



**Seminar zur Berufsorientierung
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Agenda

- ◆ Meine Ausbildung
- ◆ Sun Microsystems
- ◆ HCI bei Sun
- ◆ StarOffice User Experience
- ◆ Erfahrungen & Meinungen
- ◆ Job-Infos
- ◆ Q&A

Ausbildung

Studium der Informatik in Hamburg

- Ergänzungsfach Mathematik
- Vertiefung in Kognitionswissenschaft
- 1995 Baccalaureus Scientiae
- Vertiefung in Software-Ergonomie
 - Diplomarbeit: „Vision and Reality of Hypertext and Graphical User Interfaces“
- 2002 Dipl.-Inform.

- ununterbrochene Berufstätigkeit seit 1994

Beruflicher Werdegang

- 1990 Arbeitsbereich WSV
- 1991 Werbeagentur BBDO
- 1994 P.INK Software Engineering
- 1996 GoLive Systems
- 1999 Adobe Systems
- 2002- Sun Microsystems

Sun Microsystems, Inc.

1982

- gegründet von Scott McNealy (CEO), Bill Joy, Andreas von Bechtolsheim (Chief Architect and Senior Vice President) und Vinod Khosla

2004

- Mehr als 30.000 Mitarbeiter weltweit
- \$12,5 Mrd. Jahresumsatz
- Sun ist führend bei Unix Workstations und Servern
- Sun Java Desktop System (JDS)



Andy Bechtolsheim



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Sun in Deutschland

Mehr als 1700 Mitarbeiter

- Geschäftsstellen in München, Berlin, Düsseldorf, Frankfurt, Hamburg, Stuttgart
- SAP Competence Center in Walldorf
- Weitere Standorte: Regensburg (Gridware), Hamburg (StarOffice)



HCI bei Sun

Software Experience Design

- zentrale UI Gruppe
- Produktbezogenes UI Design & Usability Evaluations

Central Technology Office (CTO)

- HCI Research
- HITech Meetings

StarOffice User Experience Team

StarOffice & OpenOffice.org

StarOffice 7

- StarOffice Writer, Calc, Impress, Draw
- Neu in StarOffice 8: Base
 - Dateikompatibel* zu MS Office

Cross Platform

- Solaris, Linux, Windows
- Mac OS X (OpenOffice.org 1.1)

Open Source

Professional Usability in Open Source Projects: GNOME, OpenOffice.org, NetBeans

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ABSTRACT

Working as a usability professional in the open source world is a challenging task. The decentralized and user driven approach of open source projects can't be modeled by corporate processes and usability engineering. Nonetheless, there is great potential for large corporations to contribute to open source projects. Providing the right environment that leads to usable and useful product development is a challenge for developers, the corporations, and, importantly – the users.

Author Keywords

open source software development, usability engineering, corporate environment

ACM Classification Keywords

H.5.2 User Interfaces

INTRODUCTION

There is some truth in the common notion that open source systems have poor user interfaces. Often they are designed by engineers for engineers. The feedback cycle does not exist because there are few users participating in open source development. This problem is well-known and has been discussed at many papers and conferences [1].

Sun Microsystems, Inc. is a large, multinational corporation with engineering teams around the world. In the tradition of building systems on open source, Sun is heavily involved in the usability of open source projects as a natural continuation of this strategy.

Professional Usability in Open Source Projects: GNOME, OpenOffice.org, NetBeans
Calum Benson
Matthias Müller-Prove
Jiri Mzourek

Agenda

- Our projects
- Open Source software
- Contributors to improve Usability
- Challenges of Open Source
- Conclusion

Open Source Software

- Collaborative development
- Communication in public
- Ability to adopt the software to different needs
- Distributed ownership of code
 - Does this imply ownership of a solution?
- Engineering driven
- Several contributors vs one major contributor

The integration of software cannot be achieved by committee, where everyone has to put in their own additions (features) again. It must be controlled by dictatorial artists with full say on the final cut.

Ted Nelson, 1990

Challenges

- Attitude of Developers
- Communication is scattered between different channels.
- Responsibility for the product rather than just for his code
- Process - Early involvement of usability and clearly defined decision-making processes
- Defining the target audience - We assume that users are making software for typical users.

Usability Contributions (1/3)

- Conduct Usability Tests
 - Public reports for GNOME and NetBeans
- Form User Interface Teams
 - GNOME Usability Project (GUP)
 - StarOffice User Experience Team
 - NetBeans User Interface Project
- Provide User Interface Guidelines
 - *Open Office User Interface Guidelines, 2002*
 - *NetBeans UI Styleguides*

Usability Contributions (2/3)

- Spread the Word
 - Online Chat: GNOME engineers and usability professionals use online chat (IRC) a lot for direct communication.
 - Mailing Lists and Newsgroups
 - Task Tracking System like Bugzilla and Issuezilla work well for tracking UI issues and requests for enhancement (RFE).
 - Conferences: GUADEC, OOoCon, NetBeansDay

Usability Contributions (3/3)

- Plan the Process
 - Defining the target user and collecting user requirements
 - Sun's Product Life Cycle - concept document is issue of development for openoffice.org
 - Commitment to a definite schedule
 - Specifications - public for openoffice.org and NetBeans

Conclusion

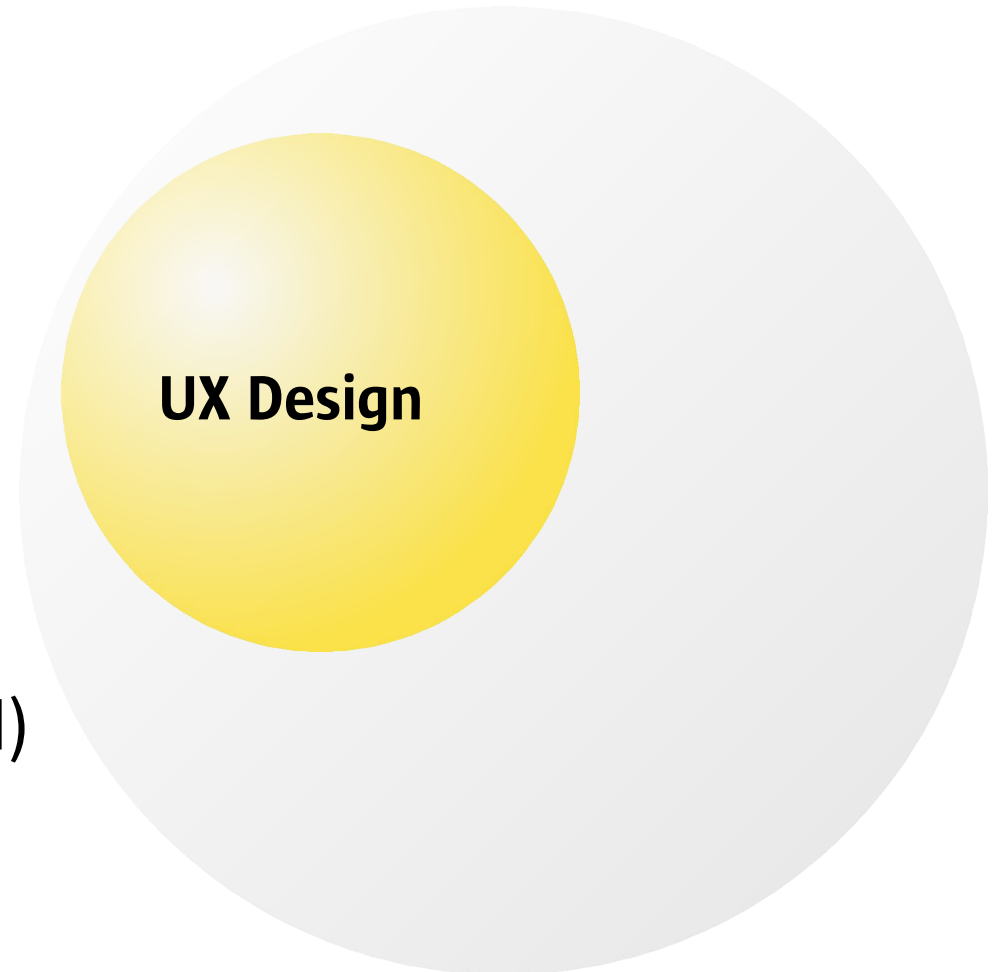
- Integrating a suitable usability methodology into open source processes should be the first priority.
- Providing usability know-how that leads to usable and useful products is a win-win situation for developers, the corporations, and the users.

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Sheet1 | Sheet2 | Sheet3

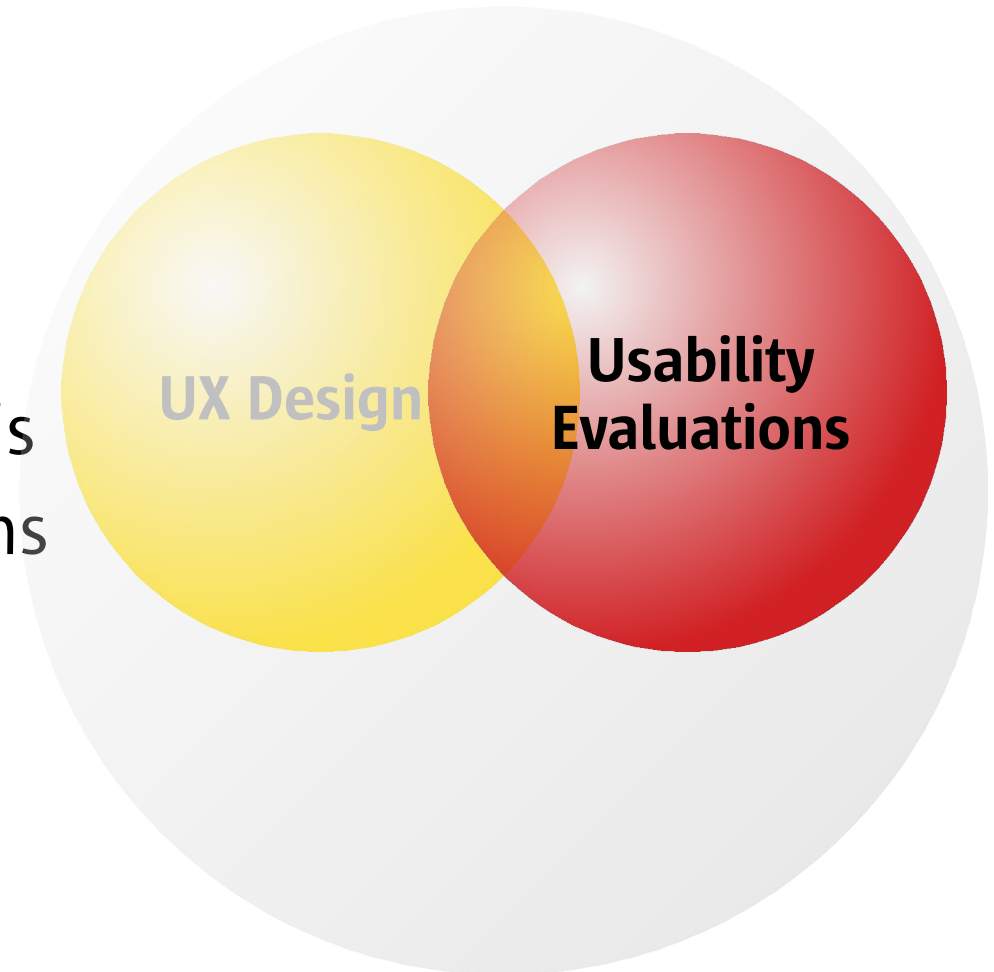
User Experience Design

- Interaction Design
- UI Design
- Graphic Design
- Layout
- Terminology
- Accessibility
- Globalization (G11N)
- ...
- ➔ Specifications



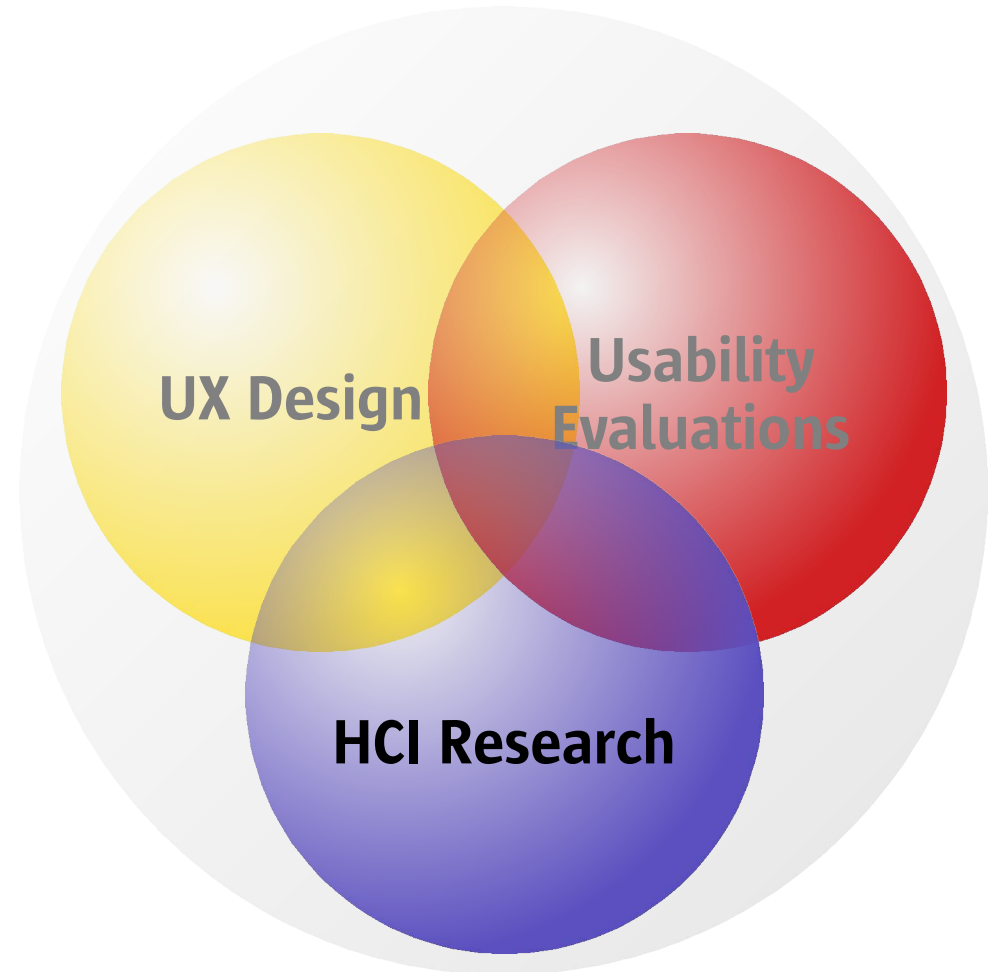
Usability Evaluations

- Requirements Engineering
- Competitive Analysis
- Heuristic Evaluations
- Usability Studies
- ...
 - Reports



HCI Research

- HCI know-how
- GUI Styleguides
- Sun Styleguides
- Usability Metrics
- ...
 - ➔ Papers



Erfahrungen und Meinungen

Was ist wichtig?

- Arbeiten im Team, Prozessverständnis
- Englischkenntnisse
- Präsentationsfähigkeiten, Kommunikation, Web
- Selbstorganisation

Was ist nicht so wichtig?

- Hardware
- Programmieren



Job-Infos

Netzwerke

- Usability Roundtable Hamburg
www.mprove.de/events/roundtablehh/
- usability professionals' association (upa)
www.gc-upa.de
- Hamburger Informatik Forum (HIForum)
hiforum-www.informatik.uni-hamburg.de



HIForum, Oktober 2004

Job-Infos

Online-Foren

- openBC Forum User Experience
www.openbc.com/net/userexperience/
- Mailingliste: software ergo news
sw-ergo.de
- Yahoo Mailingliste
de.groups.yahoo.com/group/website-usability/

Job-Infos

Salary Survey der NielsenNorman Group

- User Experience Professionals 2001
www.nngroup.com/reports/salary/
oder nach „nngroup salary“ googeln

Usability Report Deutschland

- Branchenreport und Honorarspiegel 2003
www.gc-upa.de/usabilityreport2003.html

Die Software-Ergonomie gewinnt stark an Bedeutung in der Produktentwicklung. Usability wird zum notwendigen Qualitätsmerkmal, ohne das Software und Web-Sites nicht mehr konkurrenzfähig sind.



Q&A

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