

# Interfaces include people



**CONTINUOUS  
LIFECYCLE  
LONDON**

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@cjforms

@cjforms because I'm the forms specialist



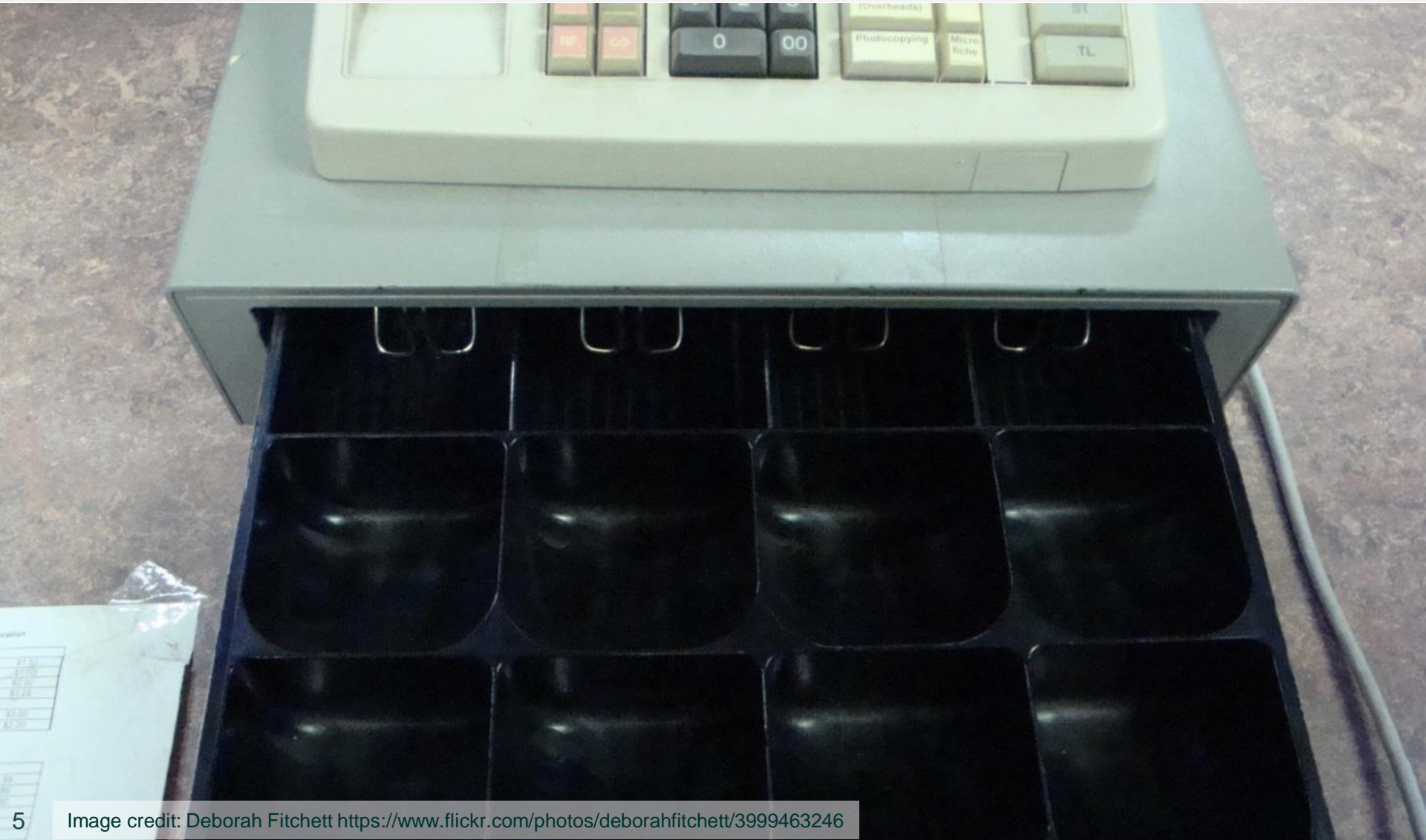
# I'll talk about people from three viewpoints

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



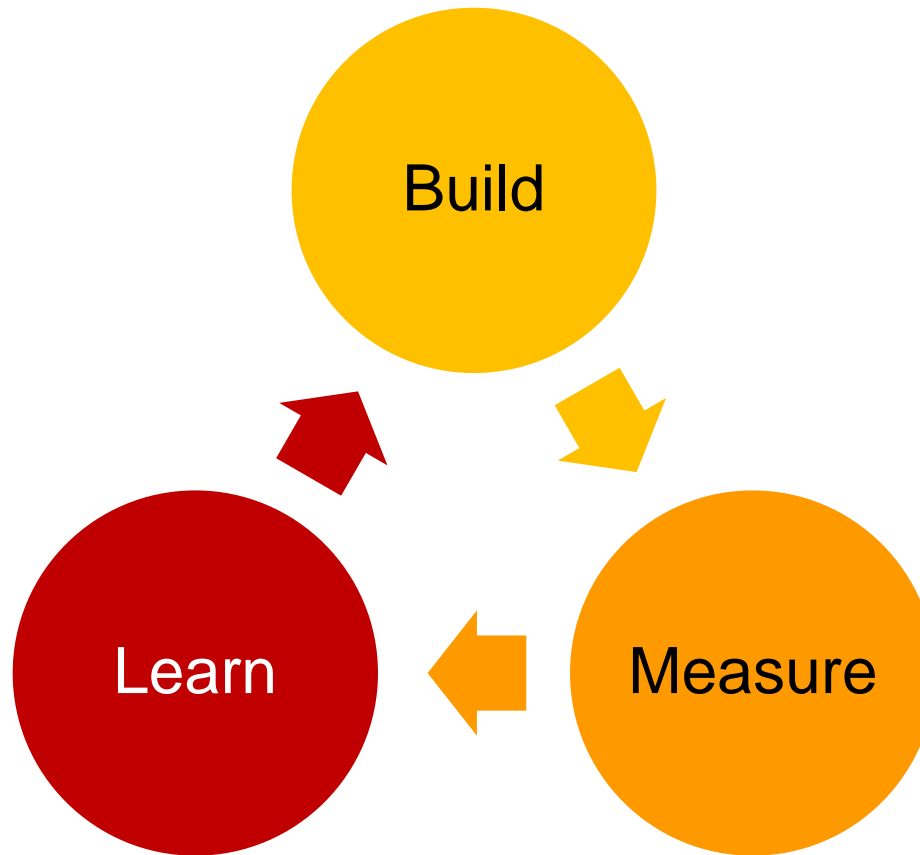
# I was very happy when ZIF sockets arrived



# We're not exactly *against* continuous delivery



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



# 1.

## Help us to understand small steps



# Things used to crash. A lot.

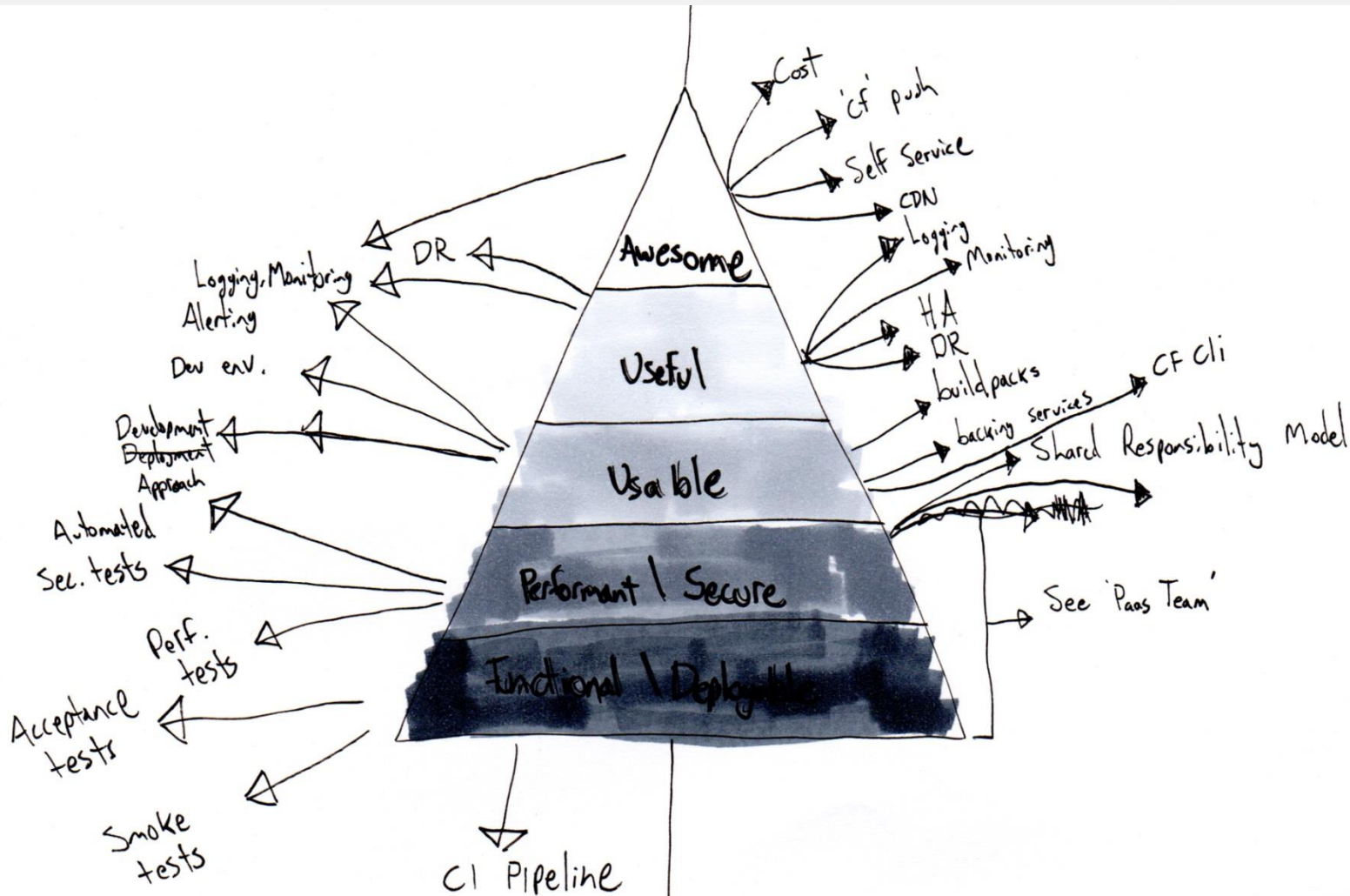
## Windows

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.

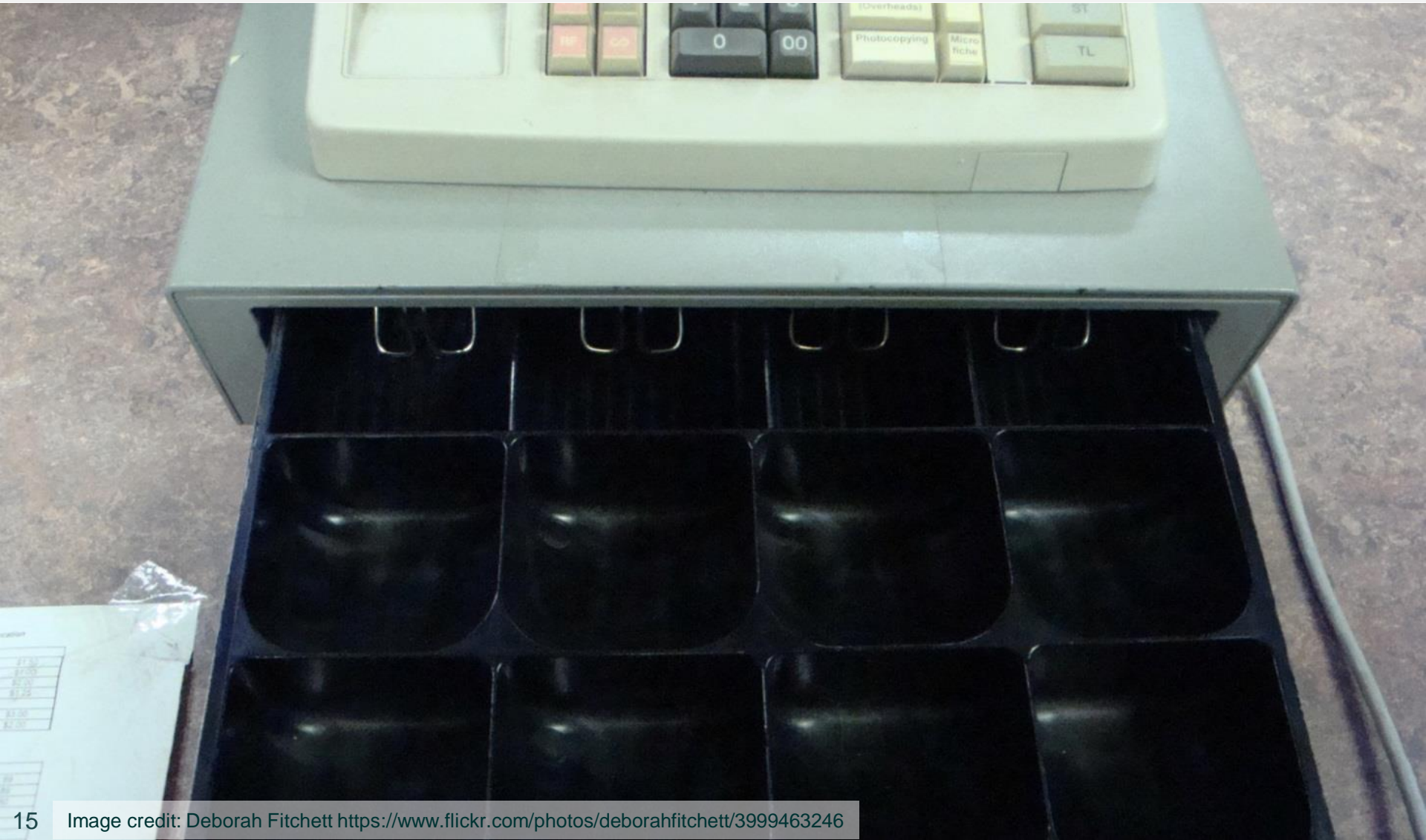
Press any key to continue \_

# I'm tremendously grateful about all that you do

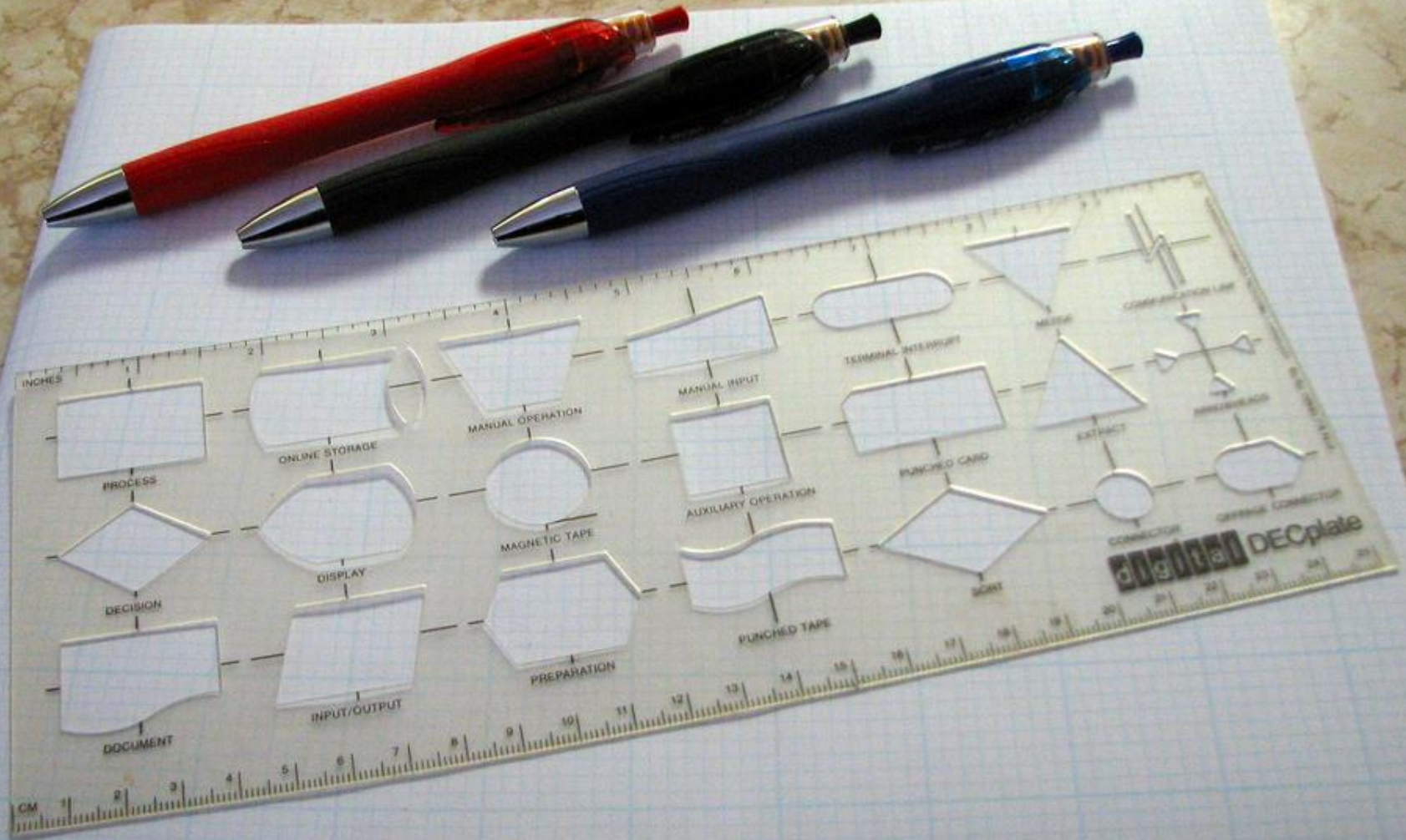


## 2. People who use things that we deliver

# Back to my days in the shops



# We tended to focus on technology



“Why do we have to write our initials?”

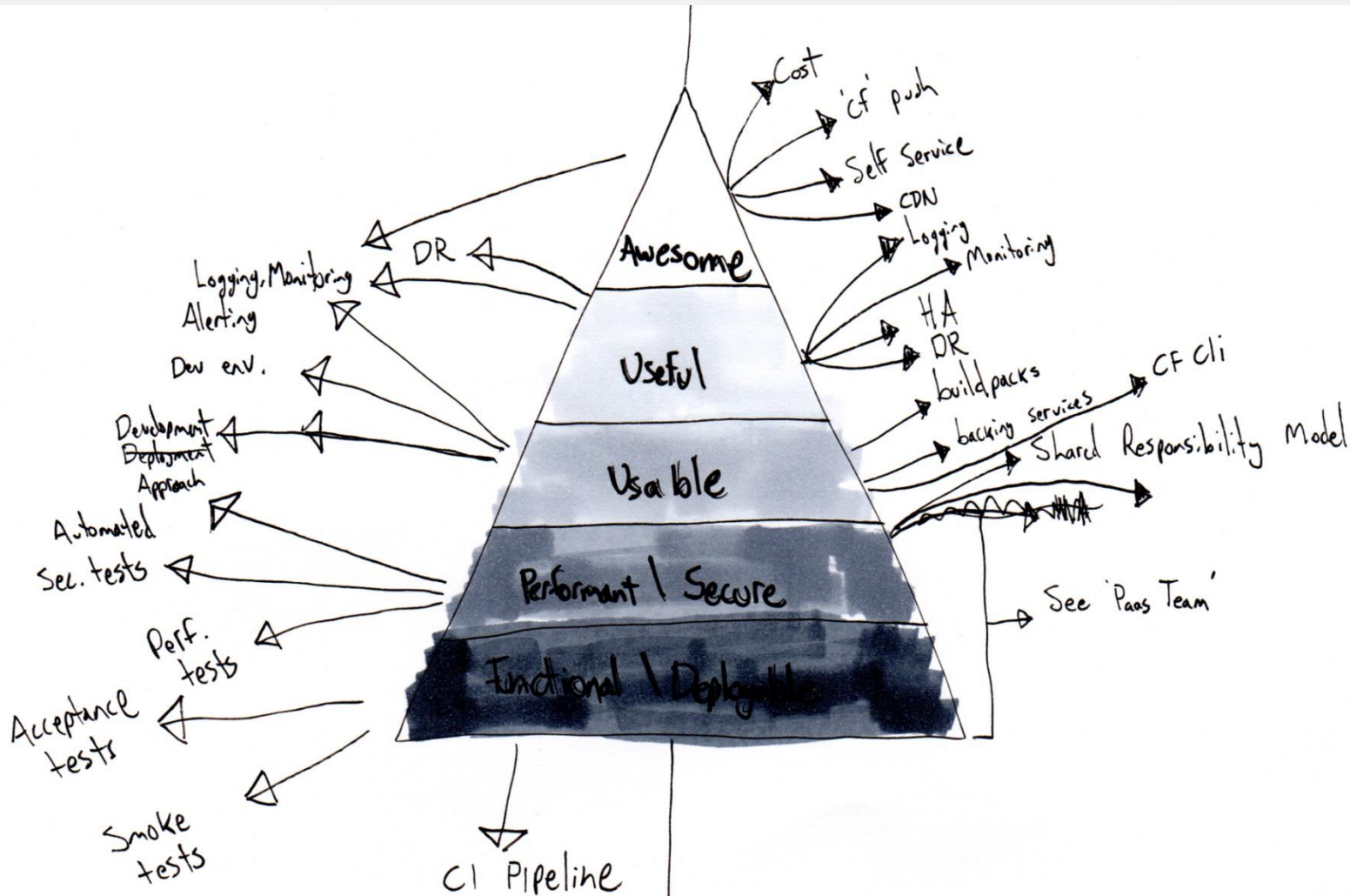


# 2.

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



The diagram consists of two triangles. The right triangle is inverted and divided into three horizontal sections: 'Useful' (top, dark blue), 'Usable' (middle, medium blue), and 'Used' (bottom, light blue). The left triangle is upright and divided into three horizontal sections: 'Used' (top, dark blue), 'Delivered' (middle, medium blue), and 'Deployed' (bottom, light blue). Two horizontal red lines cross the diagram. The top red line passes through the boundary between 'Usable' and 'Used' on the right triangle and the boundary between 'Used' and 'Delivered' on the left triangle. The bottom red line passes through the boundary between 'Delivered' and 'Deployed' on the left triangle. The word 'DONE' is positioned between the two red lines.

Useful

Usable

Used

DONE

Used

Delivered

Deployed

Useful

Usable

Used

Can they use it?



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

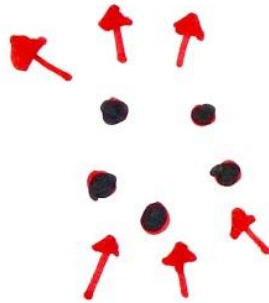
What is the focus of research in each stage?

Discovery



research is  
outward  
looking

Alpha



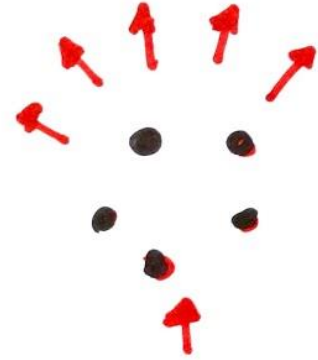
research is 50:50  
inwards & external

Beta



mostly  
inwards

Live



mostly outwards

Inwards : find out about the thing you make

Outwards : find out about what's happening  
in the real world (user)

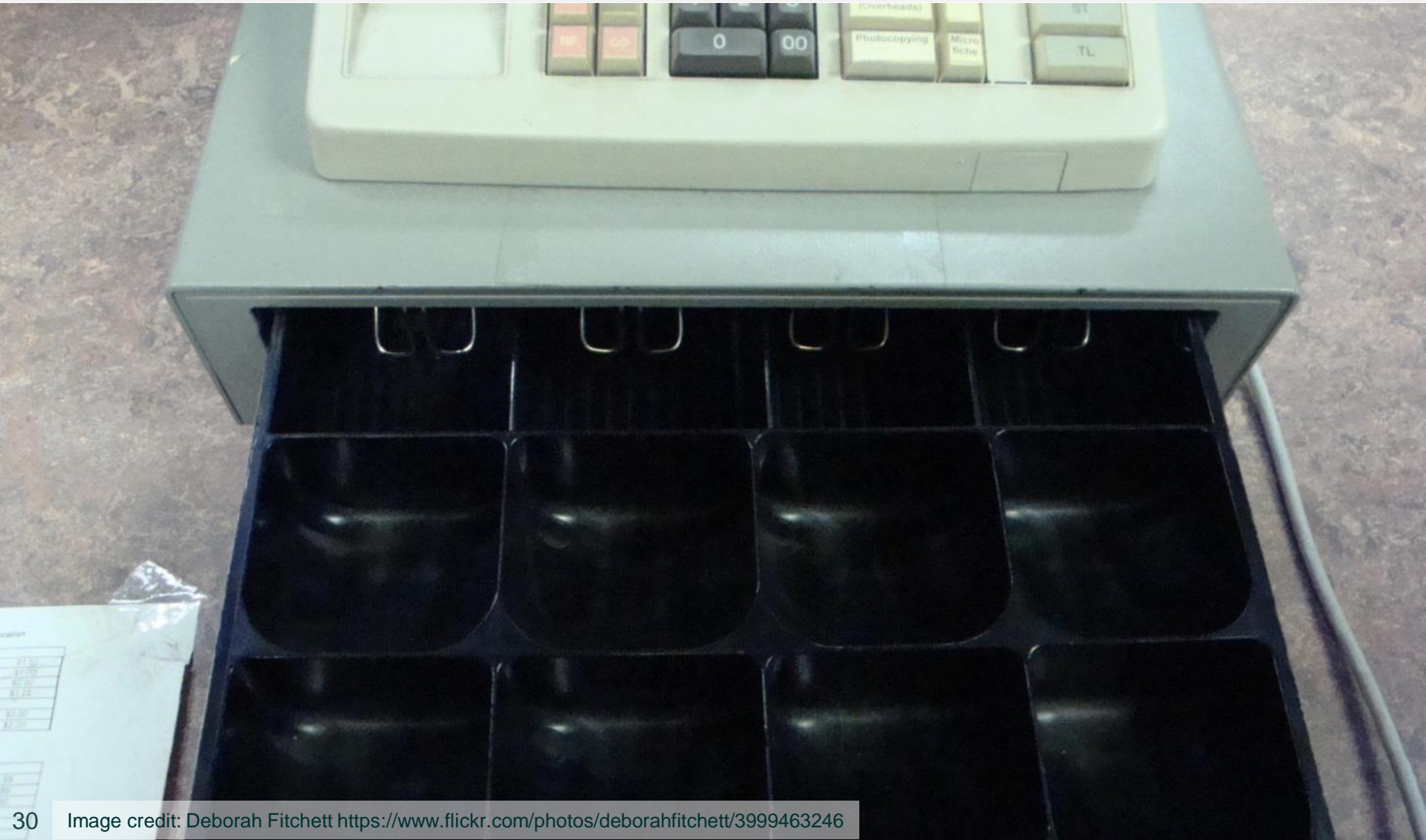
# 4.

## User research in every sprint

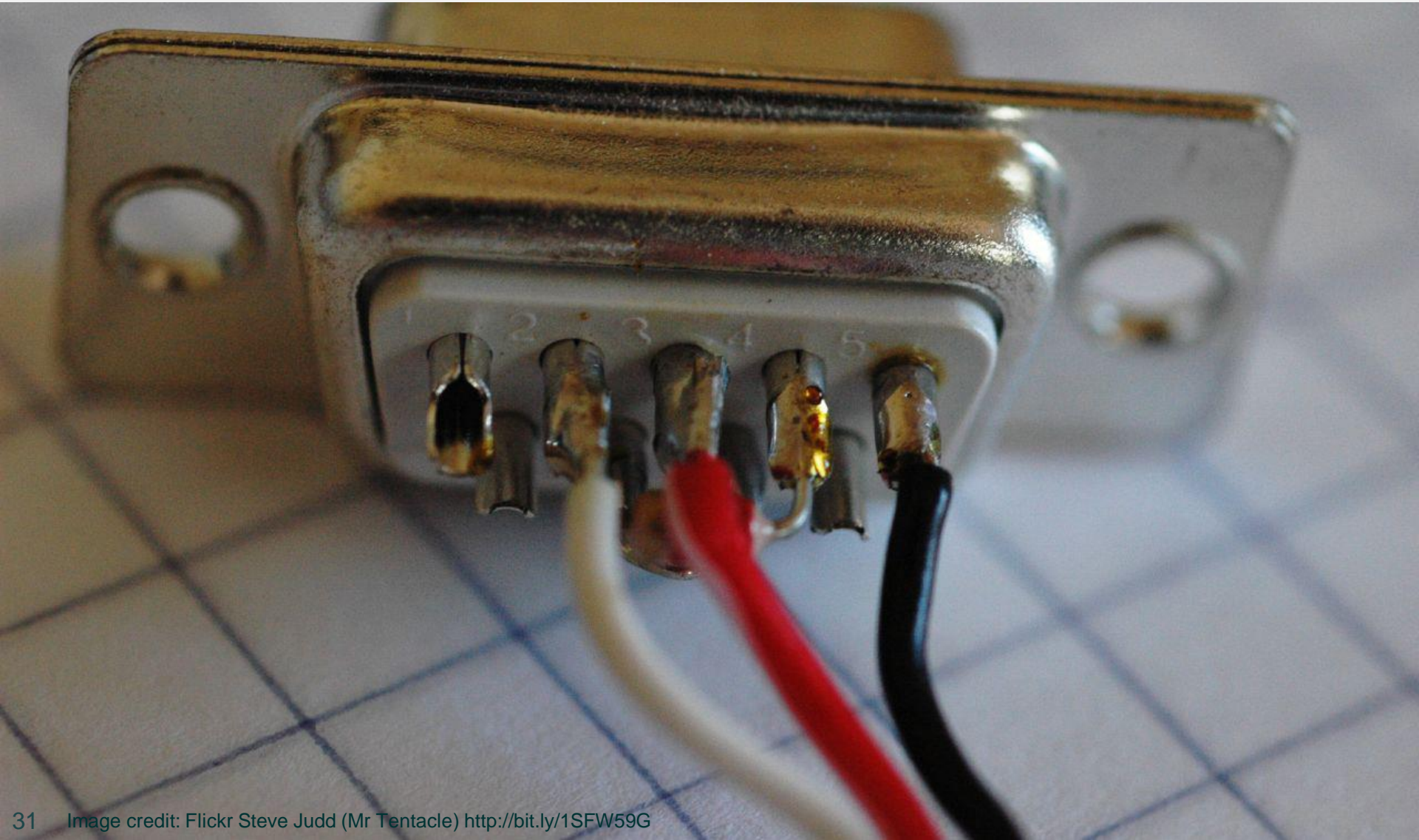


### 3. People in their rich variety

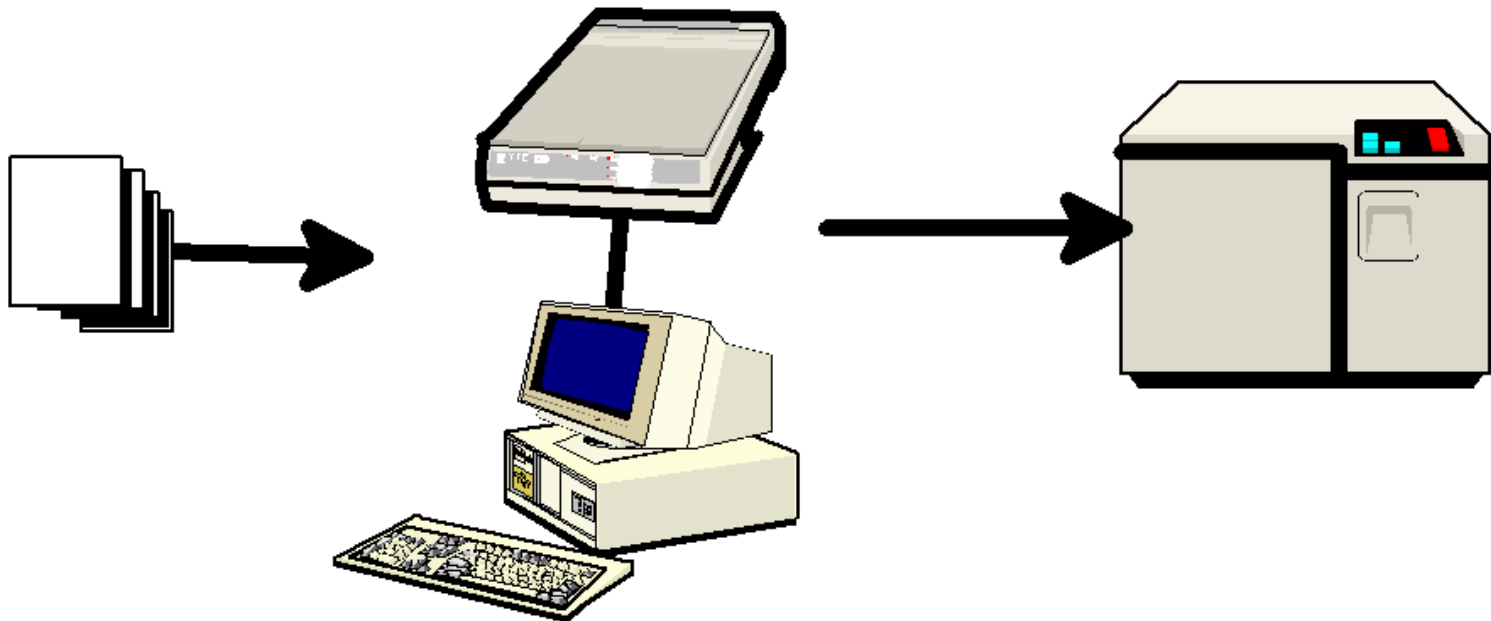
# Back to my days in the shops



We could get computers to talk to each other



# Something missing from this schematic?

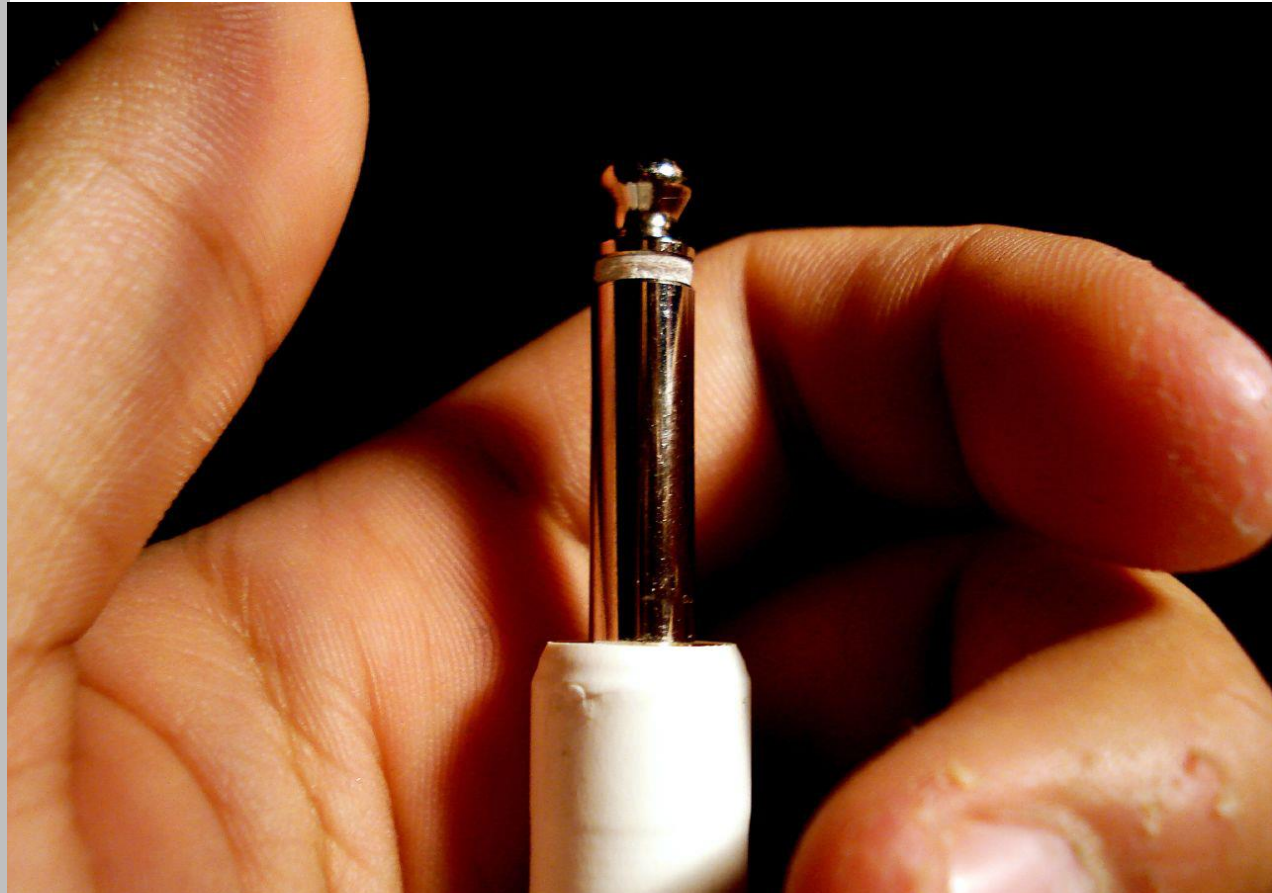


# Keep people in the picture



# 5.

Interfaces include people



# People can be inventive when they have to be

Amount

Amount

Amount

# They make changes and corrections

FINANCE SC

30 credit courses only)

~~ET LEARNING IN PRIMARY~~

KE K101

**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 <del>CERTIFICATE IN SUPPORT LEARNING</del>

**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.

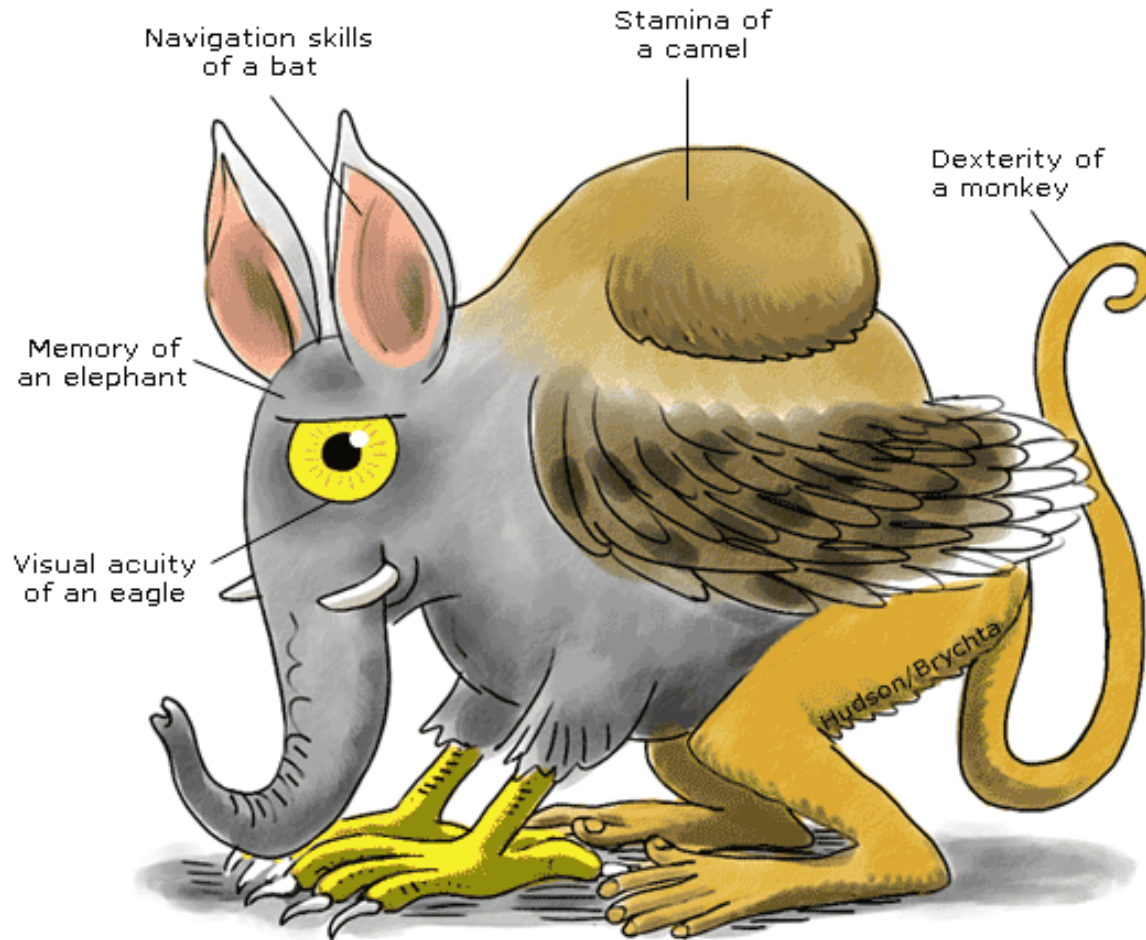
1.2 Do you already hold an undergraduate **honours** degree awarded by a university or college in the UK or anywhere else in the world?

☒ 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).

OFFICE OF FINANCIAL SUPPORT  
OFFICE

09 JUN 2011  
15 APR 2011

# We rarely encounter the elecamonglebat



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**"The Perfect User"**

# Our abilities vary all the time



one arm



arm injury



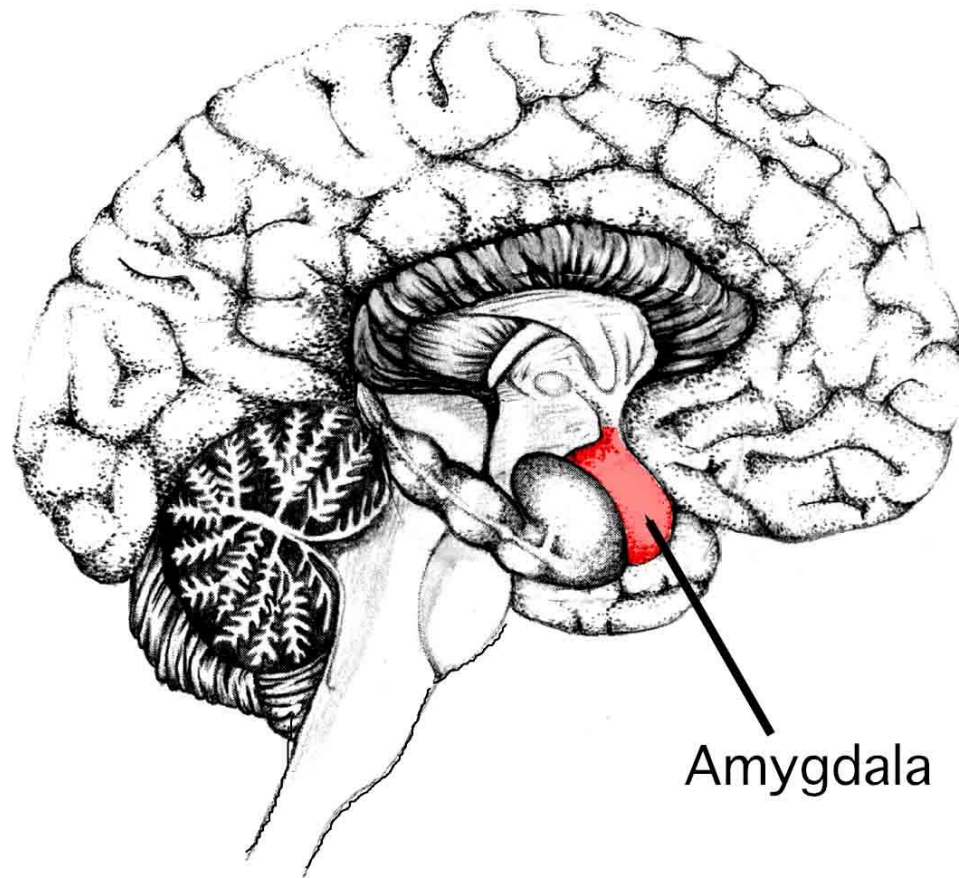
new parent

permanent



situational

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



Amygdala

# 6.

## Test with a rich variety of people



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

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