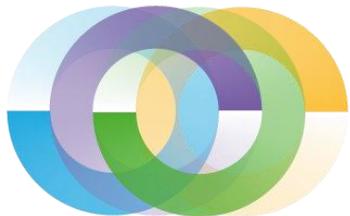


Interfaces include  
people



**CONTINUOUS  
LIFECYCLE  
LONDON**

Caroline Jarrett  
@cjforms

@cjforms because I'm the forms specialist



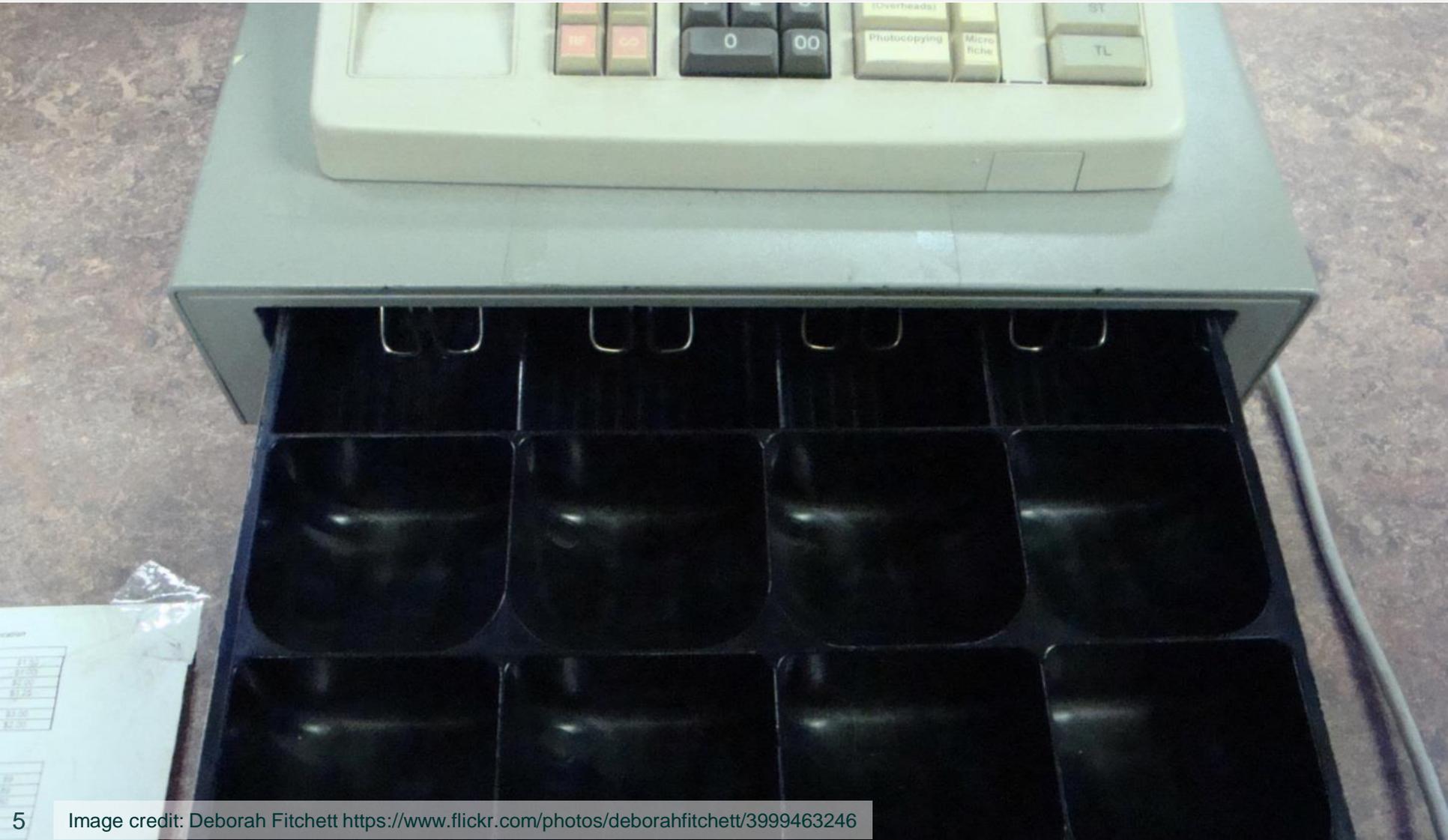
# I'll talk about people from three viewpoints

1. People who help delivery to happen
2. People who use things that we deliver
3. People in their rich variety



1. People who  
help delivery to happen

# My first job out of uni: computers for shops



# My desk at work used to look like this



# Delivering anything was very hard



I was very happy when ZIF sockets arrived



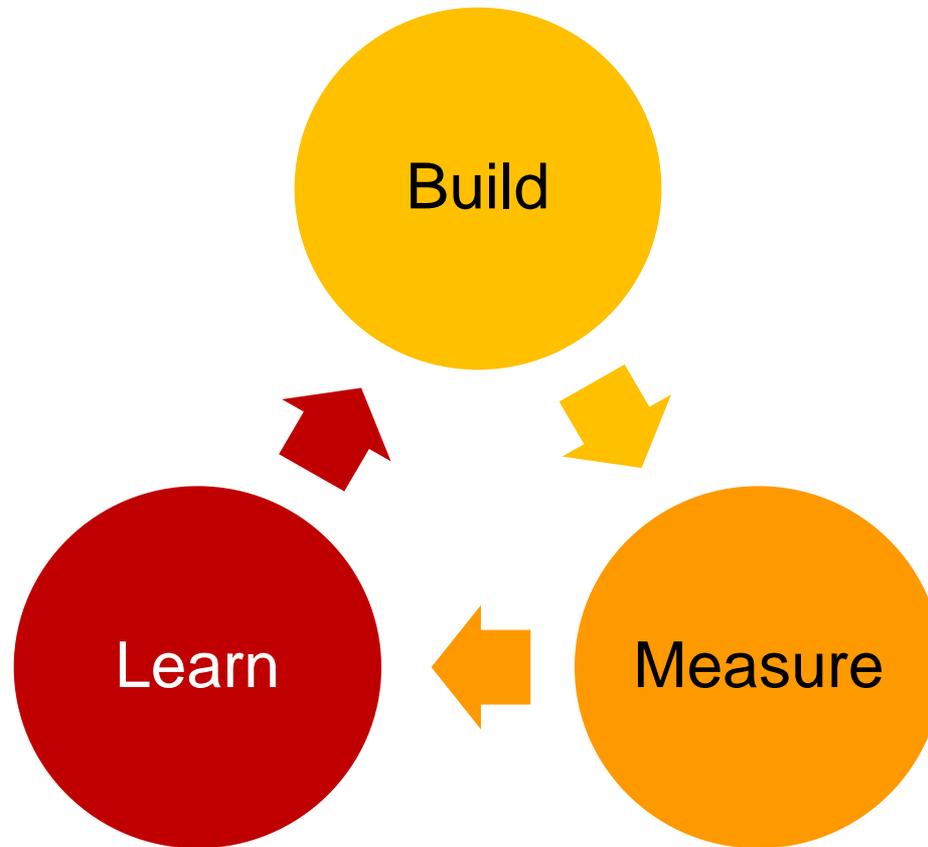
# We're not exactly *against* continuous delivery



Image credit: Cartoon Caroline Jarrett

Image credit: Photo Alex Handy (vonguard) <https://www.flickr.com/photos/vonguard/2430069752/in/album-72157604647023310/>

We're used to the steps being hard. And long.



1.

Help us to understand  
small steps



# Things used to crash. A lot.

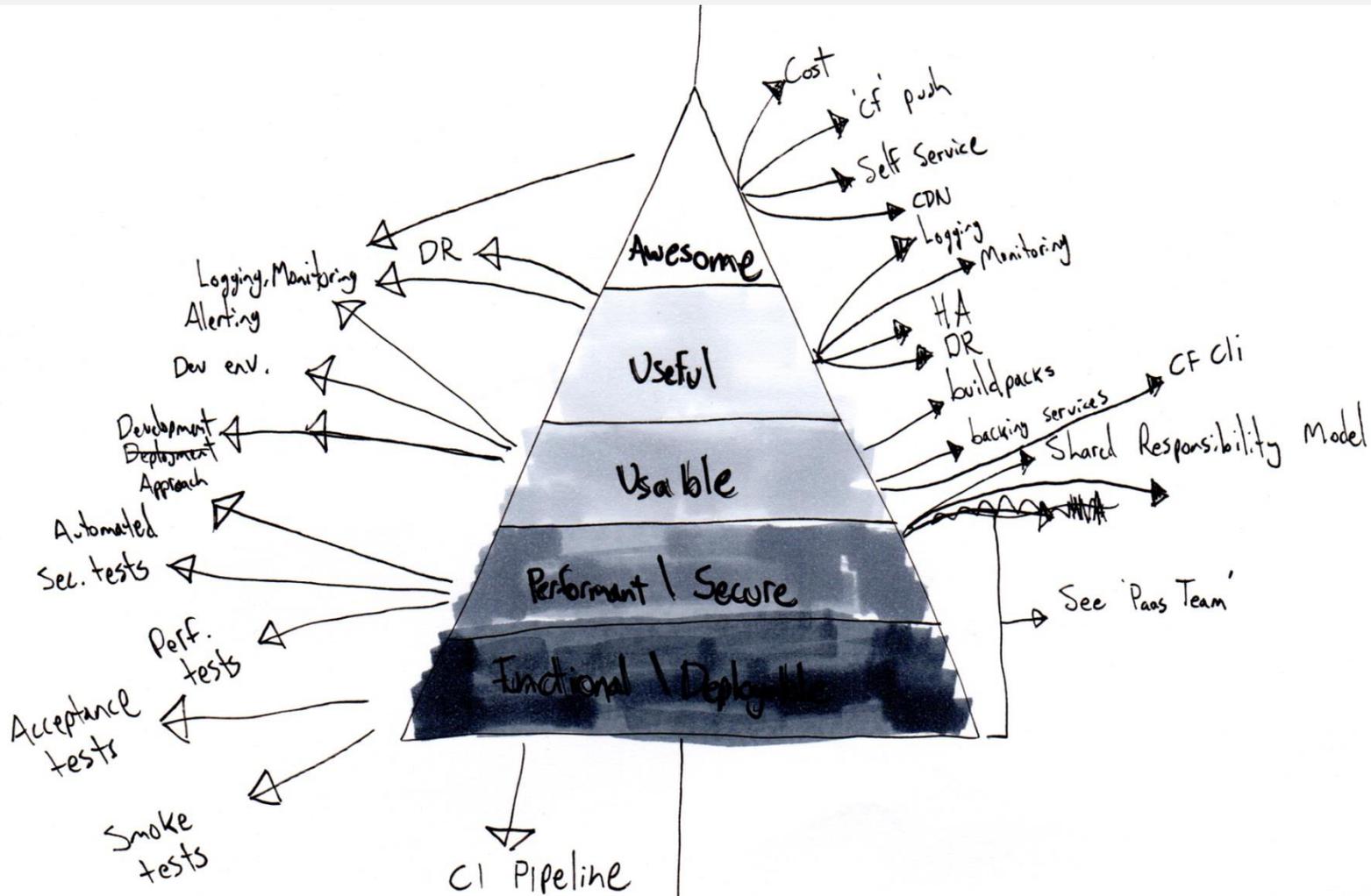
## Windows

A fatal exception 0E has occurred at 0028:C0034B23. The current application will be terminated.

- \* Press any key to terminate the current application.
- \* Press CTRL+ALT+DEL again to restart your computer. You will lose any unsaved information in all applications.

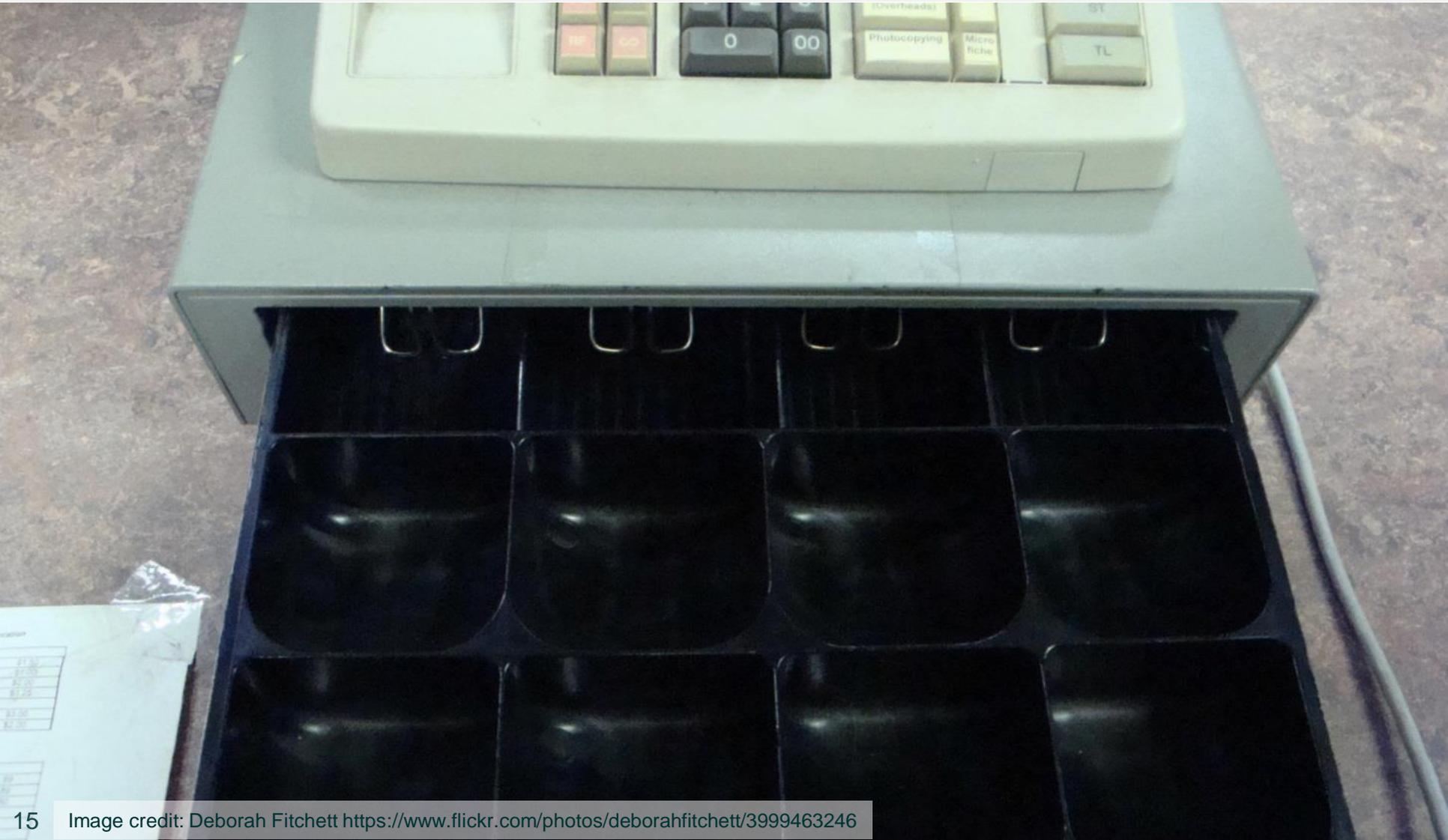
Press any key to continue \_

# I'm tremendously grateful about all that you do

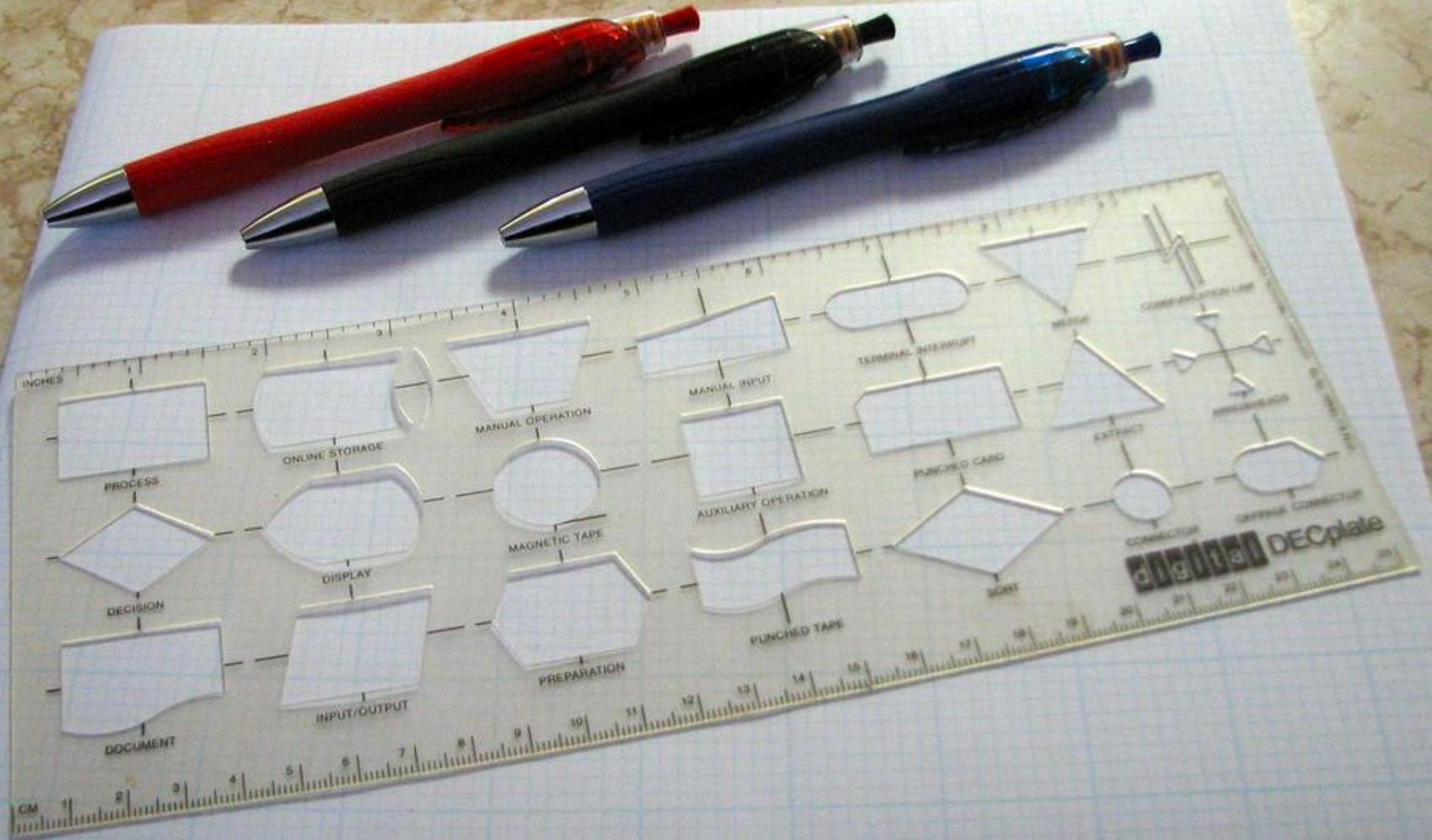


2. People who  
use things that we deliver

# Back to my days in the shops



# We tended to focus on technology



“Why do we have to write our initials?”

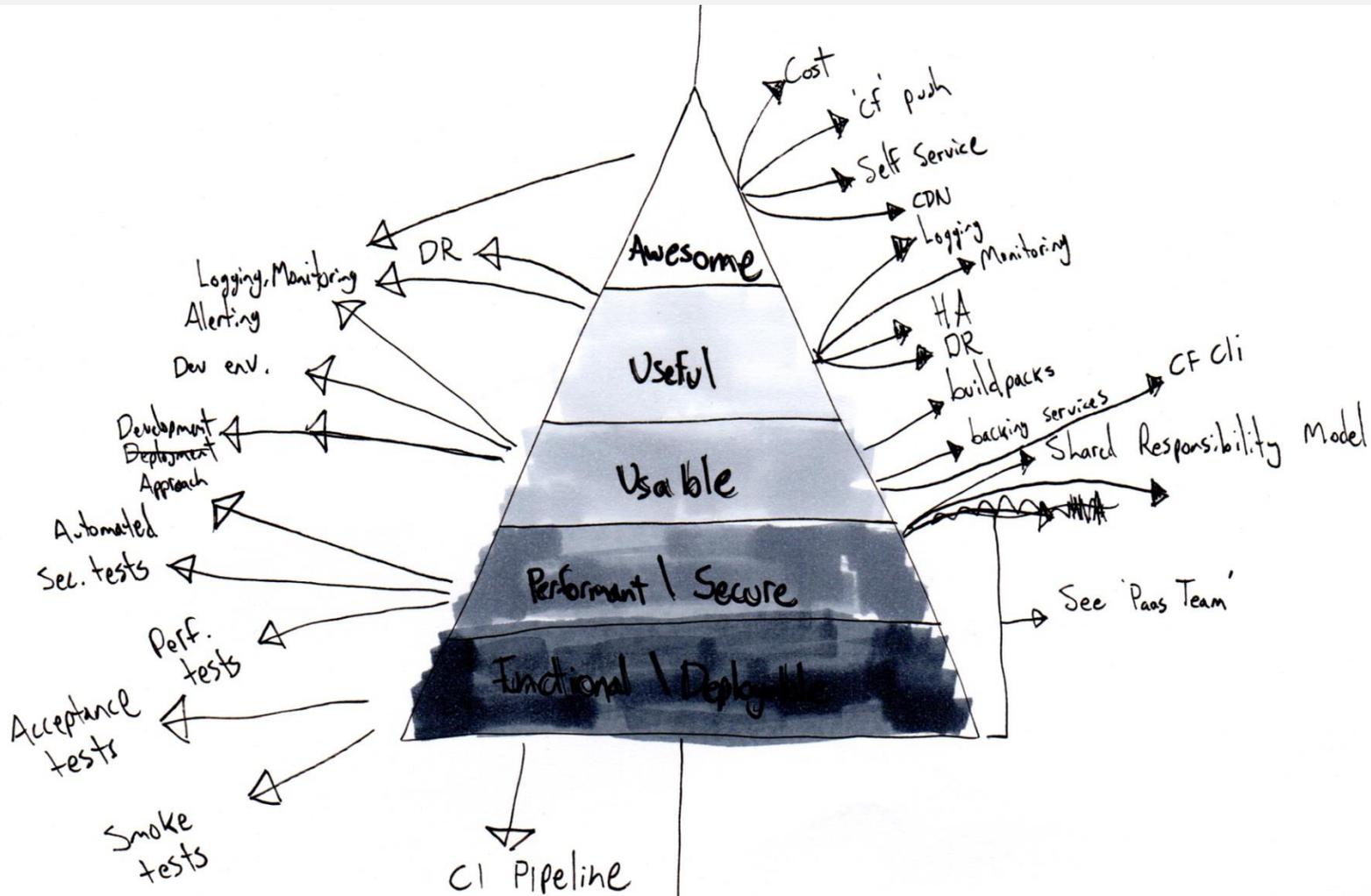


# 2.

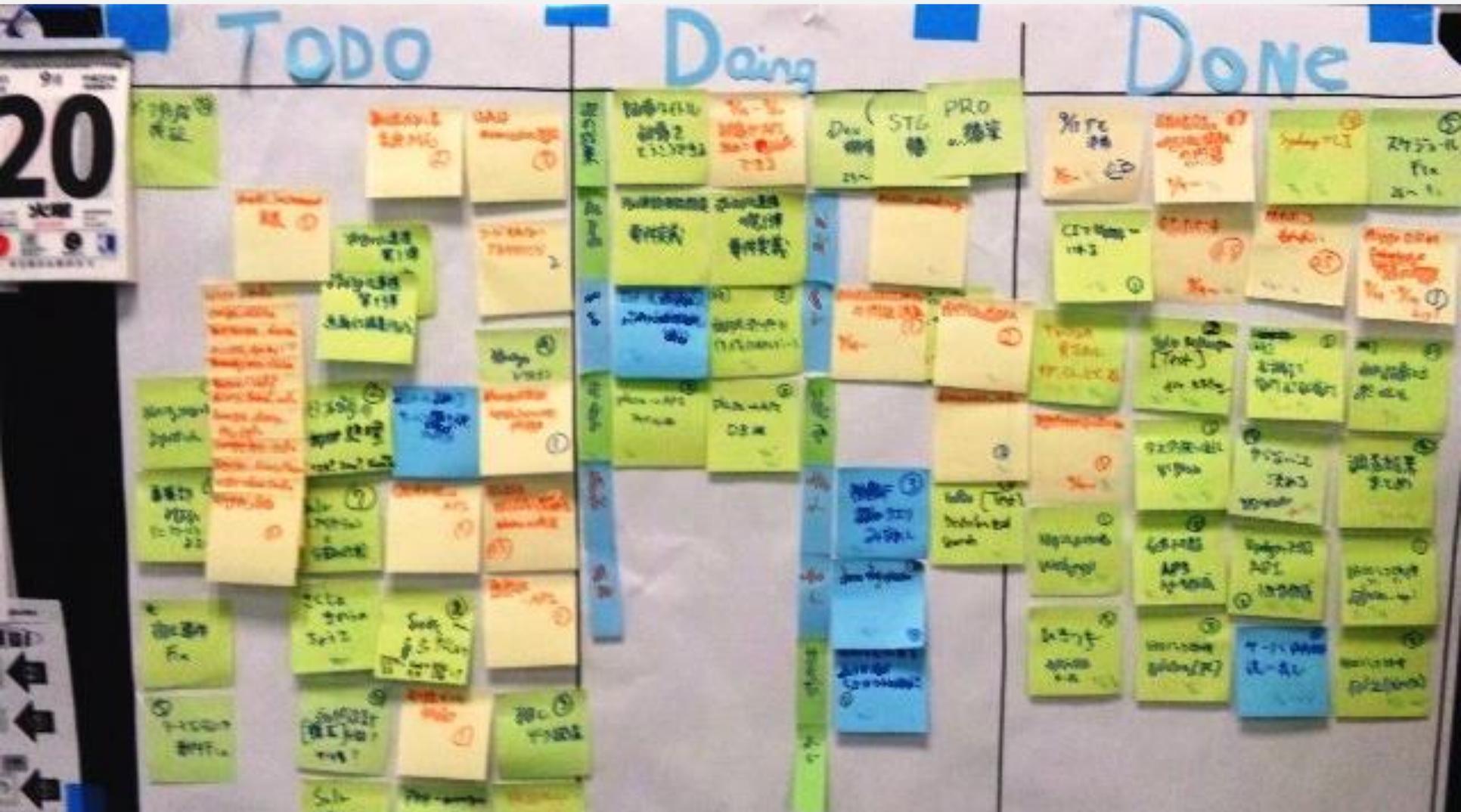
Usability is important



# How do you get from 'Deployed' to 'Useful'?



# Moving something to 'Done' isn't enough



3.

It's not "done" until someone uses it for something real



Useful

Usable

Used

DONE

Used

Delivered

Deployed

Useful

Can they use it?

Usable

Used

Useful

Can they use it?

Usable

Used

User research mostly inwards:  
usability testing it

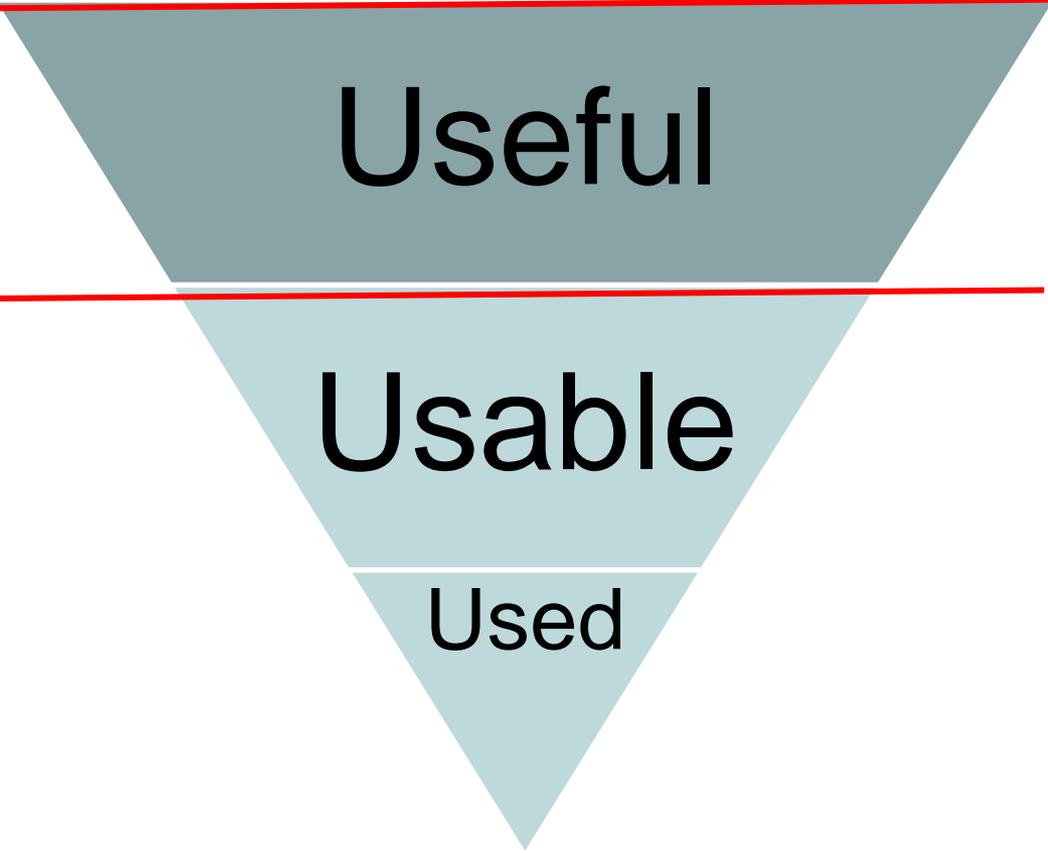
What do they need?

Useful

Usable

Used

What do they need?



Useful

Usable

Used

User research mostly outwards:  
understanding people and what they do

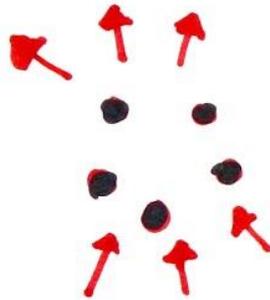
What is the focus of research in each stage?

Discovery



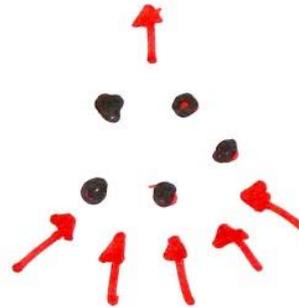
research is outward looking

Alpha



research is 50:50 inwards & external

Beta



mostly inwards

Live



mostly outwards

Inwards : find out about the thing you make

Outwards : find out about whats happening in the real world (user)

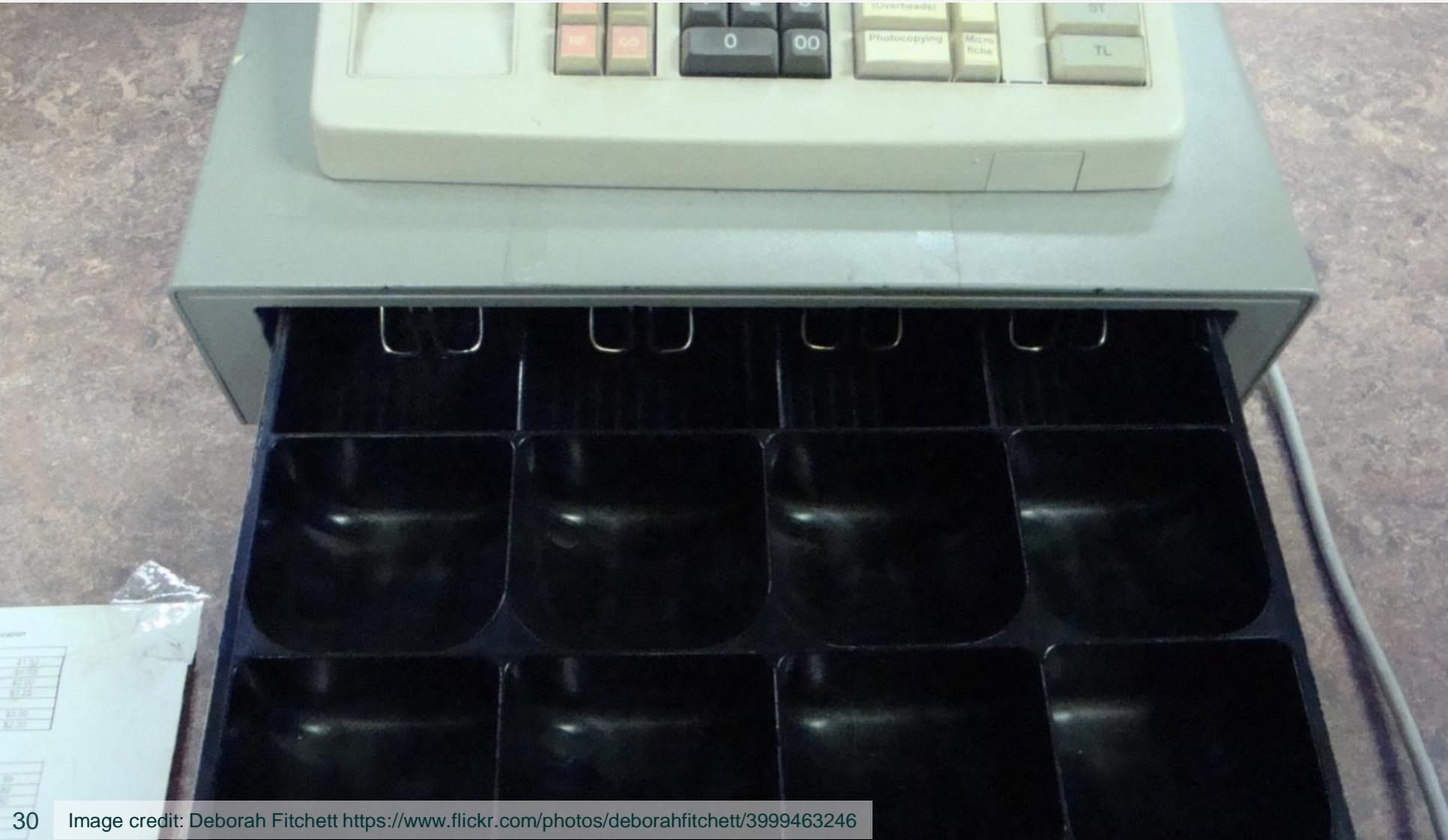
# User research in every sprint

# 4.

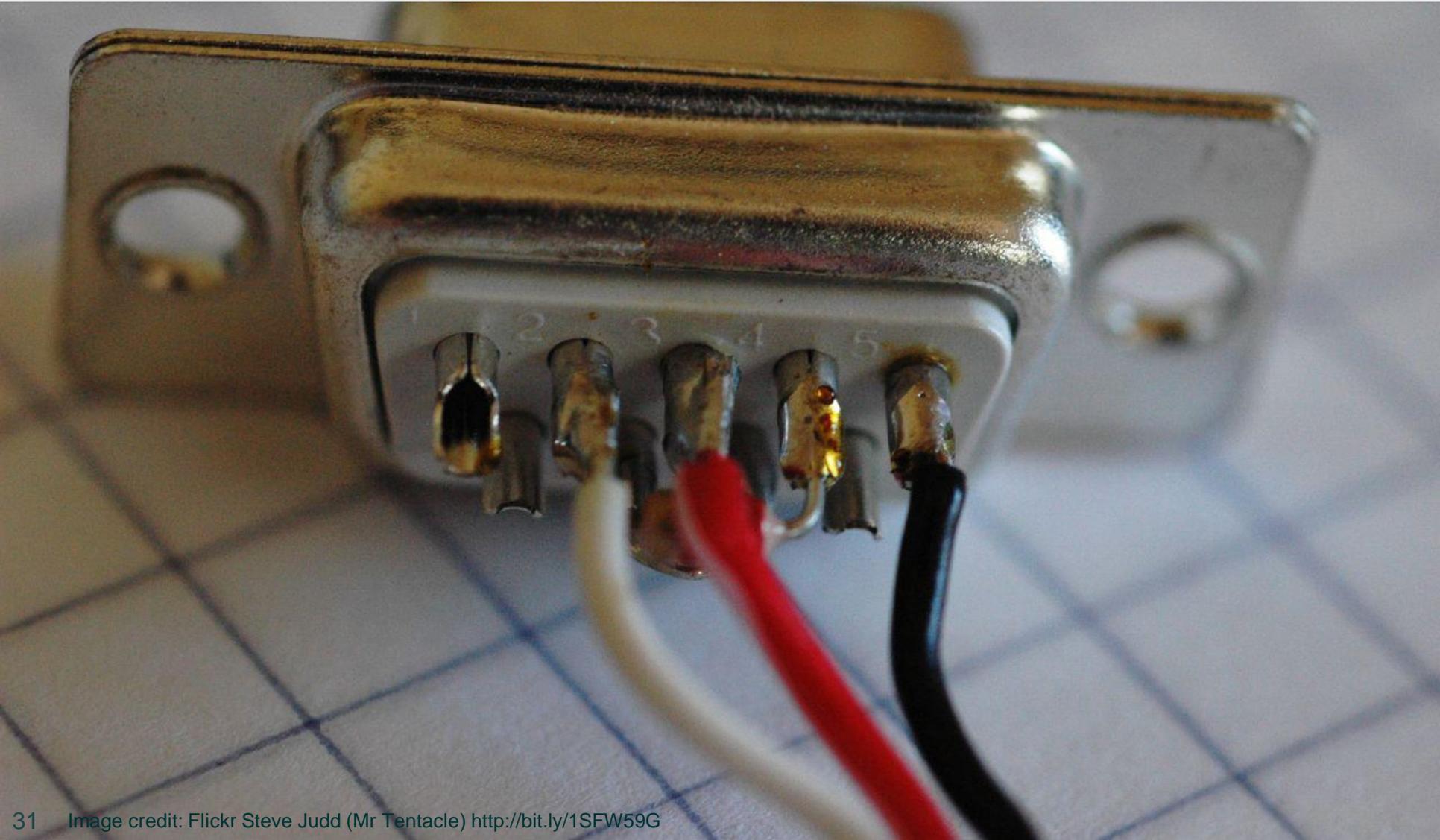


# 3. People in their rich variety

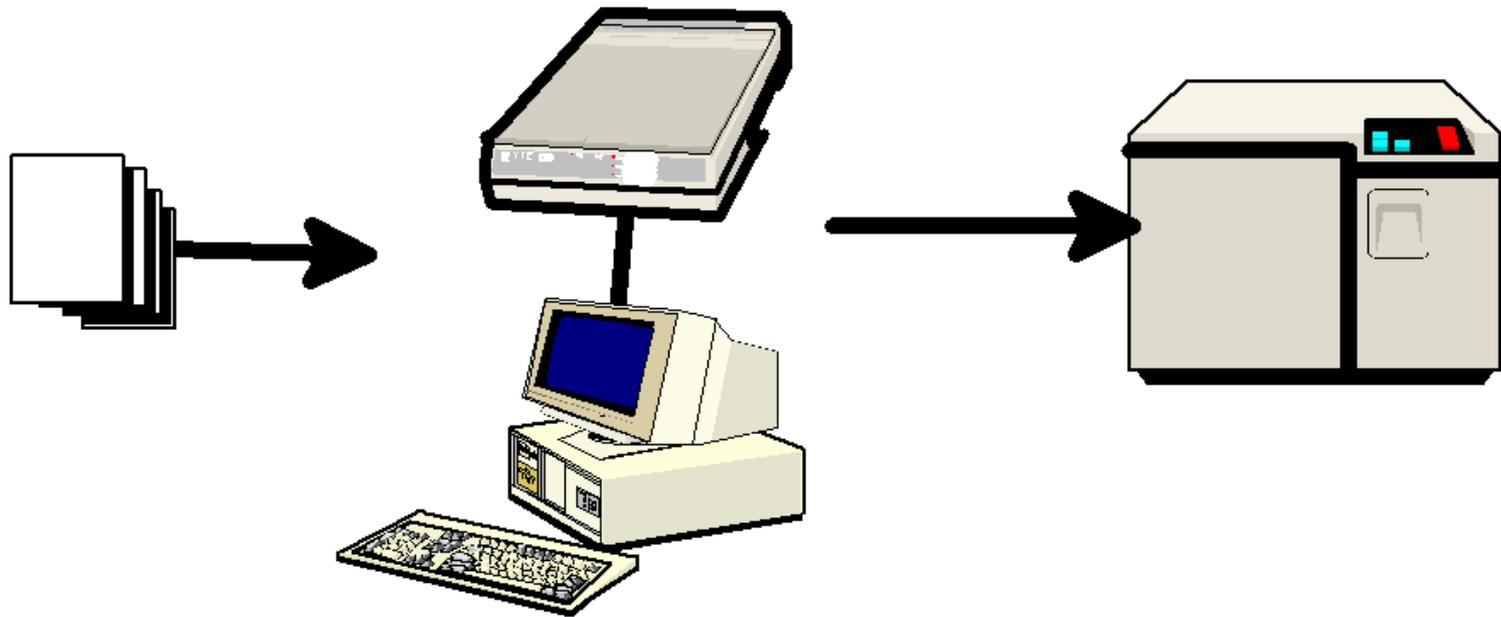
# Back to my days in the shops



We could get computers to talk to each other



# Something missing from this schematic?

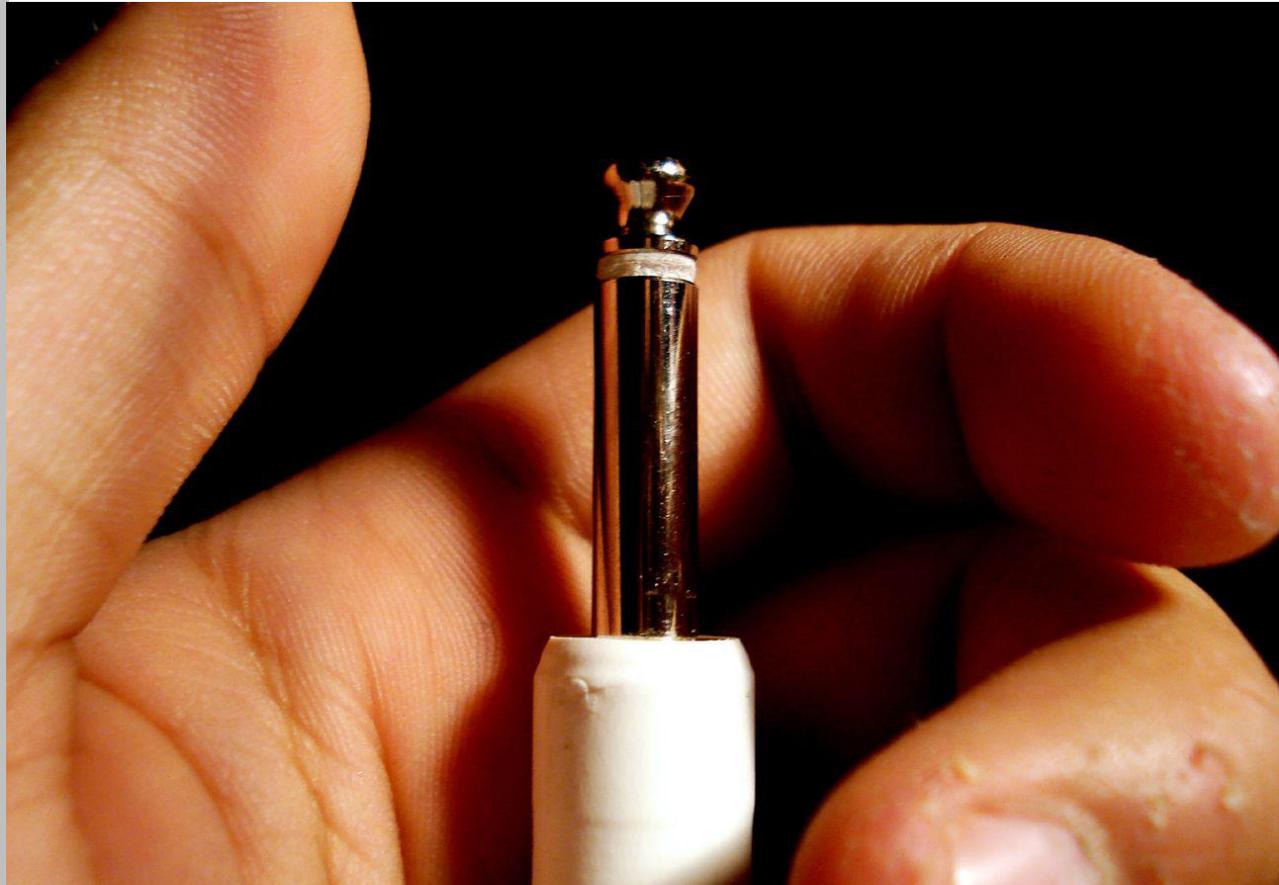


# Keep people in the picture

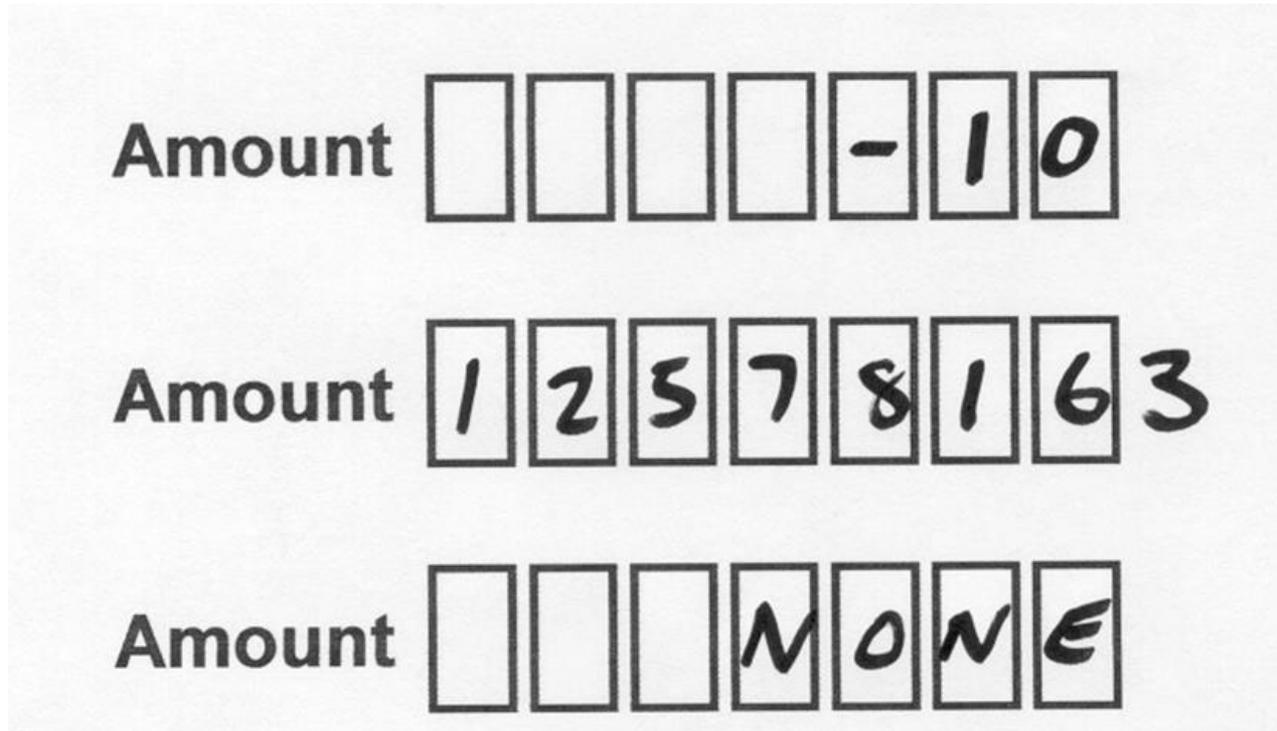


# 5.

Interfaces include people



# People can be inventive when they have to be



# They make changes and corrections

30 credit courses only)

FRANCESCA

~~ETLL~~

~~KE K101~~

~~SUPPORT LEARNING IN PRIMARY~~

## Qualification

Each application must be linked to a course of study that counts towards an undergraduate qualification.

The qualification you are studying towards is:

Qualification code

Description of qualification

E60D34

CERTIFICATE IN Health and Social Care  
~~CERTIFICATE IN SUPPORT LEARNING~~

## Section 1: Other study and financial support

1.1 Are you studying/intending to study, or have you studied a higher education course at another institution in the same academic year?

No  Yes

Please give course name, qualification, course start/end date and institution name.

OFFICE OF FINANCIAL SUPPORT OFFICE

09 JUN 2011

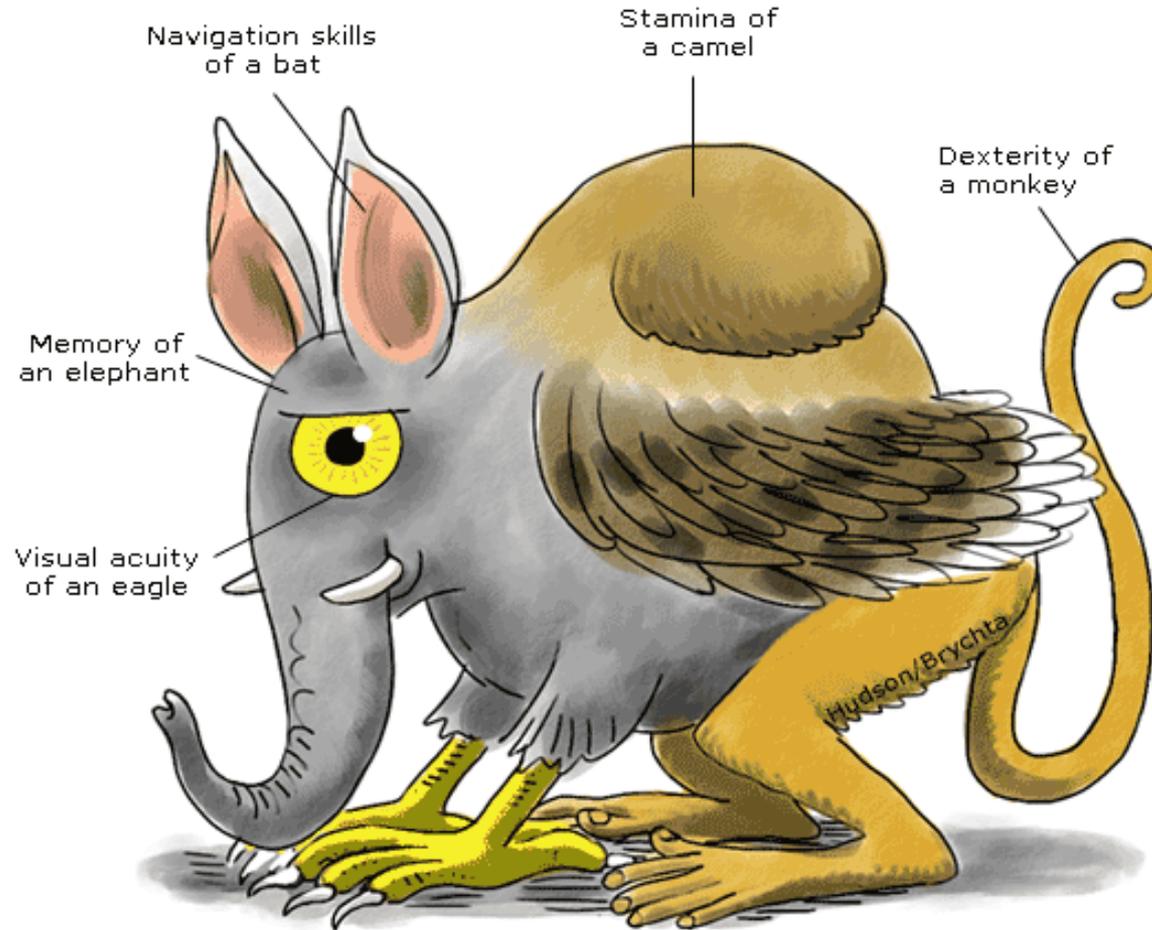
15 APR 2011

1.2 Do you already hold an undergraduate **honours** degree awarded by a university or college in the UK or anywhere else in the world?

No  Yes

You are not eligible for a fee or course grant (except PGCE students). Please refer to page 5 for information about Additional Fee Support Schemes (AFSS).

# We rarely encounter the elecamonglebat



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**"The Perfect User"**

# Our abilities vary all the time



one arm



arm injury



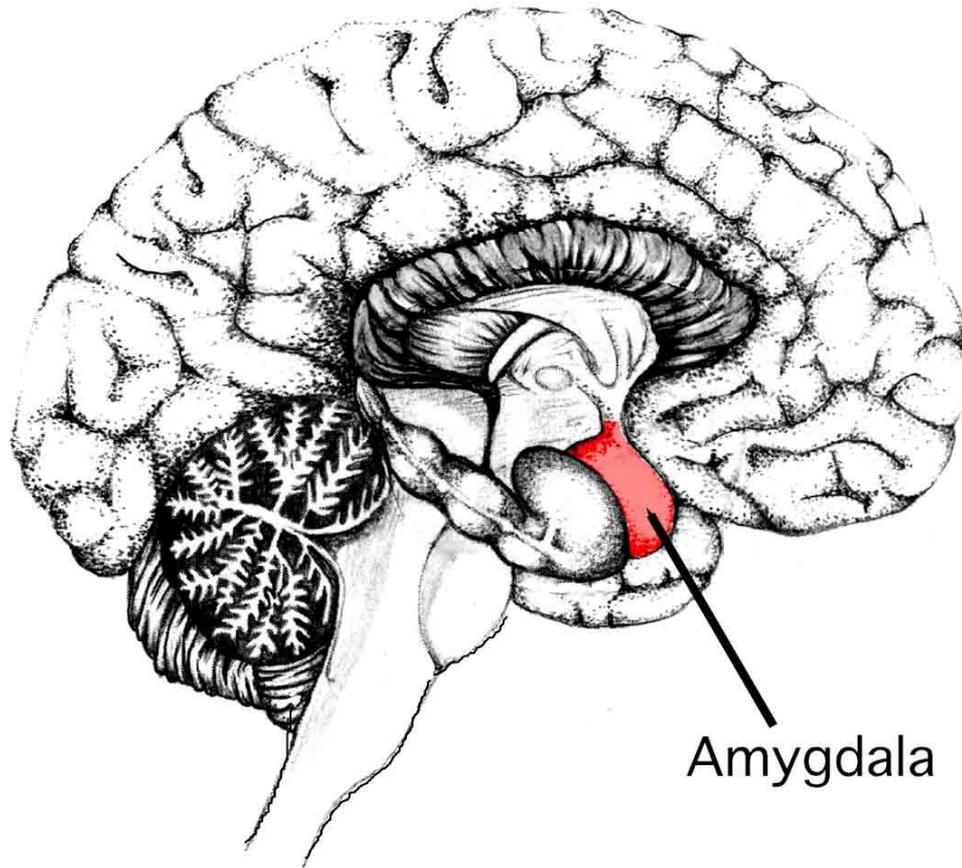
new parent

permanent



situational

When we're stressed, the amygdala grabs as much resource as possible. So, cognitive deficit.



# Test with a rich variety of people

# 6.



Image credit: Ismael Nieto <https://unsplash.com/photos/CeZypKDceQc>

# Caroline Jarrett

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