
UMI Yardstick Categories

	Yardstick Category	Definition
1	Concept	Finding indicating the user is misunderstanding the basic conceptual framework of the product or product feature.
2	Content	Findings regarding users' expectation of domain content.
3	Consistency	Findings indicating an inconsistency in the design.
4	Feedback	Findings that the system didn't give feedback to user actions, or that feedback was unclear.
5	Interaction Model	Rules of interaction were unknown to users.
6	Navigation	Users didn't know how to move through the product, or move from one field to the next.
7	Terminology	Users don't understand particular terminology used in the product.
8	User Assistance	Findings regarding documentation, on-line help, other help tools.
9	Visibility	User difficulties due to missing or misinterpreted visual display of information.
10	Context - Bug	Findings observed in the study that are not strictly usability problems.

Yardstick Needs Analysis

	Yardstick Category	UMI Recommended Methods & Deliverables	Internoded Methods & Deliverables
1	Concept		
2	Content		
3	Consistency		
4	Feedback		
5	Interaction Model		
6	Navigation		
7	Terminology		
8	User Assistance		
9	Visibility		
10	Context - Bug		

UMI Roadmap Categories

	Roadmap Category	Description
1	Set strategic and detailed usability objectives.	Define measurable usability objectives for the project and individual requirements. These objectives should be documented as part the project requirements.
2	Develop and incorporate user profiles.	Know thy User! It is essential that design is based on who will actually use the product.
3	Prioritize critical product components and task flow.	A user centered approach should be used to capture user tasks, as well as the detail associated with each task. Once user tasks are understood, tasks may be grouped into project components and prioritized based on user need, importance, and frequency of use.
4	Identify a design team and clarify roles	A UI design team should be established with well-defined roles and responsibilities. Establish clear channels for communication within the team.
5	Develop the UI design process	The UI design team should implement a well-defined and repeatable process for design and construction. Project management rigor should be applied to ensure that all process steps are implemented and that the project is completed on schedule. Processes must also be put in place to manage changes to the design.
6	Develop a usability evaluation strategy	In addition to the traditional unit, integration, and user acceptance test plans, a plan should be developed for evaluating usability, completeness, and conformance to standards for the UI design. This plan may include usability testing, expert reviews, team walkthroughs, and standards conformance reviews.
7	Establish product design guidelines	A project level style guide should be developed to communicate design conventions and standards and to facilitate consistency within the design. The style

	Roadmap Category	Description
		guide should be a reference for designers and developers and should be updated frequently as design decisions are made throughout the project.
8	Develop a UI specifications documentation procedure	A UI specification should be developed that fully describes the interface. The spec should be sufficient to support construction and should be managed as a component of the Requirements document.
9	Develop a user assistance procedure	A strategy for providing user assistance and performance support should be developed early in the project. The user assistance strategy should address help, tutorials, splash screens, tool-tips, prompts, and message dialogs.
10	Maintain a feedback channel from users	A feedback channel should be established between the design team and groups that support and interact with users once the product is in production (support and sales groups). Feedback from these groups should input into the design for future product releases.

Roadmap Needs Analysis

	Roadmap Category	UMI Recommended Methods & Deliverables	Internoded Methods & Deliverables
1	Define Usability Objectives	1. Define usability objectives: <ul style="list-style-type: none"> <input type="checkbox"/> apply to the overall project design <input type="checkbox"/> quantify usability for a specific functional requirement 2. Document usability objectives in the project Requirements 3. Define user acceptance criteria for each usability objective.	
2	Develop a User Profile	1. Character Profile for each user 2. Detailed characteristics for each user 3. User / Environment matrix 4. User / Characteristics matrix 5. User / Task matrix	
3	Perform Task Analysis	Implement a user centered and participatory approach to define user tasks: <ul style="list-style-type: none"> <input type="checkbox"/> What needs to be done? <input type="checkbox"/> How its done today - “as is” <input type="checkbox"/> How can we make the “as is” better <input type="checkbox"/> What is our new product going to do? 	
4	UI Design Team & Roles	<ul style="list-style-type: none"> <input type="checkbox"/> Establish a team where roles and responsibilities are well defined. <input type="checkbox"/> Ensure a clear communications channel between all team members 	
5	UI Design Process	<ul style="list-style-type: none"> <input type="checkbox"/> Implement a well-defined and reusable process for UI design 	

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		<input type="checkbox"/> Integrate the UI design process into the system's development process. <input type="checkbox"/> Use project management rigor and techniques to ensure that process steps are performed and that resources are available to the team.	
6	Usability Evaluation Strategy	Build a plan and strategy for UI evaluation: <ul style="list-style-type: none"> <input type="checkbox"/> usability studies <input type="checkbox"/> expert reviews <input type="checkbox"/> team reviews and walkthroughs <input type="checkbox"/> standards conformance reviews 	
7	Style Guide	Produce a style guide to convey project level design conventions and decisions. The style guide is a job aid that supplements the UI Specification.	
8	UI Specification	Produce a UI Specifications that describes UI design in detail. This design detail should be derived from user centered design activities and used to construct the UI.	
9	User Assistance Plan	Identify high-level and detailed requirements for user assistance and performance support with the UI design.	
10	Feedback Channel	Identify how feedback data will flow from the Support Center, Sales Team, Trainers, etc. to the UI design team.	