Engenharia Informática (FCT/UNL)

2007/2008

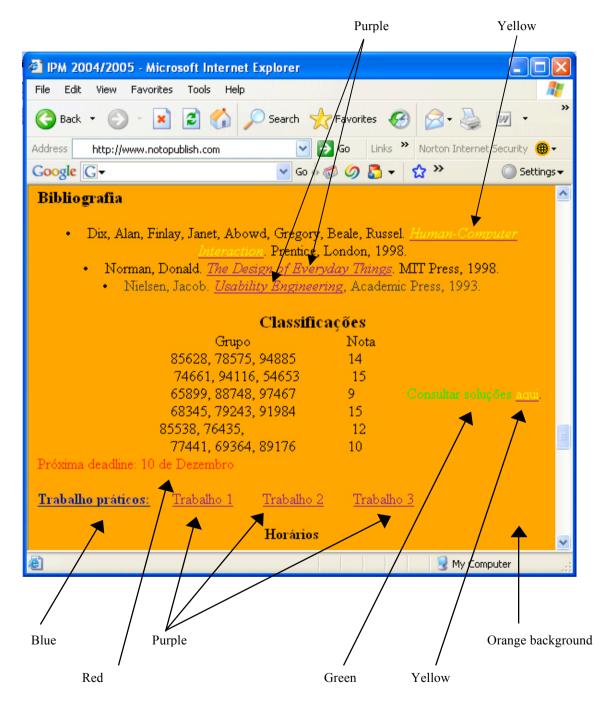
Interacção Pessoa-Máquina Exam

January 28, 2008

Duration: 2h

- 1) Explain the importance of task analysis as a first step in the user-centered design process.
- 2) Briefly describe three techniques that can be used to collect information during the task analysis.
- 3) In the scope of interface design, comment the sentence: "Not all the knowledge needed for a specific conduct has to be in the head."
- 4) Explain the "Interaction Framework" proposed by Abowd & Beale.
- 5) Identify the main reasons that make the paper prototypes appropriate during the early stages of interface design.
- 6) Which of the following problems are least likely to be revealed by testing a paper prototype?
 - a) The help menu is not in the proper position.
 - b) The users do not know the term "algorithm".
 - c) The toolbar buttons are too small.
 - d) The system does not provide a specific essential functionality.
- 7) Describe the formal process of heuristic evaluation (including the consolidation of the evaluations of the several experts).
- 8) The use of metaphors can facilitate the communication of the conceptual model. However, the use of metaphors may also cause some problems. Indicate which ones and justify.

- 9) Command-based interfaces violate some of the usability heuristics.
 - a) Indicate the two most relevant ones and justify your answer.
 - b) Identify the advantages of this interaction style.
- 10) Identify the graphic design problems in the following Web page.



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Good work!