text"/> thru <input type="text"/>
State/Province	<input type="text"/>	Yrs. in Business	<input type="text"/> thru <input type="text"/>
Fleet Mix	n/a <input type="text"/> % n/a <input type="text"/>	Dist Office	Select a District Office <input type="text"/>
Fleet Size	<input type="text"/> thru <input type="text"/>	Region	Select a Region <input type="text"/>
Season	Select a duration <input type="text"/>	Review Period	Select Review Period <input type="text"/>
ROC Name	Select a duration <input type="text"/>	Billing Cycle	Select a Billing Cycle <input type="text"/>
Sales Resp.	CAT <input type="checkbox"/> new <input type="checkbox"/> used BCP <input type="checkbox"/> new <input type="checkbox"/> used CCE <input type="checkbox"/> new <input type="checkbox"/> used CMI <input type="checkbox"/> new <input type="checkbox"/> used PowerSystem <input type="checkbox"/> new <input type="checkbox"/> used Allied <input type="checkbox"/> new <input type="checkbox"/> used Agco <input type="checkbox"/> new <input type="checkbox"/> used	In Arrears	<input type="radio"/> Yes <input type="radio"/> No
Operation Type	Select an Op. Type <input type="text"/>	Depreciation	Select Revenue Model <input type="text"/> Select Straight Line M <input type="text"/>
Compensation	Select a Person <input type="text"/> <input type="checkbox"/> Salary <input type="checkbox"/> Com. <input type="checkbox"/> Bonus <input type="checkbox"/> Profit Shr.	Pit Crew	<input type="radio"/> Yes <input type="radio"/> No
Category	Category 1 <input type="text"/> Category 3 <input type="text"/> Category 4 <input type="text"/> Category 5 <input type="text"/>	Lead Generation	Select a Lead Generat <input type="text"/>

[\[BACK to Slide Show \]](#)

LOGIN: PASSWORD:

select your activity

- [Home](#)
- [Futures](#)
- [Prices & Basis](#)
- [Bookkeeping](#)
- [Freight](#)

[New Users](#)

Futures ?

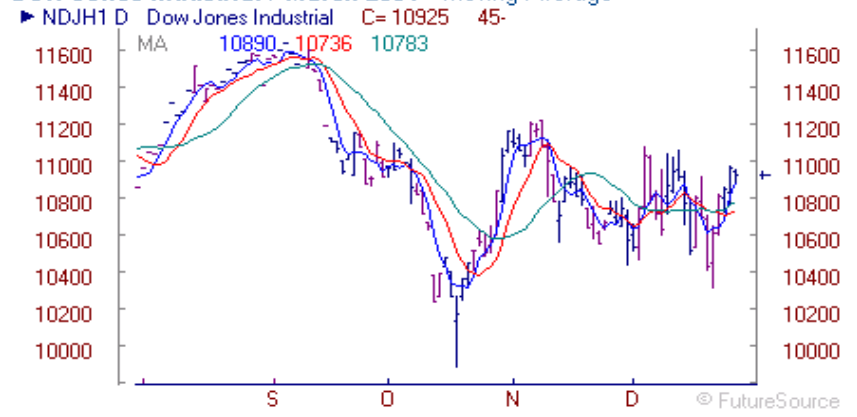
Select Commodity

10 Minute Delayed Futures Snapshot on 12/28/2000 10:09:19 AM CST

Dow Jones Industrial	LAST	HTCHG	CLOSE	OPEN	HIGH	LOW
Mar 01	10925	-45	10970	10952	10960	10880
Jun 01	11055	-44	11099	11055	11055	11055
Sep 01	11185	-44	11229	11185	11185	11185
Dec 01	-	-	11354	-	-	-

Select the commodity month to update the graph below.

Dow Jones Industrial / March 2001 - Moving Average



Announcements ?

com to launch in November

will help manage production more efficiently.

Weather more ?

Login to see your local weather.

INFRARED SATELLITE IMAGE

Thu Dec 21 10:50 AM CST

[National Weather Maps](#)

News ?

- US Grain: Wheat Gulf/PMW Fob-December 20**
Wed, Dec 20 2000; 10:00 PM UTC
- US Grain Prices: Soybean Snapshot-Dec 20**
Wed, Dec 20 2000; 10:00 PM UTC
- BRIDGE UPDATE--MAJOR MARKETS: Hasdaq ends at 21-month low**
Wed, Dec 20 2000; 10:00 PM UTC
- US Grain: Soybean Basis Bids-Dec 20**
Wed, Dec 20 2000; 09:58 PM UTC
- BRIDGE UPDATE--MAJOR MARKETS: Hasdaq ends at 21-month low**
Wed, Dec 20 2000; 09:58 PM UTC

[\[BACK to Slide Show \]](#)

Welcome Thomas Kern

LOGOUT




Announcements [more](#) [?](#)

Futures live [more](#) [?](#)

Weather [more](#) [?](#)

News live [more](#) [?](#)

To expand a topic click the more button.

 [Futures](#)
  [Bids](#)
  [Accounting](#)
  [Deliver](#)

Rail Ladings [?](#)

Railslip Information:		Build Railslip:	
CE#: 88402	Commodity: CORN	Date/Time: (today) <input type="text" value="July 20, 2000"/>	
Origin: Sullivan, IL		Origin RR: <input type="text" value="Rail Road"/>	
Source: TEST	Dktr Prt Ldg: Y	# Cars Applied: <input type="text" value="25"/> of <input type="text" value="50"/>	Actual Applied: 25
<input type="button" value="Update Lading / Add Cars"/>		<input type="button" value="Reset"/>	

Select the cars you wish to edit and click the "Change/Update" button below.

	Pre	Number	Grd	TW	MST	DMG	HD	FM	Oth	Wts
<input type="checkbox"/>	IC	765233	1YC	58.5	14.9	0.0	0.0	2.0		199562
<input type="checkbox"/>	IC	765233	1YC	57.5	14.8	0.0	0.0	2.0		198545
<input type="checkbox"/>	IC	765233	1YC	58.5	14.9	0.0	0.0	2.0		200150
<input type="checkbox"/>	IC	765233	1YC	58.0	14.7	0.0	0.0	2.0		197351
<input type="checkbox"/>	IC	765233	1YC	57.5	14.9	0.0	0.0	2.0		198435
AVG				58.0	14.9	0.0	0.0	2.0		398107

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Welcome Thomas Kern

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Rail Ladings [?](#)

Railslip Information:

CE#: 88402 Commodity: SRW
 Origin: Sullivan, IL
 Adding 4 to current car count of 25

Select the cars you wish to edit and click the "Change/Update" button below.

Pre	Number	Grd	DKG	TW	MST	DMG	HD	FM	SB	DEF	OTH	BUG	PRO	WTS
<input type="checkbox"/>	765233	1YC	1YC	58.5	14.9	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	199562
<input type="checkbox"/>	765233	1YC	1YC	58.5	14.9	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	198545
<input type="checkbox"/>	765233	1YC	1YC	58.5	14.9	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	199562
<input type="checkbox"/>	765233	1YC	1YC	58.5	14.9	0.0	0.0	2.0	0.0	0.0	0.0	0.0	0.0	198545

Update Cars

Cancel Update

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