

THE BRITISH COMPUTER SOCIETY

THE BCS PROFESSIONAL EXAMINATION Professional Graduate Diploma

USER INTERFACE DESIGN

9th May 2001 – 2.30 p.m. – 5.30 p.m.

Answer THREE questions out of FIVE. All questions carry equal marks.

Time: THREE hours.

1. WAP is a protocol that allows mobile telephones to surf the Internet and, if the television advertisements are to be believed, WAP is set to become an important part of our everyday life. From a user interface perspective, discuss the issues a provider is likely to have with the provision of such a service.

[Note: your answer should include examples of the kinds of information that could be provided using this interface and how the information delivered (content) is likely to differ from more traditional methods of accessing the Internet.] **(25 marks)**

2. One of the factors listed as a reason behind the failure of the Internet retailer Boo.com was that the user interface was too advanced. Essentially, home users did not use the site because each page took too long to download using a standard 56k modem.

Discuss the factors that should be taken into consideration when designing a web site.

How does the design of a web site differ from a traditional user program such as a word processor?

(25 marks)

3. What makes a good help/support facility within a computer system?

Your answer should include examples from three of the following application areas: word processor, web site, nuclear power plant control system, navigation system in a car, ATM (cash point machine).

List some of the typical problems that people have with help systems today.

(25 marks)

4. You have been asked to design a means of testing the user interface on a new program that allows people to keep track of personal finances on their home computer. Write a report describing how you intend to test the usability of the program. The report should cover the various tests that you intend to perform, the reasons behind each test, and the way in which the results for each test will be evaluated.

(25 marks)

5. How would a web interface for selling books differ from an airport Air Traffic Control interface?

(25 marks)