

Xday, XX XXX 2004.

9.30 am - 11.15am

University of Glasgow

DEGREES OF BEng, BSc, MA, MA (SOCIAL SCIENCES).

DEGREES OF Beng, BSc, MA, MA (Social Sciences)

**INTERACTIVE SYSTEMS 3:
USABILITY OF WEB-BASED SYSTEMS (RESIT)**

(Answer one question from Section A and one question from Section B).

Section A

1.

a) Give three reasons why it can be hard to identify the potential users of web-based interactive systems.

[6 marks]

b) Remote usability testing can be used to evaluate web sites without designers or evaluators having to be physically present in the end users' location. Briefly describe the major problems with this approach.

[7 marks]

c) A range of organisations, including the US government's National Institute of Science and Technology, have developed automatic evaluation tools that identify usability problems from the static analysis of web pages. Write a brief technical report explaining how these tools might be integrated into an iterative approach to web development for the web site that the UK government uses to provide information to the general public.

[12 marks]

2.

a) Briefly explain the key differences that affect requirements elicitation for Intranets compared to public access web sites.

[6 marks]

b) Many companies pay to have their web sites developed and hosted by specialist design consultancies. What problem does this business model create for the requirements analysis of an Intranet application?

[9 marks]

c) You have been asked you to write a document that describes the strategy you will use to select a good design company to develop and host the web pages for the Johnson International Insurance Company. The initial development project will focus on an Intranet to be used by employees around the globe. Your report should explain how the company management will ensure that the web developers have the necessary experience and skills to complete this project.

[10 marks]

Section B

[end]
