



# Ki



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Quality in use

UPPSALA

UNIVERSITET

Establishing Usability Work  
in a University Context

Complexity

Usability

Project

Lessons

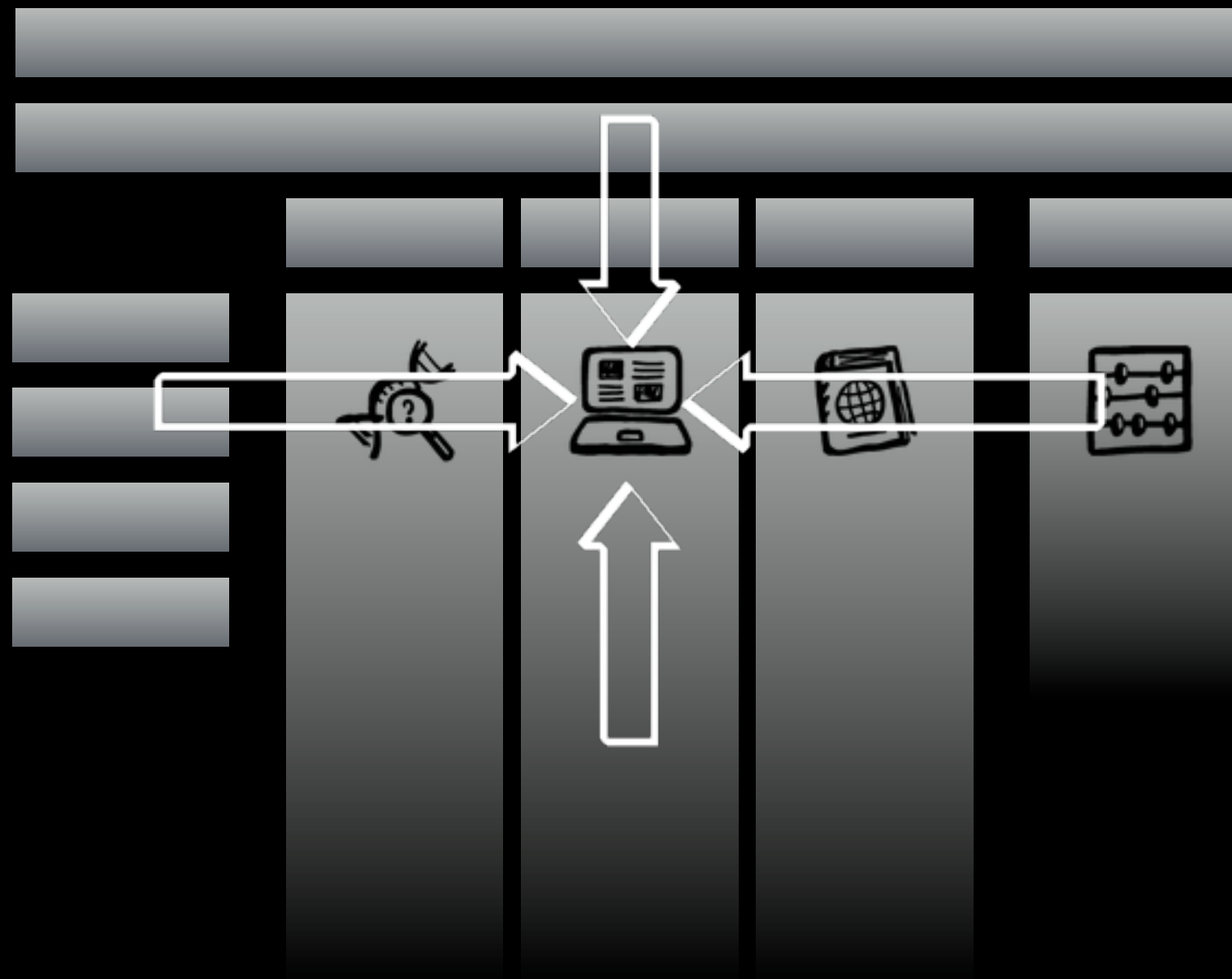
Complexity

Usability

Project

Lessons

Founded in 1477 • 41,000 students  
6,500 employees • € 600 million turnover



# Complexity

# Usability

# Project

# Lessons

Adobe Connect  
AKKA  
Alfred  
Arvodebasen  
Blankettdatabasen  
Backup  
BRUM  
DarkX  
Databasplattform DB2  
Databasplattform Oracle  
Databasplattform SQL-Server  
Disputationskalendern (MF)  
Disputationskalendern  
E-postsystemet  
Easit  
Edgar  
filer.anst.uu.se  
filer.student.uu.se  
Forskningsdatabasen  
emensam webbinloggning  
IS  
uper  
Glue  
stjänsten  
ning eduroam  
abas: Jobb och  
um



Tur och retur  
Unitid  
Uppdok  
UR Access  
Urkund  
UUfind  
UUPlus  
VFU-portalen  
Virtualiseringsplattform  
PowerVM  
Virtualiseringsplattform  
VMWare  
W3D3  
Webbformulär för e-rekrytering  
Webbmail  
www.medfarm.uu.se  
automatisk växeltelefonist  
TimeEdit  
NoCGI  
Sök student  
Delegationsordningen  
Adramatch  
Itella  
Total In  
Russin  
Hänvisnings  
Tele



Complexity

Usability

Project

Lessons

...is not a quick fix

...is not about being friendly to the user

...is often reduced to the user interface



Complexity

Usability

Project

Lessons





Complexity

Usability

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Lessons

[The] extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specific context of use.

ISO 9241-11



Complexity

Usability

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## A User Centered Approach

**The user is the expert** in his/her own work, especially when it comes to details about how and why things are being done in a certain way

*Professor Bengt Sandblad*

Complexity

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## Steering Committee

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### Reference Group

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### Project Group

Åsa Cajander

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Bengt Sandblad

Background

Concept

**Project**

Lessons

2011

2012

2013

2014

Education

Research

Pre-studie

200+

2 studies

Report

4 Open seminars

Networking

Strategy

Complexity

Usability

Project

Lessons

## Results

A Common Ground

A Strong Foundation

## Recommendations

Competence Centre

Commitment

User

Complexity

Usability

Project

Lessons

Activity based research

Good basis for collaboration with the researchers

User focus

Walk the Walk – Build Trust

Timing

...and Endurance

Complexity

Usability

Project

Lessons

# THINGS TAKE TIME

[www.it.uu.se/research/kia](http://www.it.uu.se/research/kia)



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