# Question 1

Pick which are subtasks:

## Options:

**A-** Rent a car

**B-** Cancel a car rental reservation

**C-** Register on a car rental website

**D-** Log in to a car rental website

**E-** Enter the password
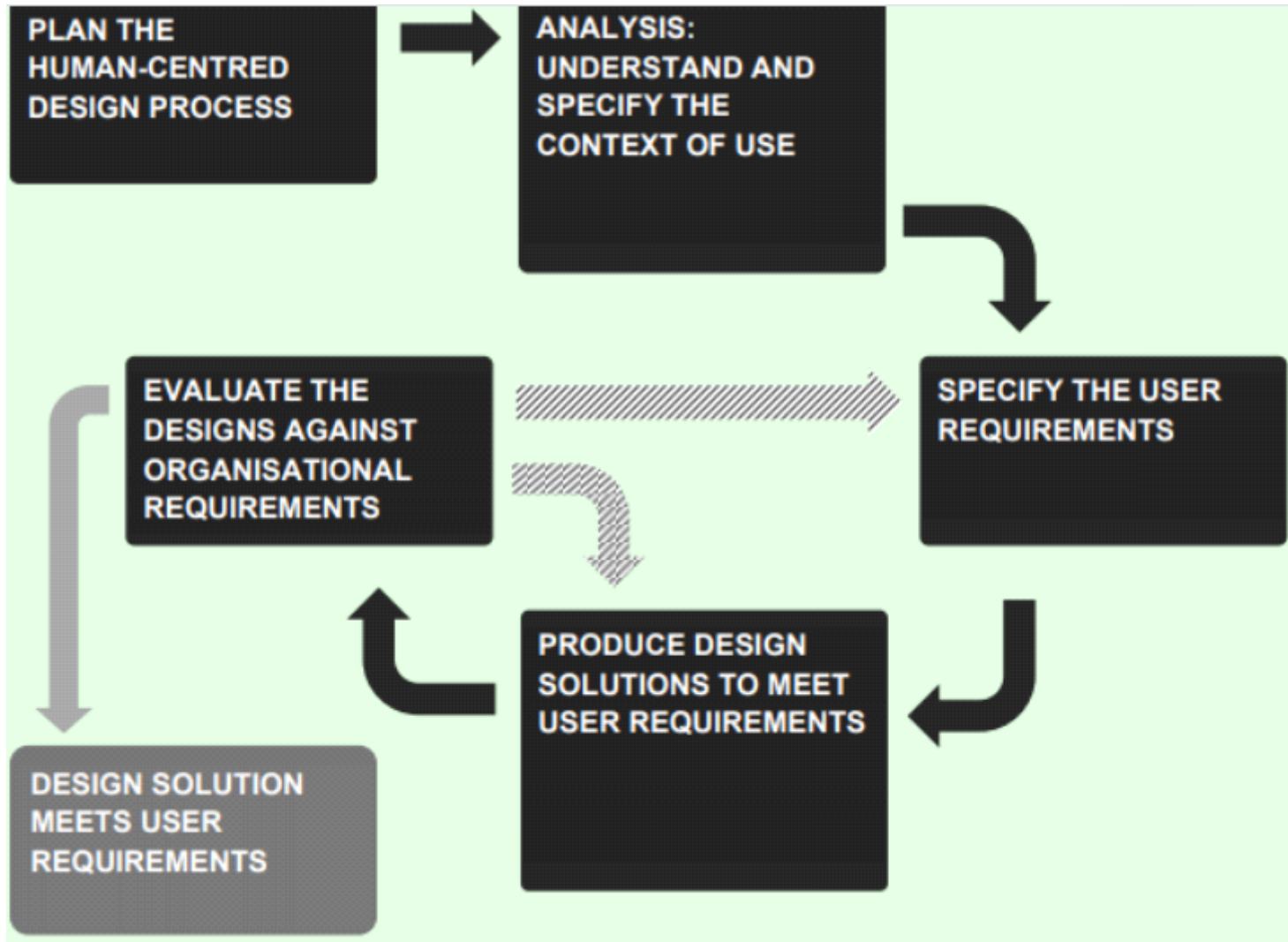
**F-** Book a flight

## Answer:

B, C

## Explanation:

A subtask does not in itself achieve a goal from the user's point of view but is a necessary decision or action to reach the user's goals.

# Question 2

**Question Type: MultipleChoice**

The figure below shows the relationship between human-centred design activities according to ISO 9241 -210. Which two errors does this drawing contain?

PLAN THE HUMAN-CENTRED DESIGN PROCESS

ANALYSIS: UNDERSTAND AND SPECIFY THE CONTEXT OF USE

EVALUATE THE DESIGNS AGAINST ORGANISATIONAL REQUIREMENTS

SPECIFY THE USER REQUIREMENTS

DESIGN SOLUTION MEETS USER REQUIREMENTS

PRODUCE DESIGN SOLUTIONS TO MEET USER REQUIREMENTS

**Options:**

**A-** The activity 'Management approves user requirements' is missing

**B-** The activity 'Create prototypes' is missing

**C-** The activity 'Specify user-centred functions' is missing

**D-** The title 'Specify the user requirements' should be 'Specify the user requirements to meet the context of use'

**E-** One of the grey, hatched arrows denoting iteration is missing

**F-** The title 'Evaluate the designs against organisational requirements' should be 'Evaluate the designs against user requirements'

## Answer:

E, F

# Question 3

**Question Type: MultipleChoice**

Choose three correct statements on the definition of a user survey.

## Options:

**A-** User surveys should be used to evaluate risk assessments and the general risk tolerance of users

**B-** A usability evaluation where users are asked about information for usage in establishing personas

**C-** A usability evaluation where users are asked to report subjective data into a questionnaire based on their experience of using an interactive system.

**D-** User surveys can be used to evaluate users' satisfaction with an interactive system and to gather information on the context of use.

**E-** User surveys are not important in the human-centred design

**F-** User surveys should be developed in accordance with the human-centred design

## Answer:

C, D, F

# Question 4

**Question Type: MultipleChoice**

Which one of the following statements best describes a user group?

## Options:

**A-** A group of users whose personal characteristics and context of use with respect to the interactive system are similar or identical

**B-** A collection of personas whose personal characteristics and context of use with respect to the interactive system are similar or

identical

**C-** Agroup of participants in a usability test whose personal characteristics and context of use with respect to the interactive system are similar or identical

**D-** Agroup of participants in a focus group whose personal characteristics and context of use with respect to the interactive system are similar or identical

**E-** A description of a fictitious but realistic group of users and what they intend to do when using an interactive system

**F-** A description of a group of users and what they want to do when using the interactive system

## Answer:

A

# Question 5

**Question Type:** **MultipleChoice**

The stage FIRST SKETCHES involves - choose four:

## Options:

**A-** Wireframe

**B-** Storyboards

**C-** Low-fidelity prototype

**D-** Information architecture

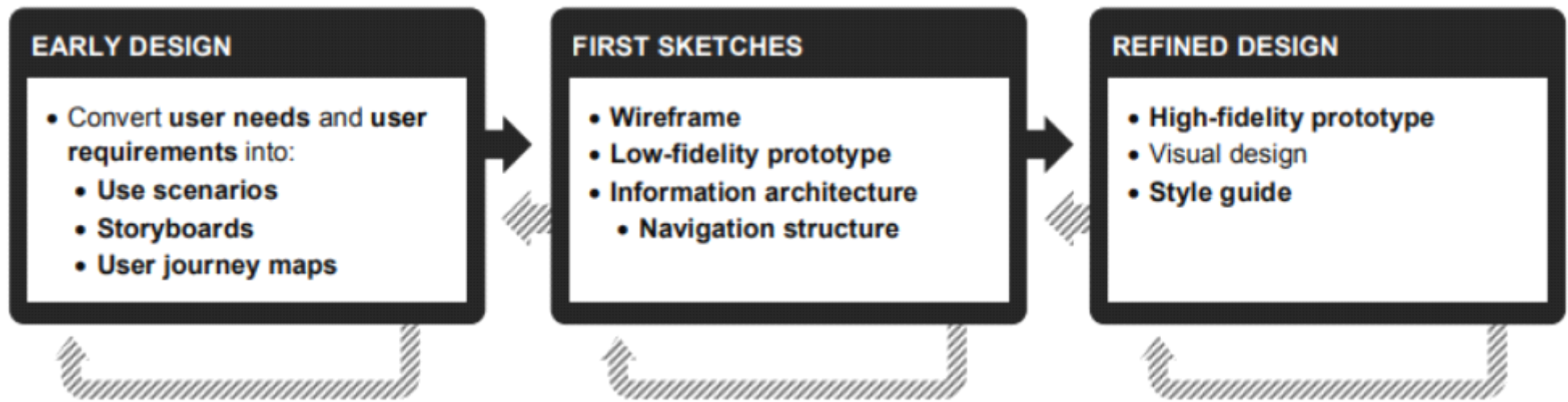**E-** Navigation structure

**F-** Style guide

## Answer:

A, C, D, E

## Explanation:

The purpose of 'Design: produce design solutions to meet user requirements' is to convert user needs and user requirements into a working interactive system - that is, a design solution. Deliverables from the analysis of the context of use, such as user groups, as-is scenarios and personas are also used. The conversion considers dialogue principles, heuristics, style guides and design concepts like affordance and mental models as described in section 6.1. Design patterns are existing design solutions that have been shown to work for users and can therefore be reused in the designs of new interactive systems.

The approach is iterative as indicated by the following diagram:

| EARLY DESIGN | FIRST SKETCHES | REFINED DESIGN |
|---|---|---|
| • Convert **user needs** and **user requirements** into:<br>  • **Use scenarios**<br>  • **Storyboards**<br>  • **User journey maps** | • **Wireframe**<br>• **Low-fidelity prototype**<br>• **Information architecture**<br>  • **Navigation structure** | • **High-fidelity prototype**<br>• Visual design<br>• **Style guide** |

# Question 6

Which three of the following components are part of the user interface of a car for the driver of the car?

**Options:**

**A-** Accelerator

**B-** Number plate

**C-** Gear stick

**D-** Bumper

**E-** Rear-view mirror

**F-** Brake disc

## Answer:

A, C, E

## Explanation:

User interface

All components of an interactive system (software or hardware) that provide information and controls for the user, to allow them to accomplish specific tasks with the interactive system.

Dialogue

An interaction between a user and an interactive system that consists of user actions (input) and responses from the interactive system (output) in order to achieve a goal.

Interactive system

A combination of hardware, software and services that users interact with in order to achieve specific goals. Notes:

1. This includes, where appropriate, packaging, user documentation, on-line help, support and training.

2. Even systems that do not accept input from users are covered by this definition, for example destination boards in an airport or signs in a train station.

# Question 7

**Question Type: MultipleChoice**

16. Alice and Bob have a passion for the theatre. For Bob's birthday, Alice decides to buy them both theatre tickets. She goes online to find and book tickets for a production that she thinks they will both enjoy. After the performance, Alice talks to Bob about the whole experience

1. The online ads that attracted Alice to the website claimed "Buy your tickets in under 60 seconds! Guaranteed!" It took Alice about 5 minutes to buy her tickets. "I couldn't work out how to select my tickets - that made me feel stupid", Alice explains to Bob

2. Alice thought the website looked attractive

3. Once she had selected the tickets, the checkout process seemed easy

4. When Alice and Bob arrived at the theatre, they were told that their printed tickets were not valid; they argued with the usher for ten minutes before someone in the box office confirmed their tickets were genuine and they

were allowed in

5. Alice pre-ordered their interval drinks on the website, as they were offering a 2-for-1 deal. When she went to collect the drinks the barman had no record of her order.

6. The description of the credit card transaction that appeared on Alice's bank account was unintelligible; Alice was only able to work out what the transaction was because she recognised the amount. Which one of the following statements about Alice's user experience of the website is correct?

## Options:

**A-** All issues 1 -6 affect the user experience

**B-** Only issues 2 and 3 affect the user experience

**C-** Only issue 3 affects the user experience

**D-** All issues except 6 affect the user experience

**E-** Only issues 1, 2 and 3 affect the user experience

**F-** None of the issues 1 -6 affect the user experience

## Answer:

A

## Explanation:

Usability is the extent to which an interactive system is effective, efficient and satisfying to use in a specified context of use. An interactive system is effective if it supports what users need to do to reach their goals, and if users can figure out how to do it. An interactive system is efficient if it supports users in carrying out their tasks using as few resources as possible. In most cases, this means that users must be able to complete their tasks quickly. An interactive system is satisfying if it is pleasant to use.

User experience (UX) considers satisfaction before, during and after use (whereas usability considers satisfaction only during use). User experience before use may be influenced by company branding, customer reviews, previous interactions, etc. User experience after use may be influenced by product delivery, post-sales support, recent interactions, etc.