

# Graphical user interface (GUI)

**Agenda item 5**

**TCCG**

Frankfurt, 6 June 2018

- **What is the scope of this task?**
- **What means usability?**
- **What makes a GUI usable?**
- **Which issues will be mentioned in a GUI style guide?**
- **How will be proceeded?**
- **How could usability be tested by users?**

## Application of common GUI style guide for U2A services

- **RTGS and CLM in scope**
- **T2S GUI is out of scope of the T2/T2S Consolidation project**
  - An alignment of the T2S GUI to a common style guide would be a topic for „Beyond Consolidation“, CRDM GUI relies on the T2S GUI
- **TIPS GUI not within the scope of the T2/T2S Consolidation project**
  - An alignment of the TIPS GUI to a common style guide would be subject to a change request and could only be implemented after TIPS go-live, if required
- **Data Warehouse GUI**
  - The front-end application IBM Cognos for the data warehouse has a dedicated GUI
  - Changing the standard GUI of a third party software product not feasible

**ISO 9241** (Ergonomic Requirements for Office Work with Visual Display Terminals): „**Usability is the extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use.**“

## Effectiveness

- Accuracy and completeness when users achieve a specified goal

## Efficiency

- Resource of cost in relation to accuracy and completeness

## Satisfaction

- Comfort and acceptability of use

# What makes a GUI usable?

## Key components

- **Structure and font**
  - Using standards (eg logo up left)
  - Guaranteeing readability by appropriate font, colour and sufficient spacing
  - Easy catching the text by indicating key words and use of bullet points
  - Synchronising colours, taking care of contrast of colours
- **Navigation and links**
  - Using simple and easily understandable navigation
  - Indicating by breadcrumbs where the user works within hierarchy of pages
  - Using unambiguous page titles
- **Options for dialog**
  - Making contact information accessible via every (sub) page
  - Showing support hours (for contacts by phone)
  - Offering forms with less as possible mandatory fields
  - Making use of dialog fields in forms by the keyboard
- **Service functions**
  - Making accessible search function from each (sub) page
  - Providing help area and FAQs
  - Offering overall view on new information and pages

# Which issues will be mentioned in a GUI style guide?

- 1. Sequence of dialog and buttons**
  - 1.1 Information/operation
  - 1.2 Capturing new items
  - 1.3 Control capturing
  - 1.4 Buttons
  - 1.5 Description of functional concepts related to dialogs
- 2. Structure of menue**
- 3. Construction, presentation and functioning of the GUI screens**
  - 3.1 Language
  - 3.2 Colours
  - 3.3 Fonts
  - 3.4 Construction of screens
    - 3.4.1 Title area
    - 3.4.2 Breadcrumb navigation
    - 3.4.3 Message area
    - 3.4.4 Menue area
    - 3.4.5 Detail area
    - 3.4.6 Area where to place orders
  - 3.5 Search
    - 3.5.1 Wildcard

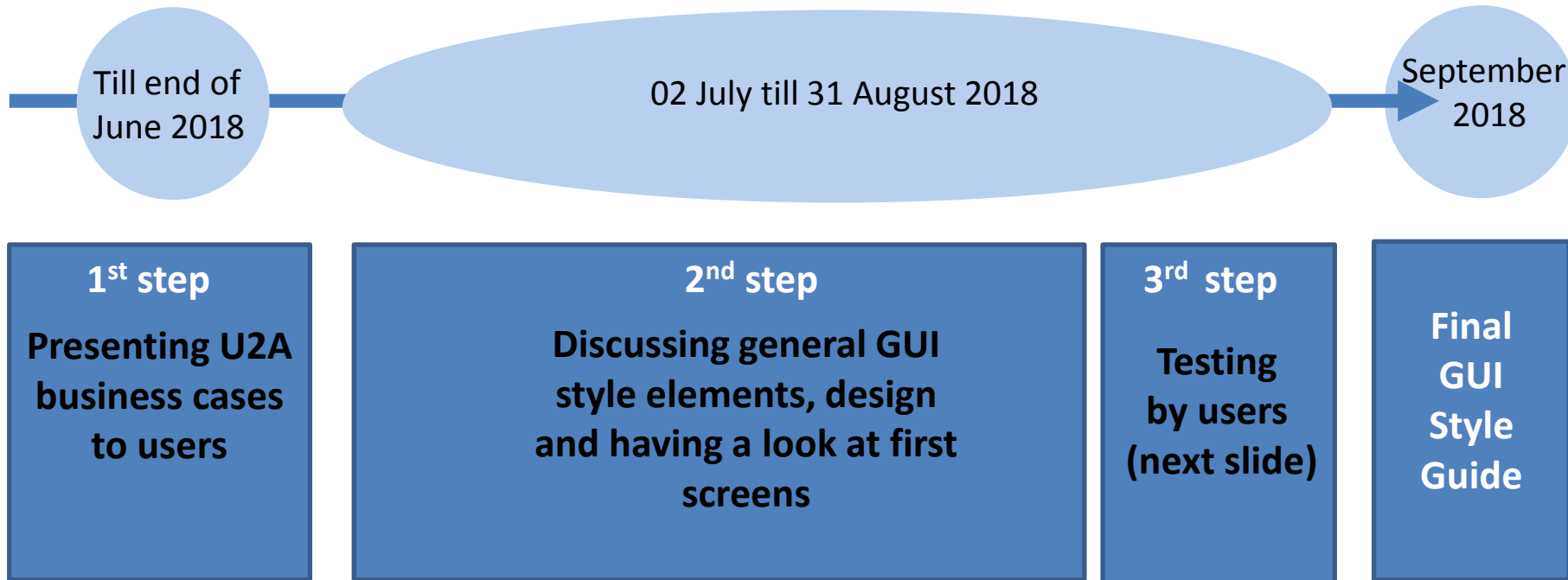
# Which issues will be mentioned in a GUI style guide?

## Continuation

- 3.5.2 Case sensitivity / case insensitivity
- 3.6 Display of lists
- 3.7 Export function
- 3.8 Elements of screens
  - 3.8.1 Fields for displaying information and capturing
  - 3.8.2 Fields for combination
  - 3.8.3 Checkboxes
  - 3.8.4 Radiobuttons
- 3.9 Auto completion
- 3.10 Broadcasts and messages in a dialog
  - 3.10.1 Broadcasts
  - 3.10.2 Messages in a dialog
- 3.11 Print functions
- 3.12 Presentation of sums, amounts and times
- 3.13 Validations
- 4. Access rules**
- 5. Support functions**

Comments by TCCG  
welcomed

# How will be proceeded?





# How could usability be tested by users?

## Usability testing

Process of watching / tracking an actual user while they use the prototype to see if it is in fact usable

## Focus Group testing

6 to 12 users discuss issues and concerns about the features of a GUI (lasts about two hours and is moderated)

## Beta testing

Rolling out a near complete product to users who are happy to try it and provide critical feedback  
Allowing to ask users questions, track their usage, create file bug reports