10 Usability Epiphanies for your Open Source web app.

O'REILLY
OSCON
Open Source Convention

JULY 20–24, 2009
SAN JOSE, CA

Sigurd Magnusson

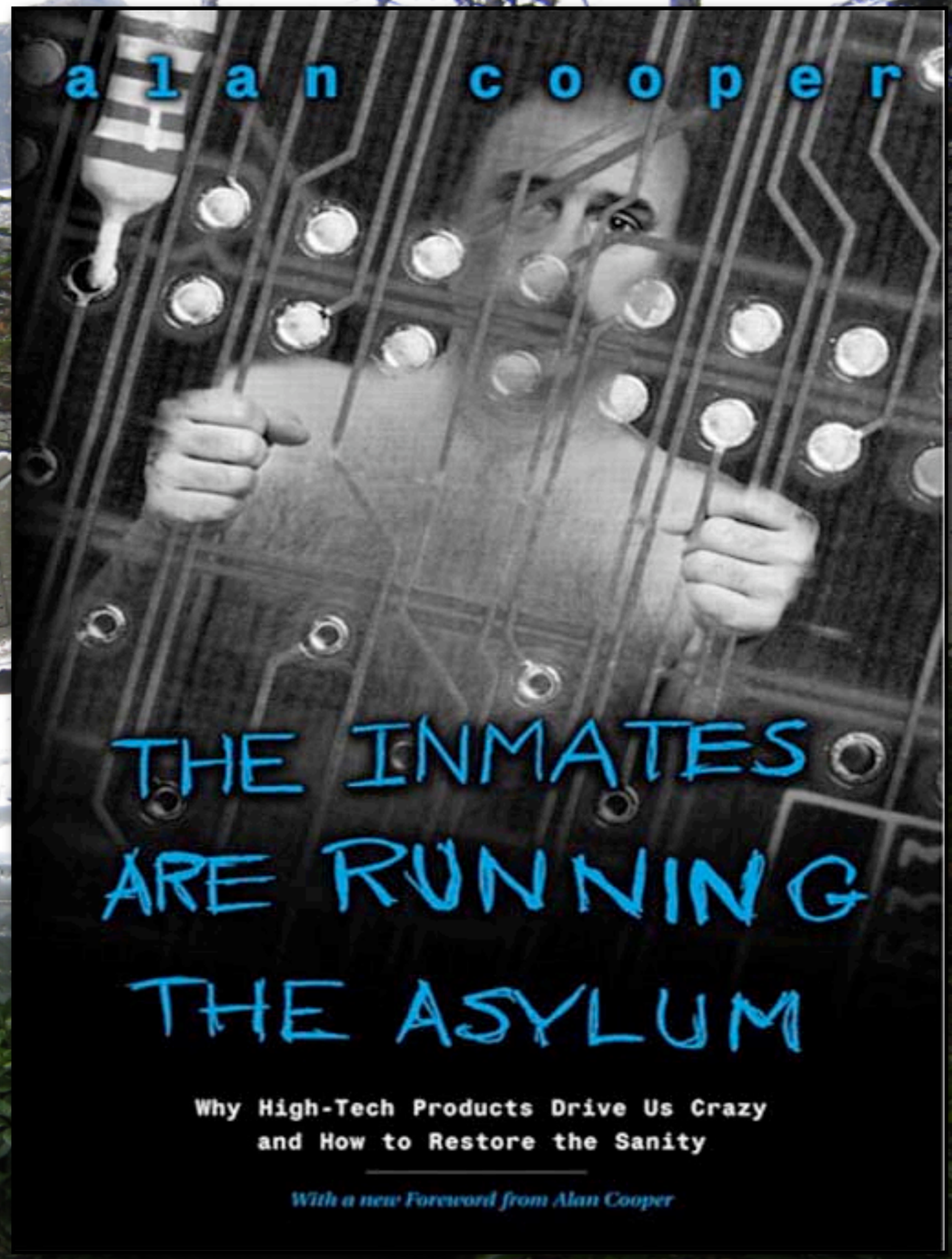
twitter.com/sigurdmagnusson

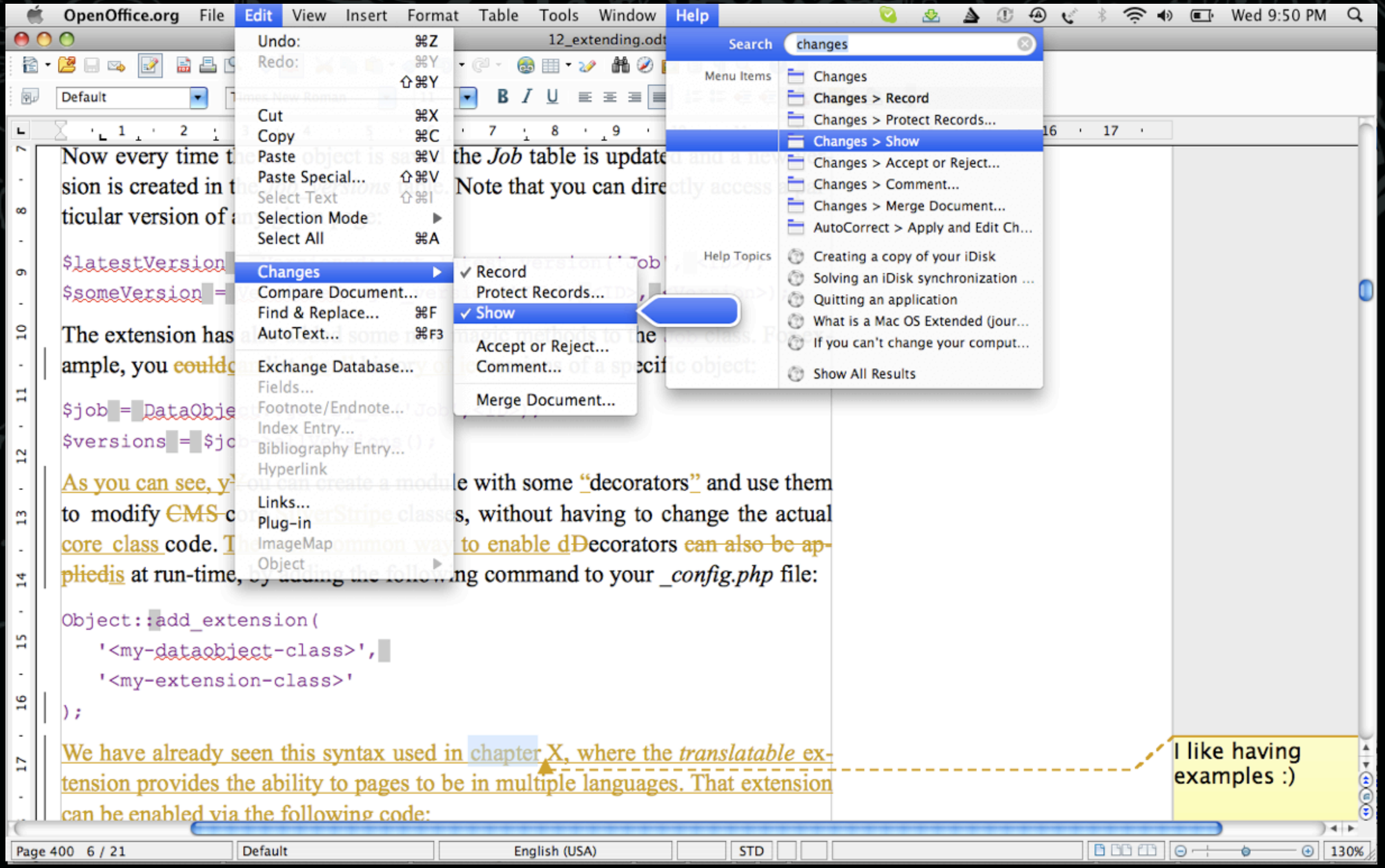
silverstripe

Why care?

ROZO

ROMEO

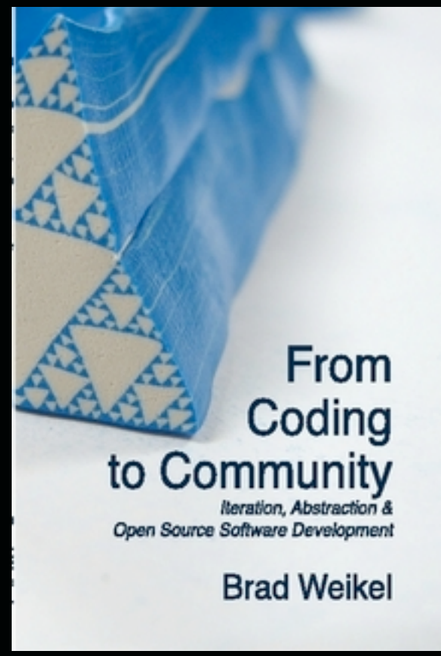


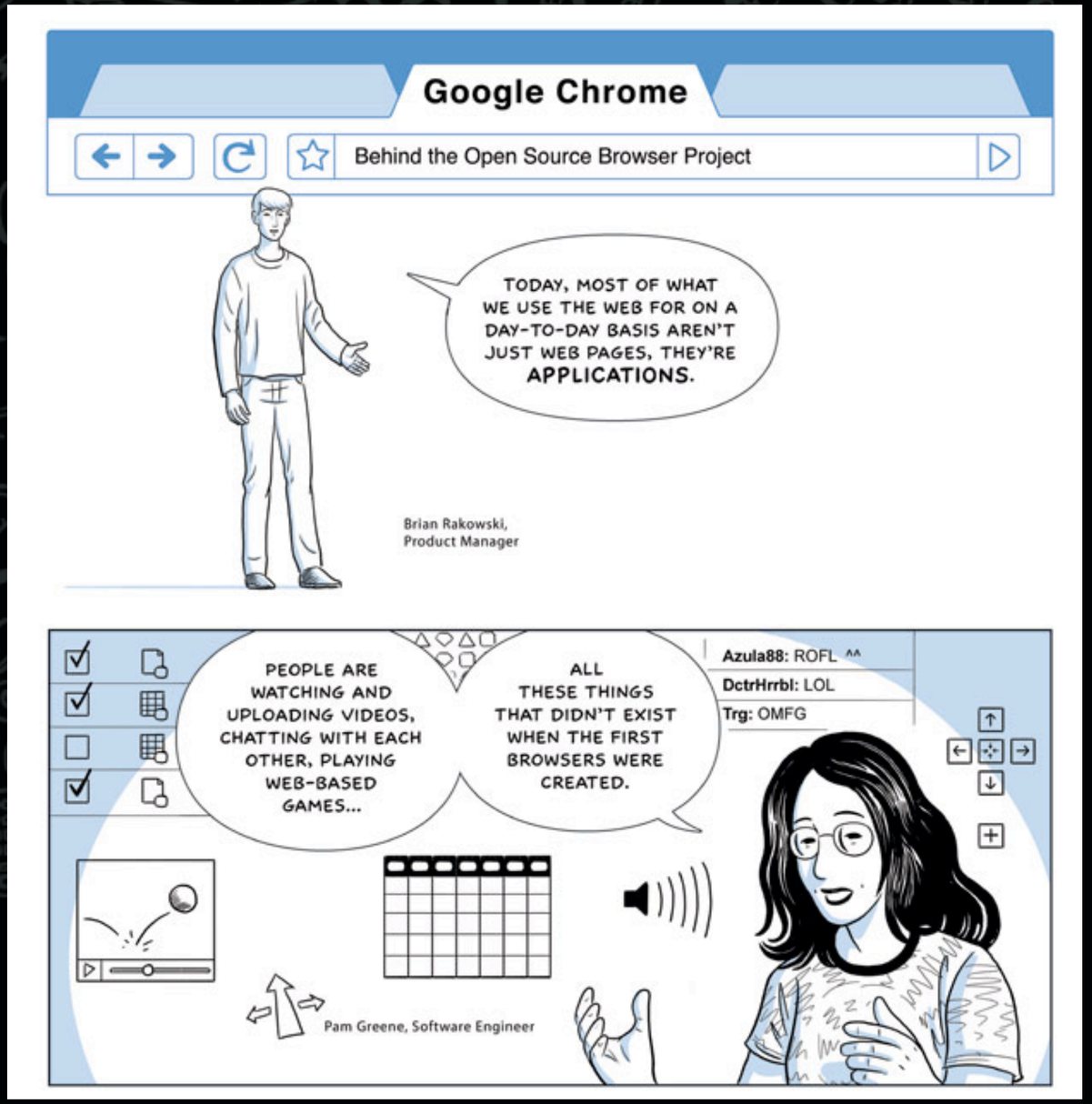

OpenOffice.org File Edit View Insert Format Table Tools Window Help Wed 9:50 PM
12_extending.odt
Undo: ⌘Z
Redo: ⌘Y
⇧⌘Y
Cut ⌘X
Copy ⌘C
Paste ⌘V
Paste Special... ⇧⌘V
Select Text ⇧⌘I
Selection Mode
Select All ⌘A
Changes
Compare Document...
Find & Replace... ⌘F
AutoText... ⌘F3
Exchange Database...
Fields...
Footnote/Endnote...
Index Entry...
Bibliography Entry...
Hyperlink
Links...
Plug-in
ImageMap
Object
Record
Protect Records...
Show
Accept or Reject...
Comment...
Merge Document...
Search changes
Menu Items
Changes
Changes > Record
Changes > Protect Records...
Changes > Show
Changes > Accept or Reject...
Changes > Comment...
Changes > Merge Document...
AutoCorrect > Apply and Edit Ch...
Help Topics
Creating a copy of your iDisk
Solving an iDisk synchronization ...
Quitting an application
What is a Mac OS Extended (jour...
If you can't change your comput...
Show All Results
Now every time t the Job table is update
sion is created in t Note that you can dire
ticular version of
$latestVersion
$someVersion =
The extension has
ample, you could
$job = DataObje
$versions = $jo
As you can see, y e with some "decorators" and use them
to modify CMS c s, without having to change the actual
core class code. T to enable dDecorators can also be ap-
pliedis at run-time, by adding the following command to your _config.php file:
Object::add_extension(
'<my-dataobject-class>',
'<my-extension-class>'
);
We have already seen this syntax used in chapter X, where the translatable ex-
tension provides the ability to pages to be in multiple languages. That extension
can be enabled via the following code:
I like having examples :)
Page 400 6 / 21
Default
English (USA)
STD
130%

Wufoo · Free HTML Form Builder
http://wufoo.com/signup/
Google
WUFOO → Pricing & Signup
Login!
AD INFINITUM
$199.95 per Month
Sign Up!
60 Users
Unlimited Forms
Unlimited Reports
Maximum Fields*
100,000 Entries / Month
10GB Storage
SSL Encryption
Payment Integration
CARPE DIEM
$69.95 per Month
Sign Up!
20 Users
Unlimited Forms
Unlimited Reports
Maximum Fields*
15,000 Entries / Month
3GB Storage
SSL Encryption
Payment Integration
BONA FIDE
$24.95 per Month
Sign Up!
5 Users
Unlimited Forms
Unlimited Reports
Maximum Fields*
3,000 Entries / Month
1GB Storage
SSL Encryption
Payment Integration
AD HOC
$9.95 per Month
Sign Up!
1 User
10 Forms
20 Reports
Maximum Fields*
500 Entries / Month
250MB Storage
GRATIS
FREE!
Sign Up!
1 User
3 Forms
3 Reports
10 Fields
100 Entries / Month
Home · About · Clients · FAQ · Features · Examples · Pricing
What is Wufoo?
Our HTML form builder helps anyone create contact forms, web surveys, and invitations so they can collect the data, registrations and online payments they need without writing a single line of code.
Things to Know
Flexible!
You can upgrade, downgrade or cancel your account at any time.
Secure.
We use the latest hardware and software measures to protect you and your users' data.
Benefits of Paid Plans
Upload Files to your Form
No Advertisements on Confirmation Page
Redirect to any web page after submission
Password protect your Forms and Reports
Overage Charges

T.C.O.

“Making FOSS accessible to the mainstream *[through good usability]* may be the difference between an uphill battle and a downhill battle against proprietary competitors”





CC

http://www.google.com/googlebooks/chrome

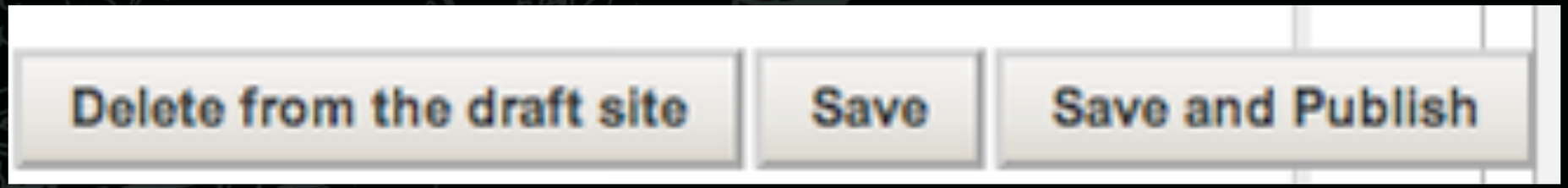
Official Google Blog: Introducing the Google Chrome OS
http://googleblog.blogspot.com/2009/07/introducing-google-chrome-os.html
Google
Official Google Blog: Introducing t...
SEARCH BLOG
FLAG BLOG
Next Blog»
Create Blog | Sign In
The Official Google Blog
Insights from Googlers into our products, technology, and the Google culture.
Search
powered by Google
Site Feed
Google
480K readers
BY FEEDBURNER
Archives
Archives
Introducing the Google Chrome OS
7/07/2009 09:37:00 PM
It's been an exciting nine months since we launched the Google Chrome browser. Already, over 30 million people use it regularly. We designed Google Chrome for people who live on the web — searching for information, checking email, catching up on the news, shopping or just staying in touch with friends. However, the operating systems that browsers run on were designed in an era where there was no web. So today, we're announcing a new project that's a natural extension of Google Chrome — the Google Chrome Operating System. It's our attempt to re-think what operating systems should be.
Google Chrome OS is an open source, lightweight operating system that will initially be targeted at netbooks. Later this year we will open-source its code, and netbooks running Google Chrome OS will be available for consumers in the second half of 2010. Because we're already talking to partners about the project, and we'll soon be working with the open source community, we wanted to share our vision now so everyone understands what we are trying to achieve.
Speed, simplicity and security are the key aspects of Google Chrome OS. We're designing the
More Blogs from Google
Visit our directory for more information about Google blogs.
Sign up to get our posts via email. No more than one message per day.
Subscribe
Delivered by FeedBurner
Done

Why are we here?

1885 Benz

1. Hot Mouseover

Affordance



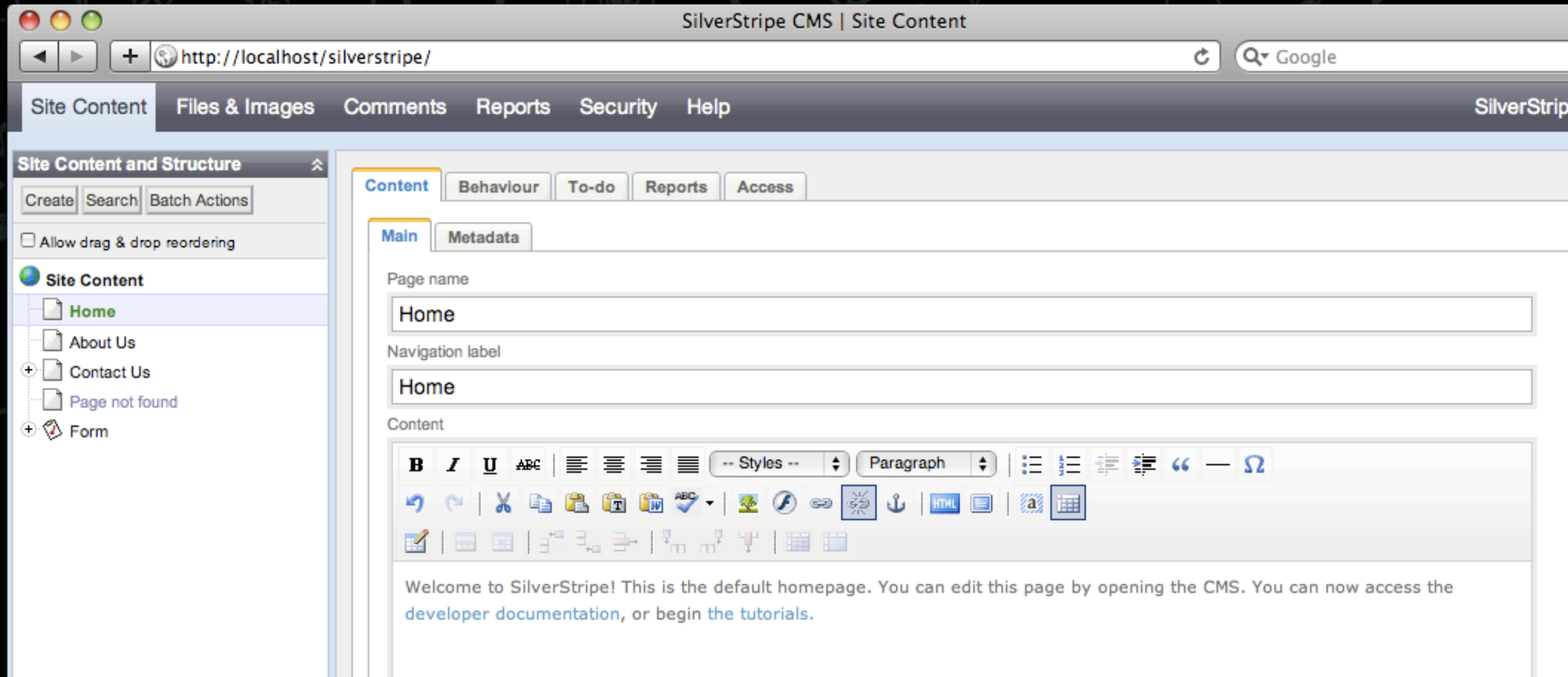
- Suggest how an object may be interacted with
- en.wikipedia.org/wiki/Affordance
- `class="dangerous"`

2. Button vs Link

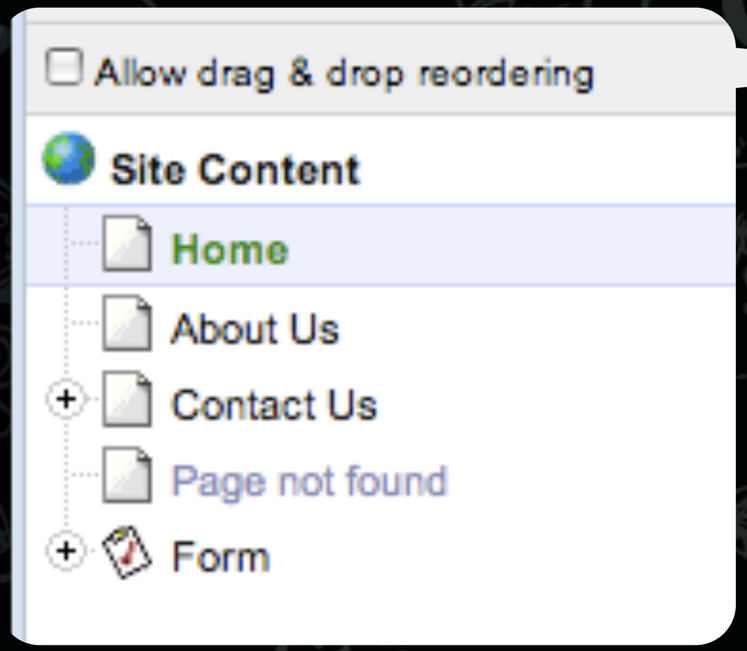
3. Loading Spinners

webscriptlab.com

4. Drag & Drop

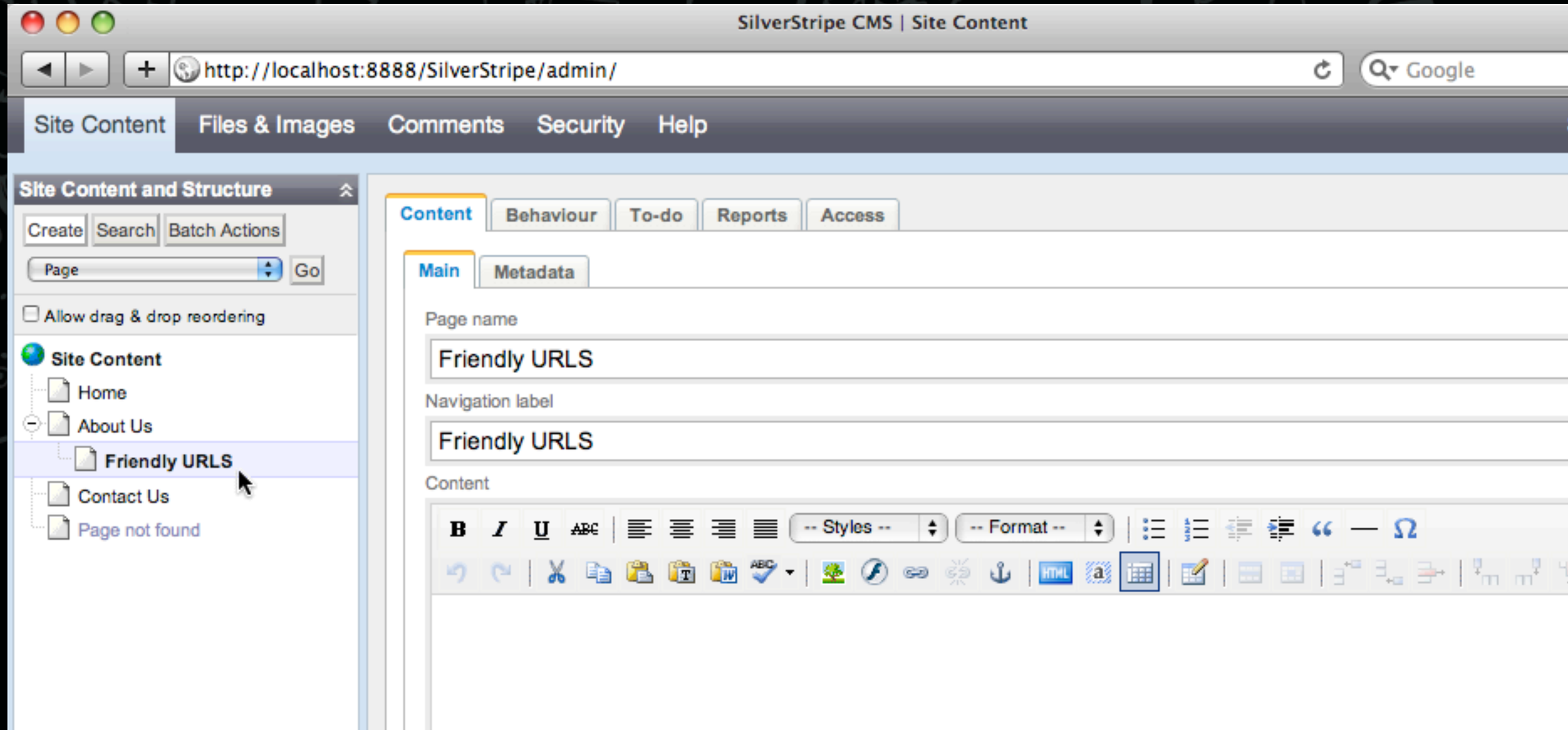

SilverStripe CMS | Site Content
http://localhost/silverstripe/
Google
Site Content
Files & Images
Comments
Reports
Security
Help
SilverStrip
Site Content and Structure
Create
Search
Batch Actions
Allow drag & drop reordering
Site Content
Home
About Us
Contact Us
Page not found
Form
Content
Behaviour
To-do
Reports
Access
Main
Metadata
Page name
Home
Navigation label
Home
Content
-- Styles --
Paragraph
Welcome to SilverStripe! This is the default homepage. You can edit this page by opening the CMS. You can now access the developer documentation, or begin the tutorials.

4. Drag & Drop

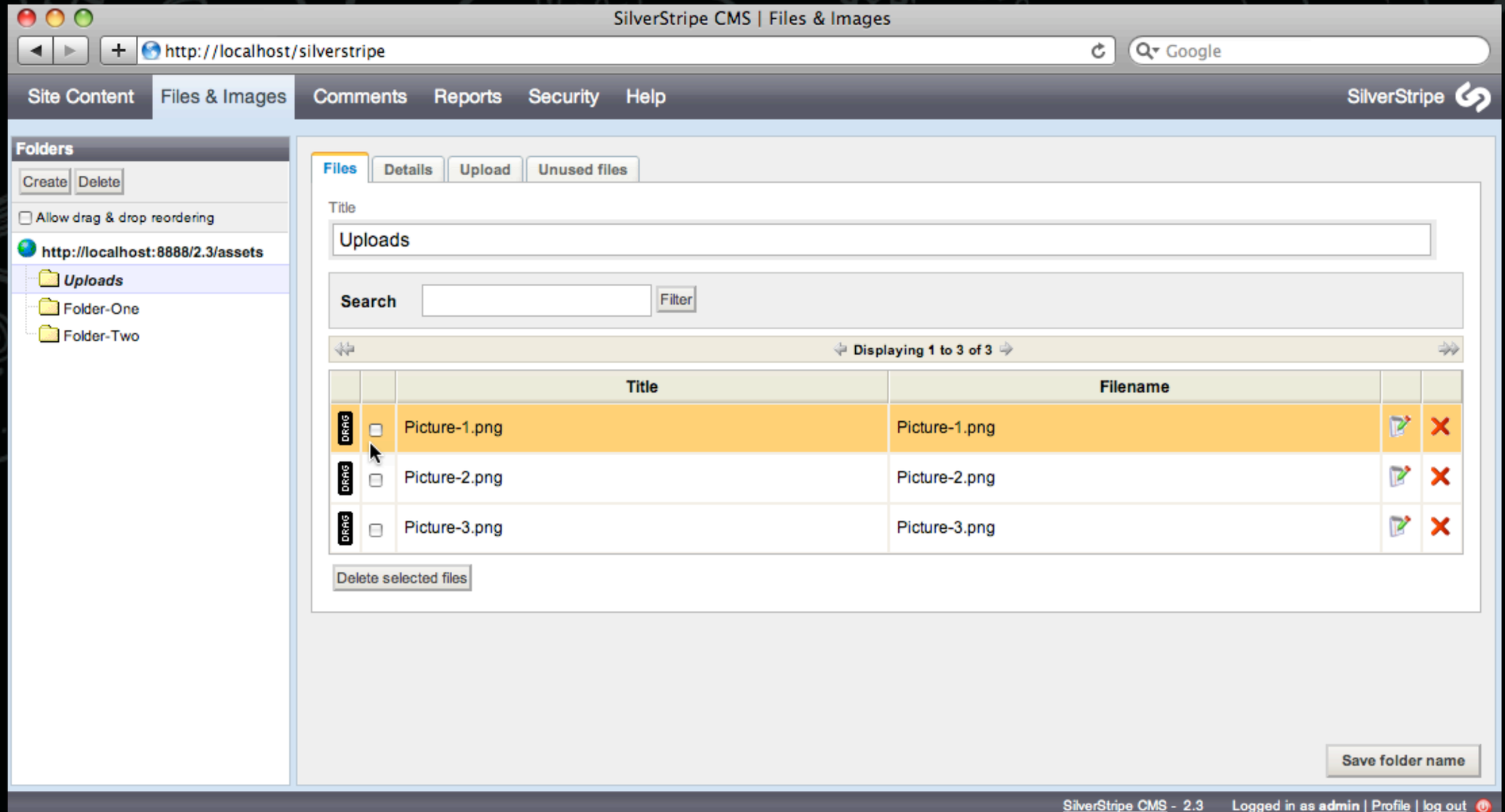


Explains feature, makes it available only when wanted.

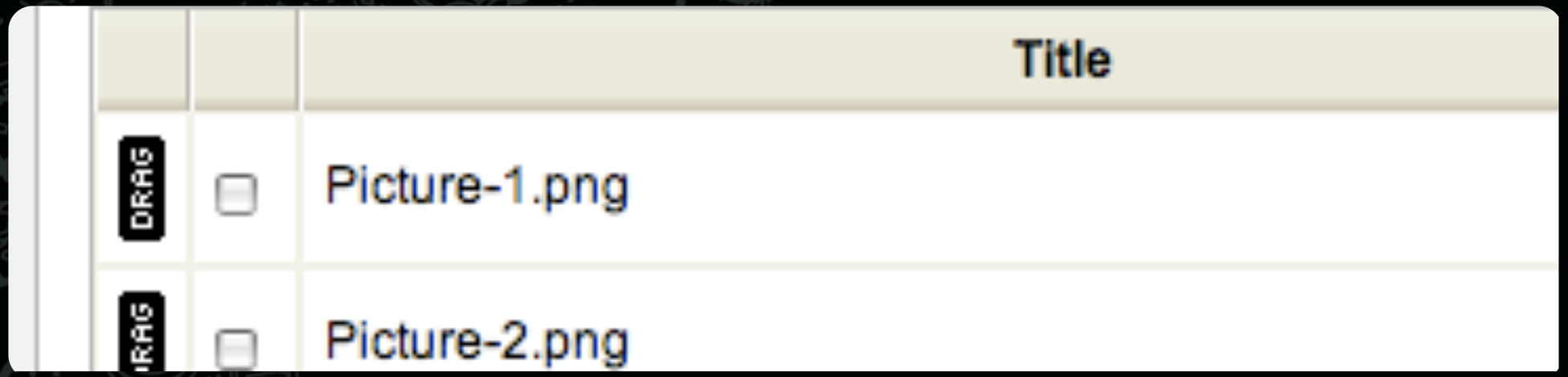
4. Drag & Drop


SilverStripe CMS | Site Content
http://localhost:8888/SilverStripe/admin/
Google
Site Content
Files & Images
Comments
Security
Help
Site Content and Structure
Create
Search
Batch Actions
Page
Go
Allow drag & drop reordering
Site Content
Home
About Us
Friendly URLS
Contact Us
Page not found
Content
Behaviour
To-do
Reports
Access
Main
Metadata
Page name
Friendly URLS
Navigation label
Friendly URLS
Content
-- Styles --
-- Format --

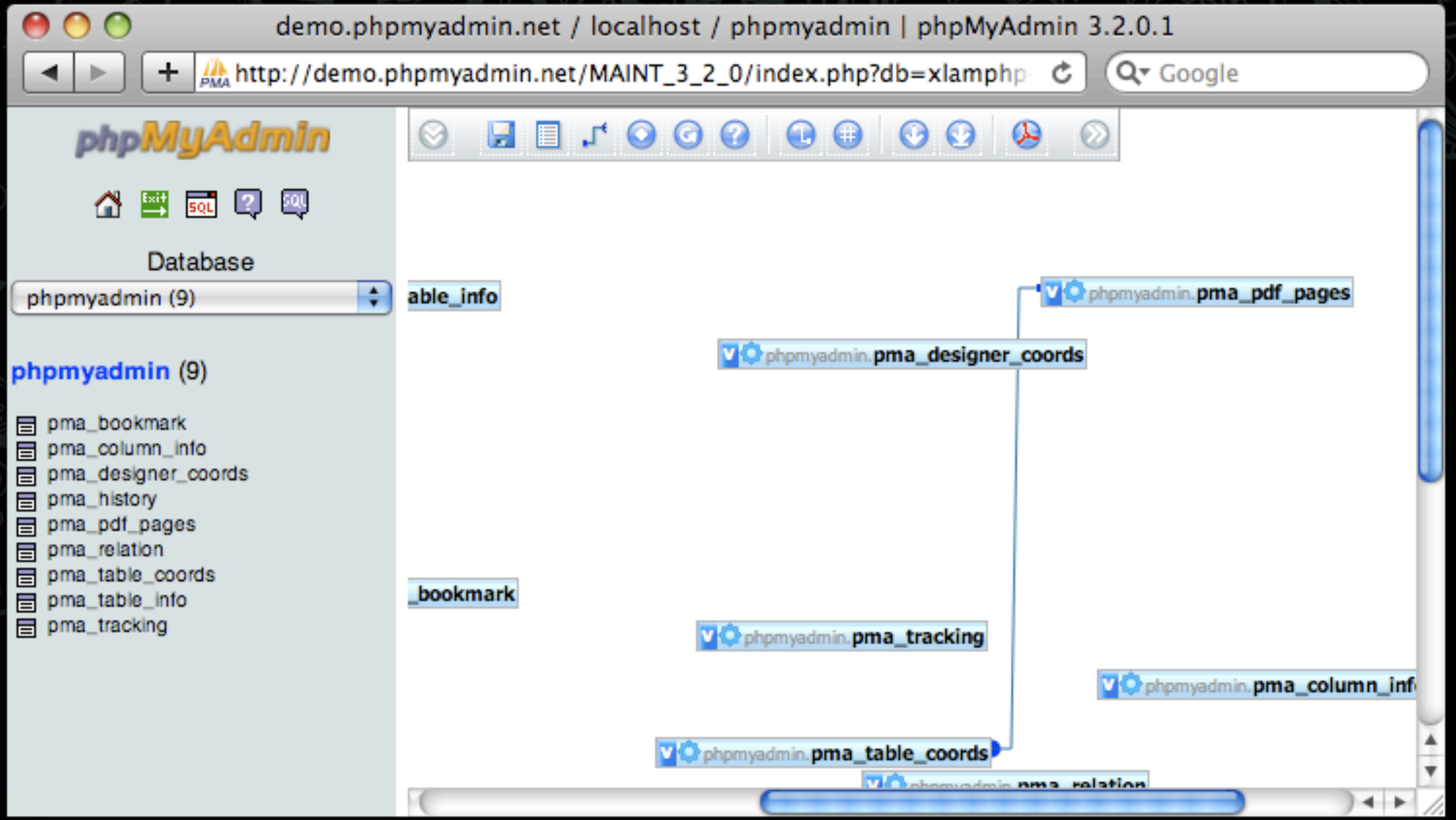
4. Drag & Drop

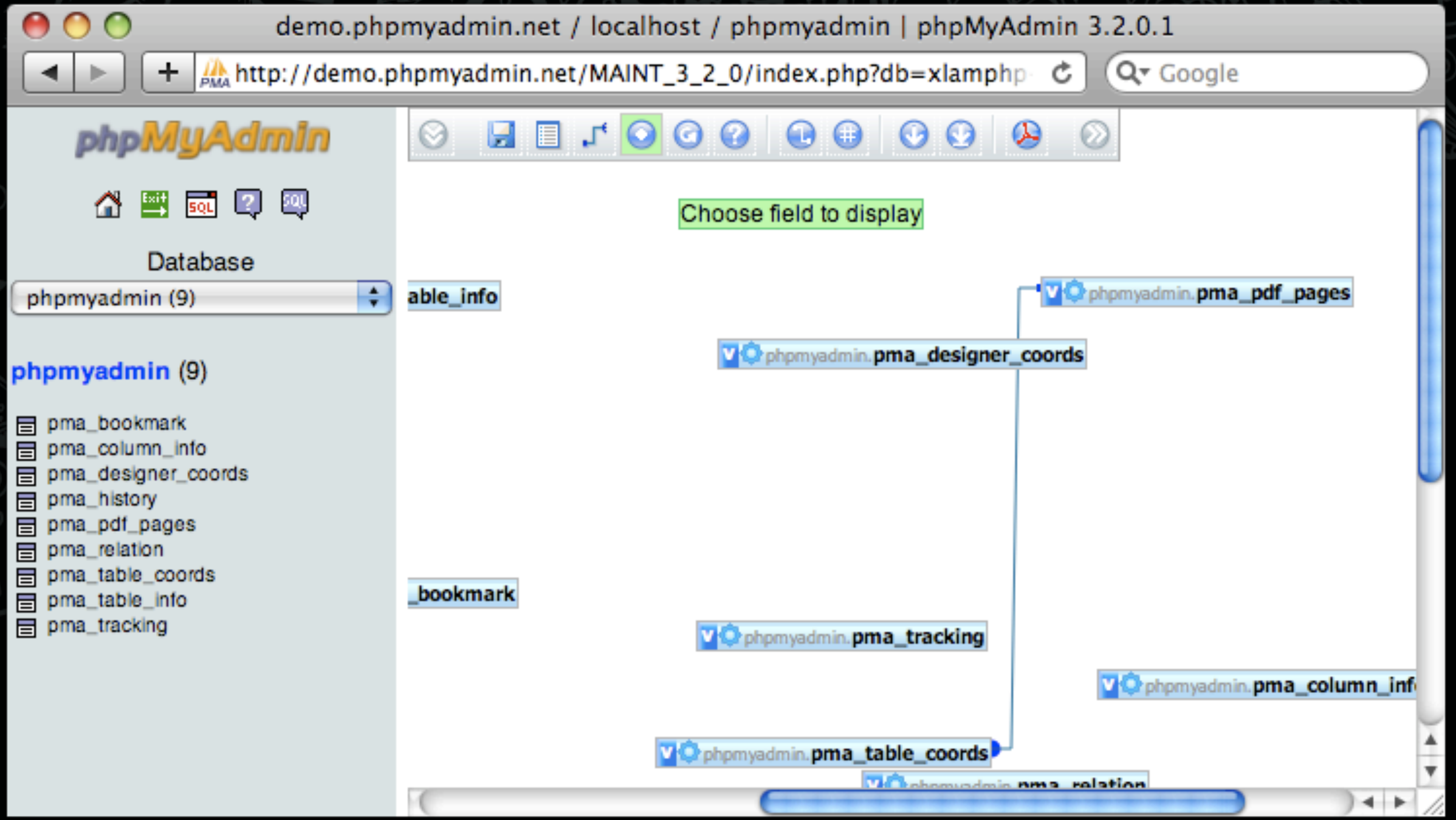

SilverStripe CMS | Files & Images
http://localhost/silverstripe
Google
Site Content
Files & Images
Comments
Reports
Security
Help
SilverStripe
Folders
Create
Delete
Allow drag & drop reordering
http://localhost:8888/2.3/assets
Uploads
Folder-One
Folder-Two
Files
Details
Upload
Unused files
Title
Uploads
Search
Filter
Displaying 1 to 3 of 3
Title
Filename
DRAG
Picture-1.png
Picture-1.png
Picture-2.png
Picture-2.png
Picture-3.png
Picture-3.png
Delete selected files
Save folder name
SilverStripe CMS - 2.3
Logged in as admin | Profile | log out

4. Drag & Drop

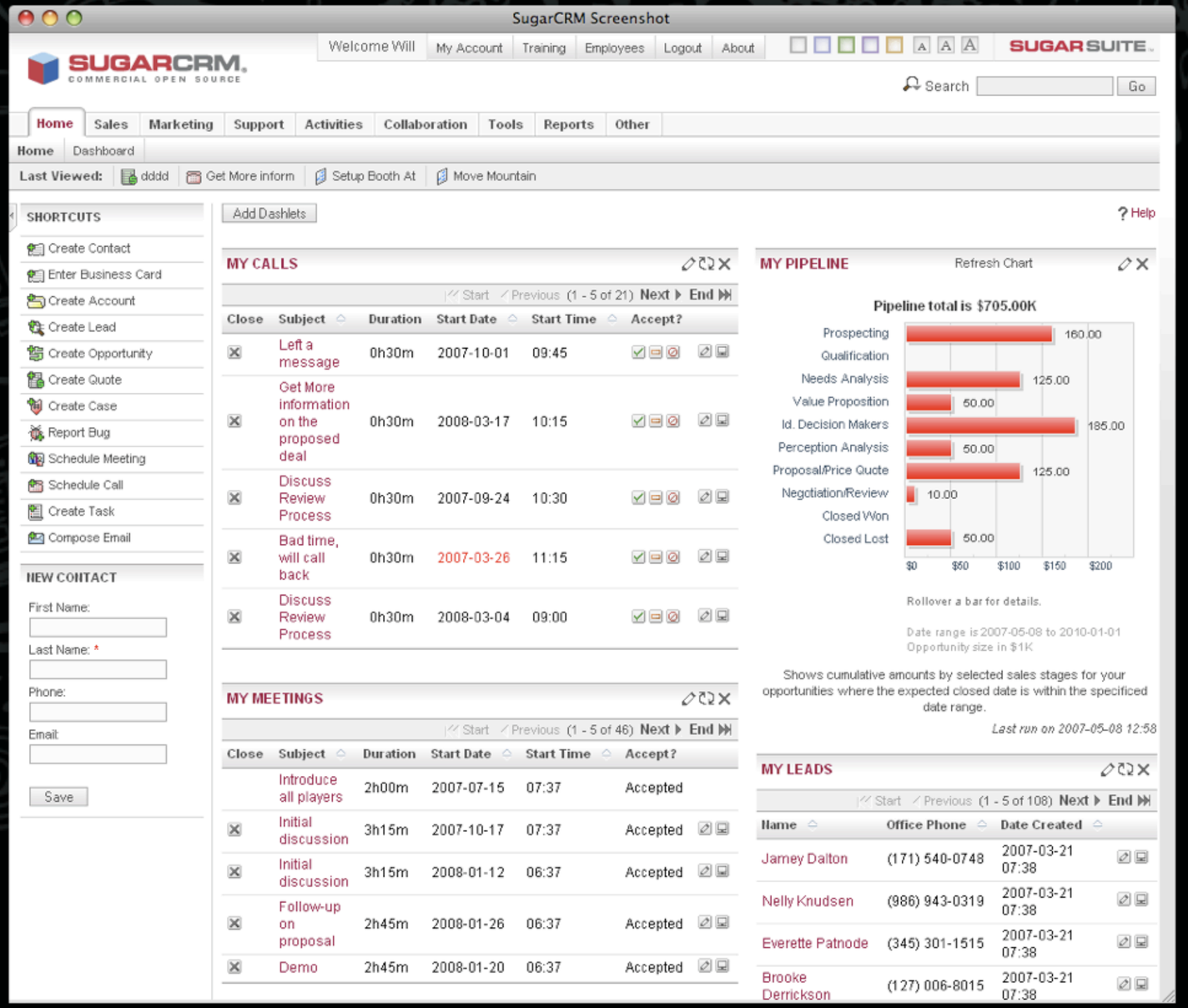


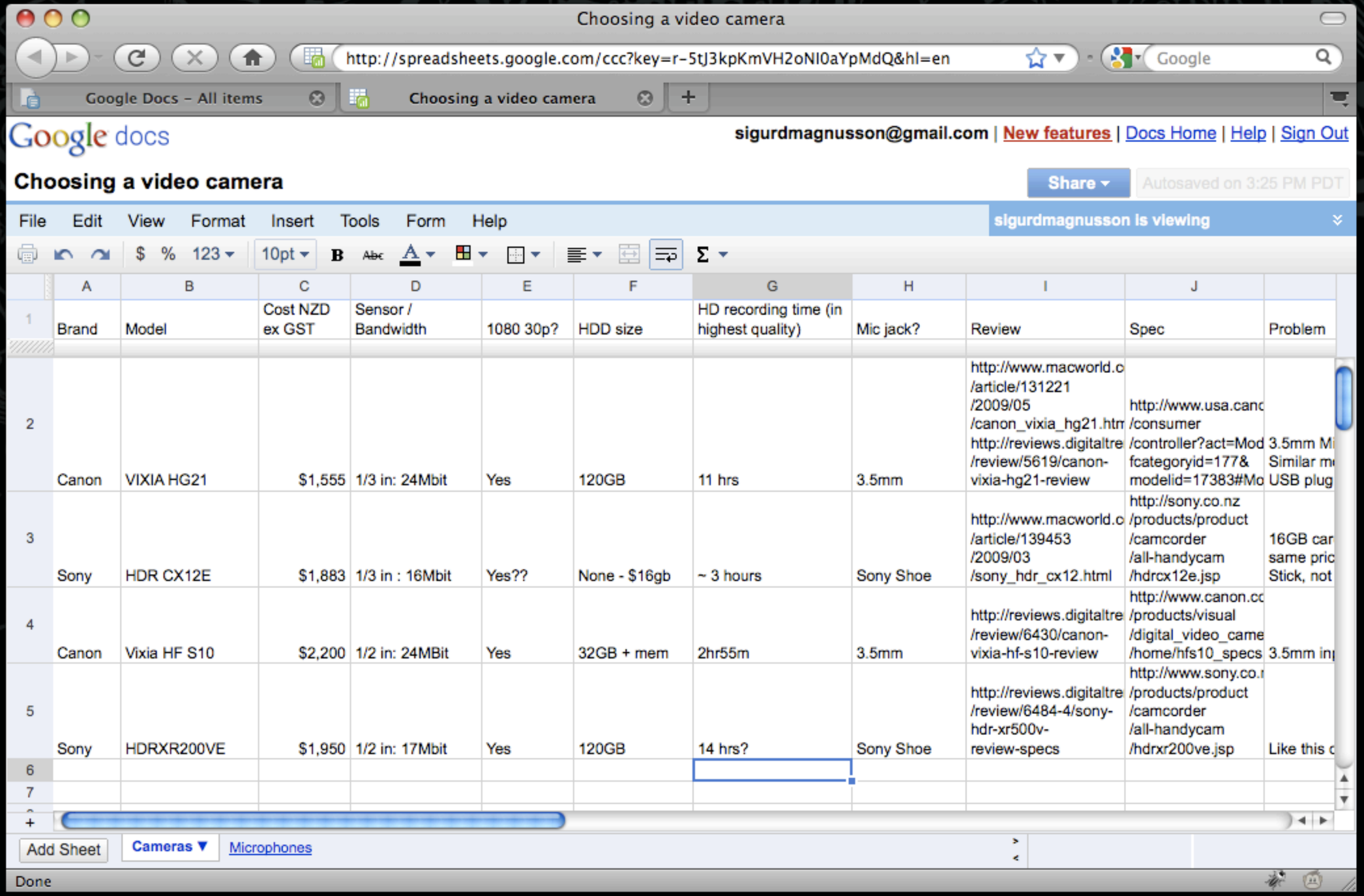
5. Iconitis


demo.phpmyadmin.net / localhost / phpmyadmin | phpMyAdmin 3.2.0.1
http://demo.phpmyadmin.net/MAINT_3_2_0/index.php?db=xlamphp
Google
phpMyAdmin
Database
phpmyadmin (9)
phpmyadmin (9)
pma_bookmark
pma_column_info
pma_designer_coords
pma_history
pma_pdf_pages
pma_relation
pma_table_coords
pma_table_info
pma_tracking
able_info
_bookmark
phpmyadmin.pma_pdf_pages
phpmyadmin.pma_designer_coords
phpmyadmin.pma_tracking
phpmyadmin.pma_column_inf
phpmyadmin.pma_table_coords


demo.phpmyadmin.net / localhost / phpmyadmin | phpMyAdmin 3.2.0.1
http://demo.phpmyadmin.net/MAINT_3_2_0/index.php?db=xlamphp
Google
phpMyAdmin
Database
phpmyadmin (9)
phpmyadmin (9)
pma_bookmark
pma_column_info
pma_designer_coords
pma_history
pma_pdf_pages
pma_relation
pma_table_coords
pma_table_info
pma_tracking
Choose field to display
able_info
_bookmark
phpmyadmin.pma_pdf_pages
phpmyadmin.pma_designer_coords
phpmyadmin.pma_tracking
phpmyadmin.pma_column_inf
phpmyadmin.pma_table_coords

6. Too many steps?


SugarCRM Screenshot
SUGARCRM
COMMERCIAL OPEN SOURCE
Welcome Will
My Account
Training
Employees
Logout
About
SUGARSUITE
Search
Go
Home
Sales
Marketing
Support
Activities
Collaboration
Tools
Reports
Other
Home
Dashboard
Last Viewed:
dddd
Get More inform
Setup Booth At
Move Mountain
SHORTCUTS
Create Contact
Enter Business Card
Create Account
Create Lead
Create Opportunity
Create Quote
Create Case
Report Bug
Schedule Meeting
Schedule Call
Create Task
Compose Email
NEW CONTACT
First Name:
Last Name: *
Phone:
Email:
Save
Add Dashlets
Help
MY CALLS
Start
Previous
(1 - 5 of 21)
Next
End
Close
Subject
Duration
Start Date
Start Time
Accept?
Left a message
0h30m
2007-10-01
09:45
Get More information on the proposed deal
0h30m
2008-03-17
10:15
Discuss Review Process
0h30m
2007-09-24
10:30
Bad time, will call back
0h30m
2007-03-26
11:15
Discuss Review Process
0h30m
2008-03-04
09:00
MY MEETINGS
Start
Previous
(1 - 5 of 46)
Next
End
Close
Subject
Duration
Start Date
Start Time
Accept?
Introduce all players
2h00m
2007-07-15
07:37
Accepted
Initial discussion
3h15m
2007-10-17
07:37
Accepted
Initial discussion
3h15m
2008-01-12
06:37
Accepted
Follow-up on proposal
2h45m
2008-01-26
06:37
Accepted
Demo
2h45m
2008-01-20
06:37
Accepted
MY PIPELINE
Refresh Chart
Pipeline total is $705.00K
Prospecting
Qualification
Needs Analysis
Value Proposition
Id. Decision Makers
Perception Analysis
Proposal/Price Quote
Negotiation/Review
Closed Won
Closed Lost
160.00
125.00
50.00
185.00
50.00
125.00
10.00
50.00
$0
$50
$100
$150
$200
Rollover a bar for details.
Date range is 2007-05-08 to 2010-01-01
Opportunity size in $1K
Shows cumulative amounts by selected sales stages for your opportunities where the expected closed date is within the specified date range.
Last run on 2007-05-08 12:58
MY LEADS
Start
Previous
(1 - 5 of 108)
Next
End
Name
Office Phone
Date Created
Jamey Dalton
(171) 540-0748
2007-03-21 07:38
Nelly Knudsen
(986) 943-0319
2007-03-21 07:38
Everette Patnode
(345) 301-1515
2007-03-21 07:38
Brooke Derrickson
(127) 006-8015
2007-03-21 07:38



	A	B	C	D	E	F	G	H	I	J	
1	Brand	Model	Cost NZD ex GST	Sensor / Bandwidth	1080 30p?	HDD size	HD recording time (in highest quality)	Mic jack?	Review	Spec	Problem
2	Canon	VIXIA HG21	$1,555	1/3 in: 24Mbit	Yes	120GB	11 hrs	3.5mm	http://www.macworld.c /article/131221 /2009/05 /canon_vixia_hg21.htm http://reviews.digitaltre /review/5619/canon-vixia-hg21-review	http://www.usa.canc /consumer /controller?act=Mod fcategoryid=177& modelid=17383#Mo	3.5mm Mi Similar m USB plug
3	Sony	HDR CX12E	$1,883	1/3 in : 16Mbit	Yes??	None - $16gb	~ 3 hours	Sony Shoe	http://www.macworld.c /article/139453 /2009/03 /sony_hdr_cx12.html	http://sony.co.nz /products/product /camcorder /all-handycam /hdrcx12e.jsp	16GB car same pric Stick, not
4	Canon	Vixia HF S10	$2,200	1/2 in: 24MBit	Yes	32GB + mem	2hr55m	3.5mm	http://reviews.digitaltre /review/6430/canon-vixia-hf-s10-review	http://www.canon.cc /products/visual /digital_video_came /home/hfs10_specs	3.5mm in
5	Sony	HDRXR200VE	$1,950	1/2 in: 17Mbit	Yes	120GB	14 hrs?	Sony Shoe	http://reviews.digitaltre /review/6484-4/sony-hdr-xr500v-review-specs	http://www.sony.co. /products/product /camcorder /all-handycam /hdrxr200ve.jsp	Like this c
6											
7											

Grid with RowEditor Example

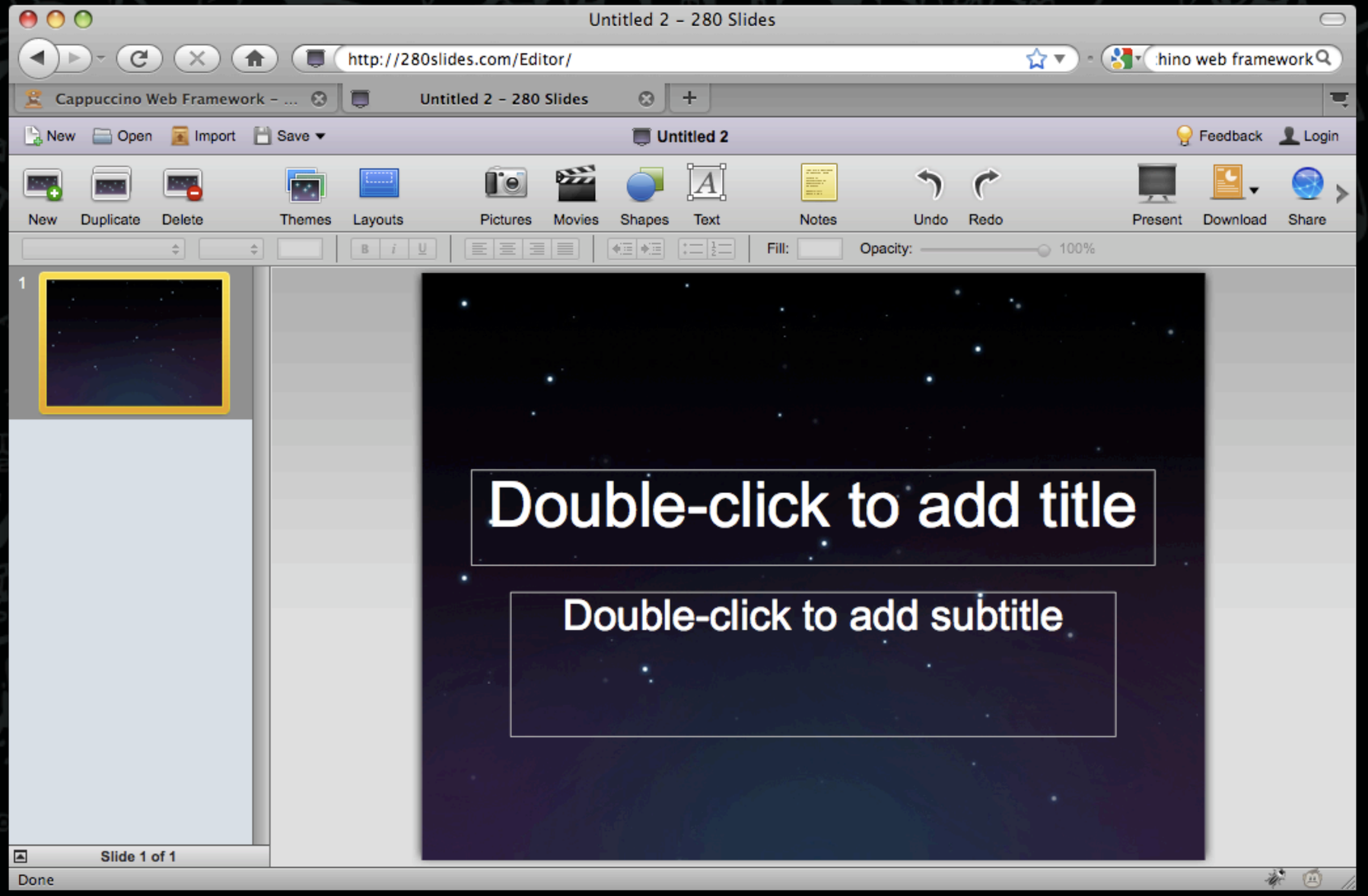
http://extjs.com/deploy/dev/examples/grid/row-editor.html

Google

Employee Salary by Month

Add Employee | Remove Employee

	First Name	Email	Start Date	Salary	Active
1	Bill Wilson	bill.wilson@exttest.com	05/06/2009	$35,000.00	Yes
2	Bob Black	bob.black@exttest.com	07/22/2008	$80,000.00	Yes
3	Bob Smith	bob.smith@exttest.com	06/06/2007	$63,000.00	Yes
4	Bob Williams	bob.williams@exttest.com	01/05/2009	$55,000.00	Yes
5	Chris Jones	chris.jones@exttest.com	09/07/2007	$68,000.00	Yes
6	Chris Smith	chris.smith@exttest.com	11/13/2007	$82,000.00	Yes
7	Chris Vee	chris.vee@exttest.com	09/01/2008	$55,000.00	Yes
8	Chris Wilson	chris.wilson@exttest.com	12/04/2007	$65,000.00	Yes
9	Fred Foot	fred.foot@exttest.com	12/28/2008	$67,000.00	Yes
10	Fred Lee	fred.lee@exttest.com	02/18/2009	$47,000.00	Yes
11	Fred Little	fred.little@exttest.com	01/08/2009	$43,000.00	Yes
12	Jack Foot	jack.foot@exttest.com	06/08/2009	$69,000.00	Yes
13	Jack Johnson	jack.johnson@exttest.com	05/03/2007	$39,000.00	Yes
14	Jack Jones	jack.jones@exttest.com	06/27/2007	$82,000.00	Yes
15	Jack Smith	jack.smith@exttest.com	02/03/2009	$39,000.00	Yes


Untitled 2 – 280 Slides
http://280slides.com/Editor/
hino web framework
Cappuccino Web Framework – ...
Untitled 2 – 280 Slides
New
Open
Import
Save
Untitled 2
Feedback
Login
New
Duplicate
Delete
Themes
Layouts
Pictures
Movies
Shapes
Text
Notes
Undo
Redo
Present
Download
Share
Fill:
Opacity:
100%
1
Double-click to add title
Double-click to add subtitle
Slide 1 of 1
Done

The Yahoo! User Interface Library (YUI)

http://developer.yahoo.com/yui/

yahoo user interface library

Developer Network Home | Help

Site Search: Search

YAHOO! DEVELOPER NETWORK

The Yahoo! User Interface Library (YUI)

Yahoo! UI Library

- Home
- YUIBlog
- YUI Discussion Forum
- YUI on GitHub
- API Documentation
- YUI Examples Gallery
- Community & Contributions
- Powered by YUI
- YUI Theater
- YUI License
- YUI 3.0.0 Beta

YUI Articles

- YUI FAQ
- Bug Reports/Feature Requests
- Building Custom Widgets
- Configuration and Hosting
- Graded Browser Support
- Skinning YUI
- YUI Roadmap

YUI Components

- Animation
- AutoComplete
- Browser History Manager
- Button

The Yahoo! User Interface Library (YUI)

The YUI Library is a set of utilities and controls, written in JavaScript, for building richly interactive web applications using techniques such as DOM scripting, DHTML and AJAX. YUI is available under a BSD license and is free for all uses. The YUI project includes the YUI Library and two build-time tools: YUI Compressor (minification) and YUI Doc (documentation engine for JavaScript code).

Download YUI

Download YUI version 2.7.0, including full API documentation and more than 300 functional examples from YUILibrary.com.

A beta release of YUI's next-generation 3.x codeline is also available. YUI 3 has been in development for more than a year, and we look forward to your feedback as we prepare this new codeline for a GA release in the coming months.

The library's developers blog at the YUI Blog and the YUI Library community exchanges ideas at YDN-JavaScript on Yahoo! Groups.

Using YUI:

- FAQ
- Getting Started
- Licensing
- Cheat Sheets
- Support & Community
- Filing Bugs & Feature Requests

YUI Core:

- The YAHOO Global Object (base requirement for all YUI components)
- DOM Collection (convenience methods for DOM interactions)

YUI Library Controls/Widgets:

- AutoComplete
- Button
- Calendar
- Carousel BETA
- Charts [experimental]
- Color Picker

YUI Theater RSS [more videos]

Satyen Desai — "YUI 3: Design Goals and Architecture"

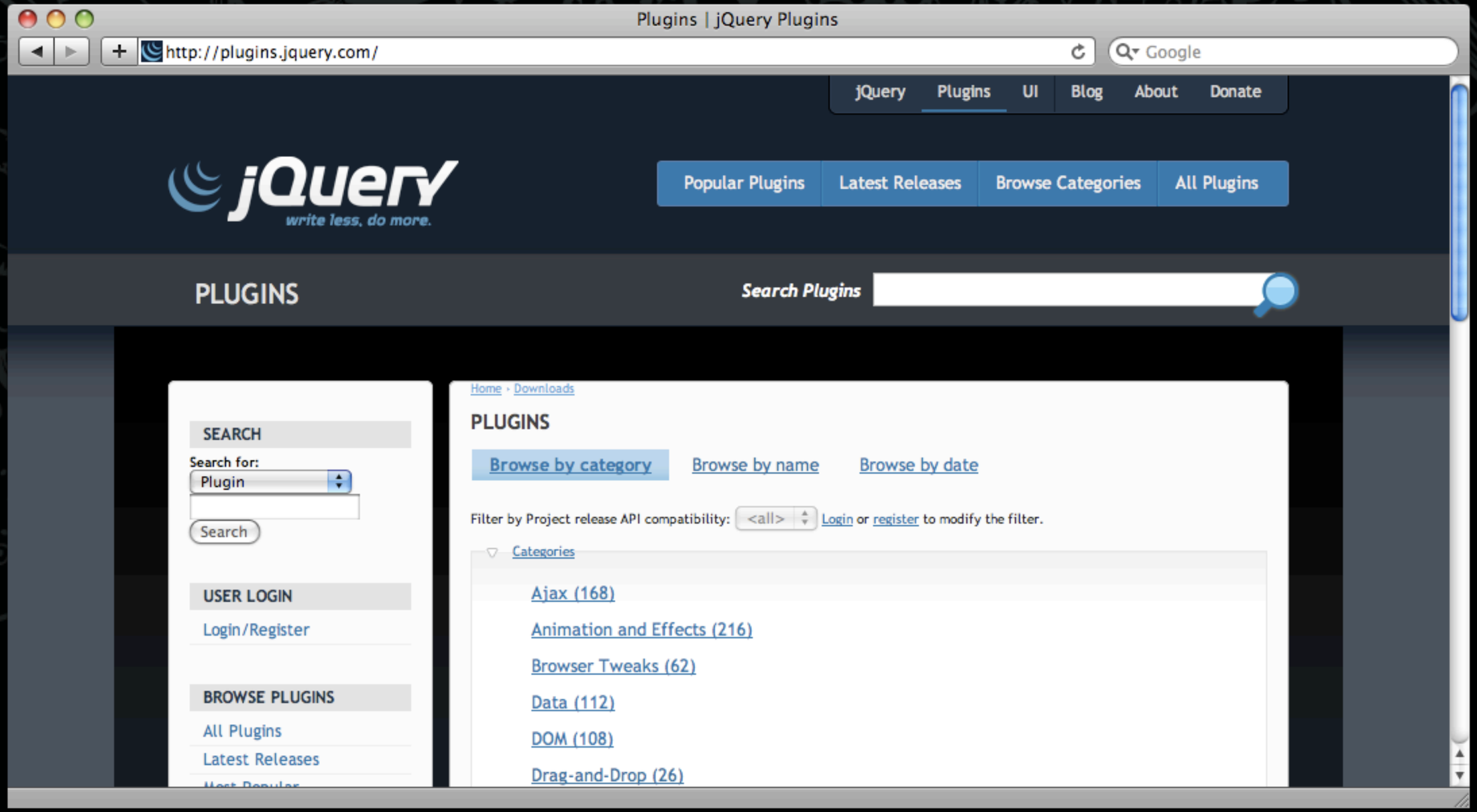
YUI senior engineer Satyen Desai takes you on a detailed tour of the key architectural changes upcoming in YUI 3. (This video is also available in high-resolution.)

Yahoo! User Interface Blog RSS

In the Wild for July 17, 2009

Eric Miraglia 07/17/09 11:05:39

Display a menu for "http://yuilibrary.com/forum/viewforum.php?f=15"


Plugins | jQuery Plugins
http://plugins.jquery.com/
Google
jQuery
Plugins
UI
Blog
About
Donate
jQuery
write less, do more.
Popular Plugins
Latest Releases
Browse Categories
All Plugins
PLUGINS
Search Plugins
SEARCH
Search for:
Plugin
Search
USER LOGIN
Login/Register
BROWSE PLUGINS
All Plugins
Latest Releases
Home › Downloads
PLUGINS
Browse by category
Browse by name
Browse by date
Filter by Project release API compatibility:
<all>
Login or register to modify the filter.
Categories
Ajax (168)
Animation and Effects (216)
Browser Tweaks (62)
Data (112)
DOM (108)
Drag-and-Drop (26)

7. Choose your choices

SourceForge.net: Software Map

http://sourceforge.net/softwaremap/trove_list.php?form_cat=243

Google

- Education (12485)
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  - WWW/HTTP (38295)
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    - Site Management (7425)
      - Link Checking (445)
    - Social Bookmarking (51)
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- Office/Business (23776)
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Find Site Management Software

Results 1 – 10 of 5560 Display: Detail Images Filters View: 10

Project Name	Rank	Activity	Registered	Latest File	Downloads
MindTouch (frmly deki wiki)	27	99.99%	2006-07-24	2009-07-15	482,991

MindTouch is an enterprise wiki and collaborative portal. Easily connect people, systems, web services, and Web 2.0 applications for enterprise automation, mashups and superlative wiki collaboration. RESTful wiki, Services wiki (WOA), Programmable wiki.

Topic: Site Management, Frameworks, Enterprise, Text Editors, Wiki

Download Now!

IWThemes	77	99.97%	2009-06-30	2009-07-12	4,507

IWThemes is an implementation of innovative methods in the development of qualitative themes and templates for WordPress publishing platform.

Topic: Site Management, Dynamic Content, Design

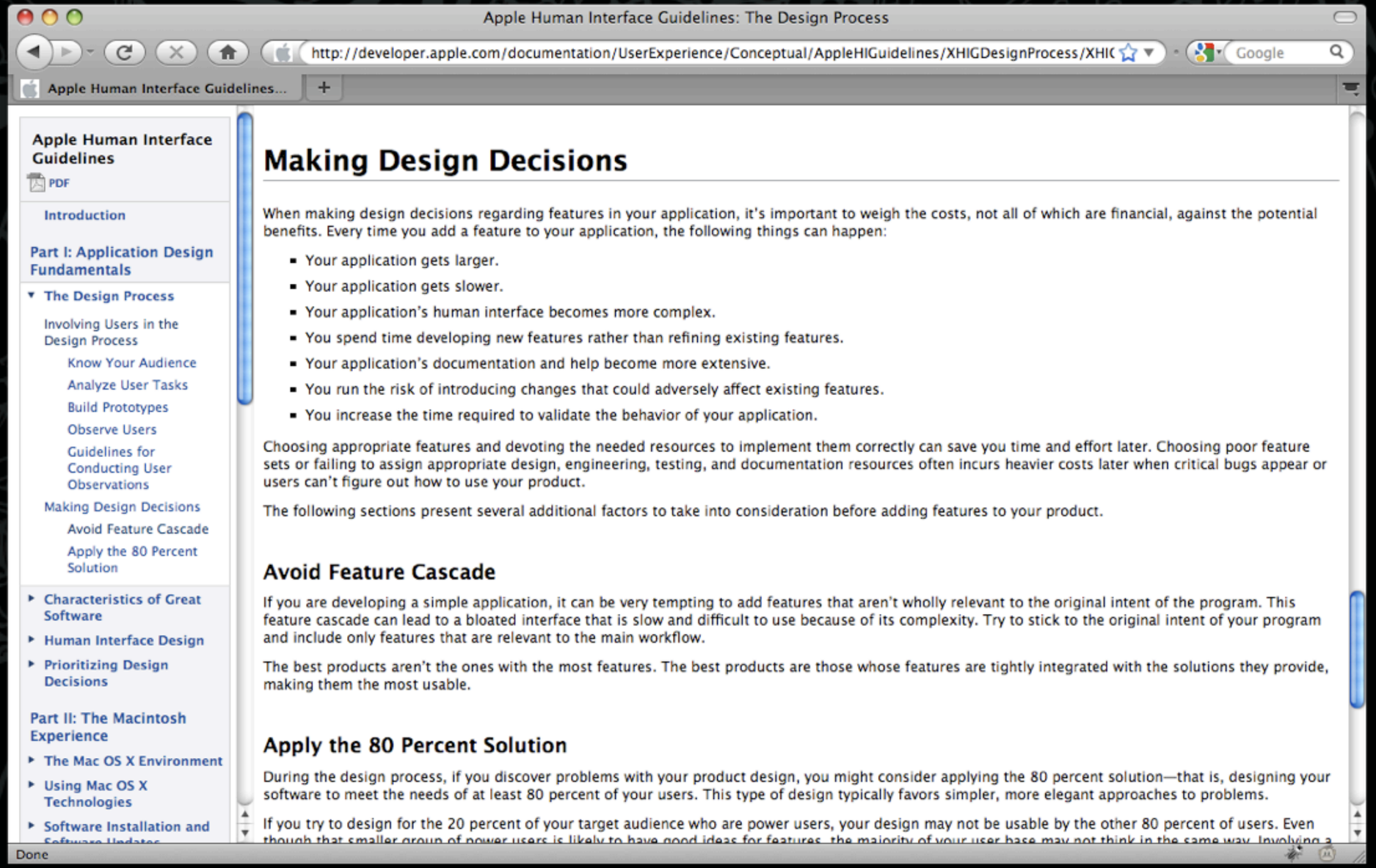
Download Now!

XOOPS Web Application Platform	211	99.92%	2001-12-07	2009-06-26	7,345,409

XOOPS is a web application platform written in PHP for the MySQL database. Its object orientation makes it an ideal tool for developing small or large community websites, intra company and corporate portals, weblogs and much more

Download Now!

Display a menu



http://developer.apple.com/documentation/UserExperience/Conceptual/AppleHIGuidelines/

Apple Human Interface Guidelines

PDF

Introduction

Part I: Application Design Fundamentals

- The Design Process
  - Involving Users in the Design Process
    - Know Your Audience
    - Analyze User Tasks
    - Build Prototypes
    - Observe Users
    - Guidelines for Conducting User Observations
  - Making Design Decisions
    - Avoid Feature Cascade
    - Apply the 80 Percent Solution
- Characteristics of Great Software
- Human Interface Design
- Prioritizing Design Decisions

Part II: The Macintosh Experience

- The Mac OS X Environment
- Using Mac OS X Technologies
- Software Installation and Software Updates

Using the Colon Character

Use the **colon** character (:) in text that introduces and provides context for controls. The text can describe what the controls do or a task the user can perform with them. The combination of introductory text, colon, and controls forms a visually distinct grouping that helps users find the controls that apply to a particular task and understand what the controls do.

Because a colon implies a direct connection between the descriptive text and a particular control or set of controls, it does not belong in the text that appears in a control, such as a push button name or a command pop-down menu title. Similarly, you should not use a colon in the text that appears in the following user interface elements:

- Menu items (unless the colon is part of a user-created menu item) and menu titles
- Tab and segmented controls
- List view column headings

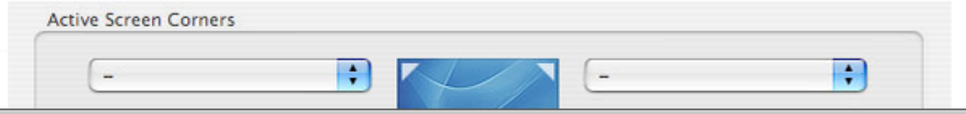
Note: The colon is not used as a pathname separator in Mac OS X. If it is necessary to display a raw pathname, use the forward slash character (/). Always be sure to avoid displaying a pathname in a window title.

Although the colon is a good way to associate introductory text with related controls, be aware that you can depict this connection in other ways. For example, you might choose to place related controls in a group box and display the introductory text as the title of the group box (see "Group Boxes" for group box guidelines). Or, you might use separators to divide a window into sections of related controls and display a section title aligned with each separator (see "Separators" for separator guidelines). You might also use tab or segmented controls to display different groups of related controls (see "Tab Views" and "Segmented Controls" for guidelines on how to use these controls). To see how the appearance of a window changes when some of these different grouping methods are used, see "Grouping Controls in a Window Body"

If you choose to use a group box or separator to group controls, do not use a colon in the text that serves as a group box title or the text that appears on the same line as a separator. In these cases, other graphical elements (that is, the group box and the separator) take the place of the colon and make explicit the relationship of the introductory text to the controls that follow it.

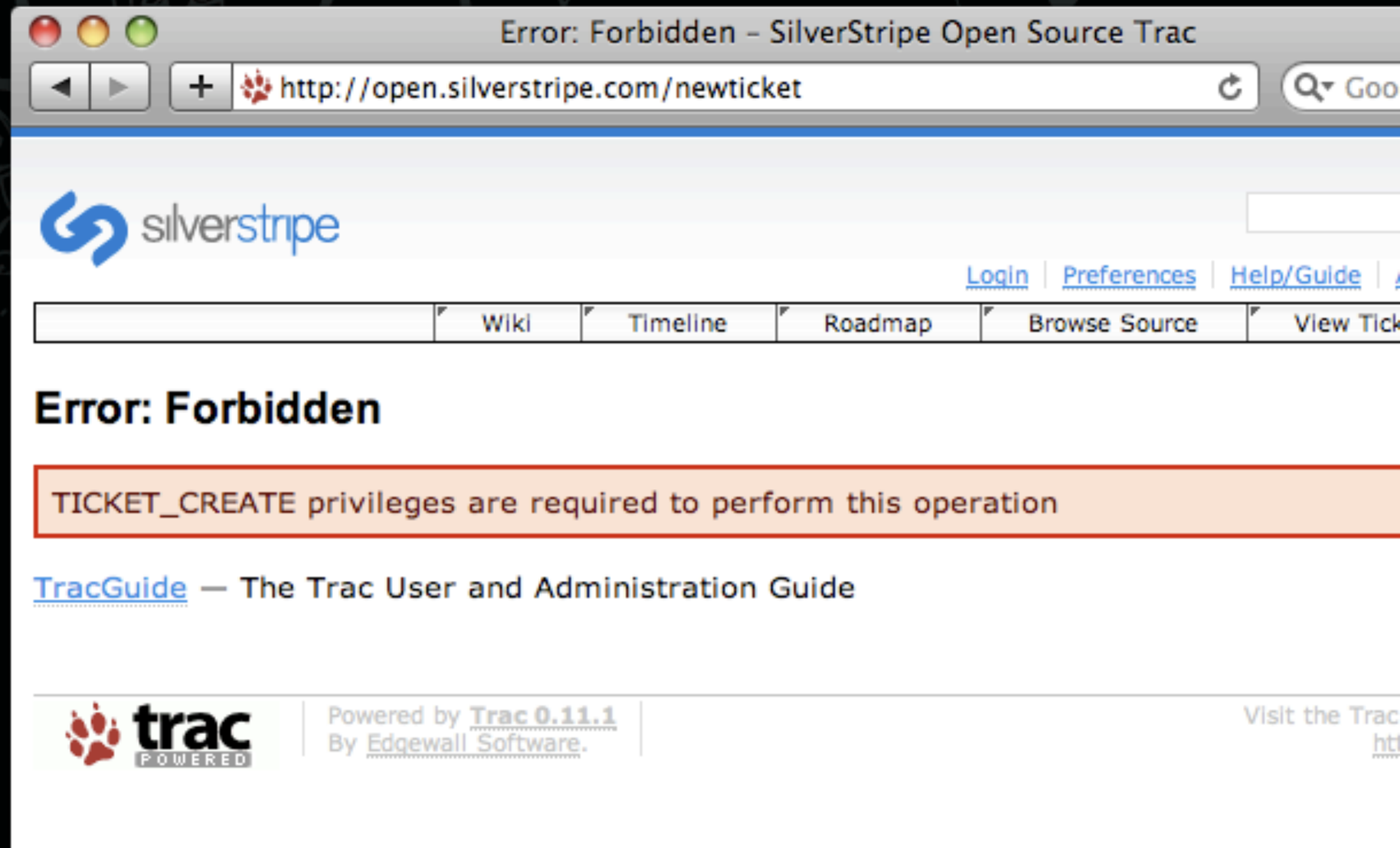
For example, Figure 10-1 shows the correct absence of a colon in text used as a group box title.

Figure 10-1 Don't use a colon in the title of a group box

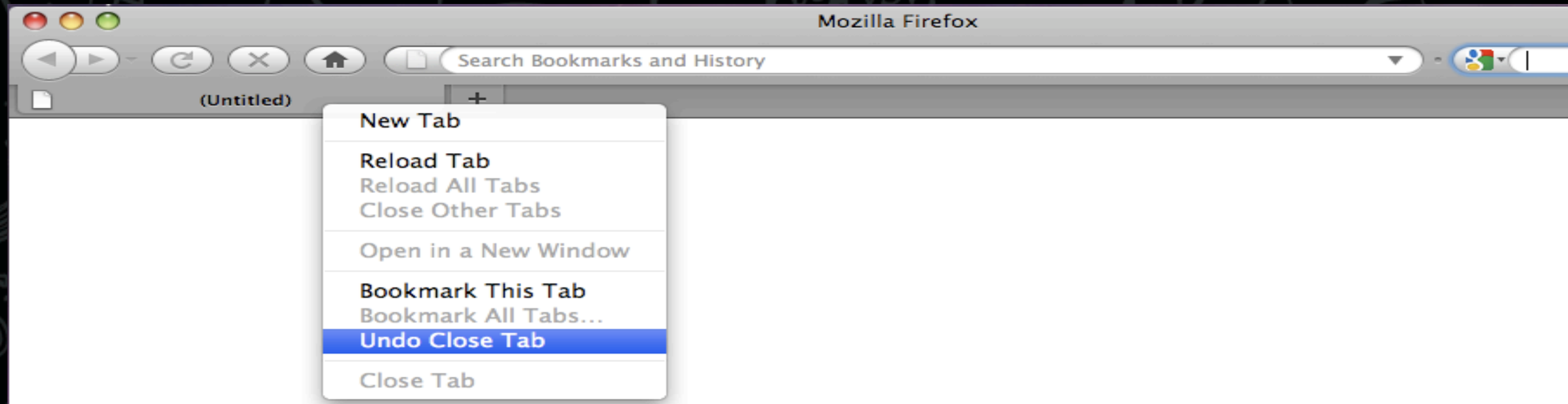


8. Language

- Descriptive
- Succinct
- Necessary
- Edifying



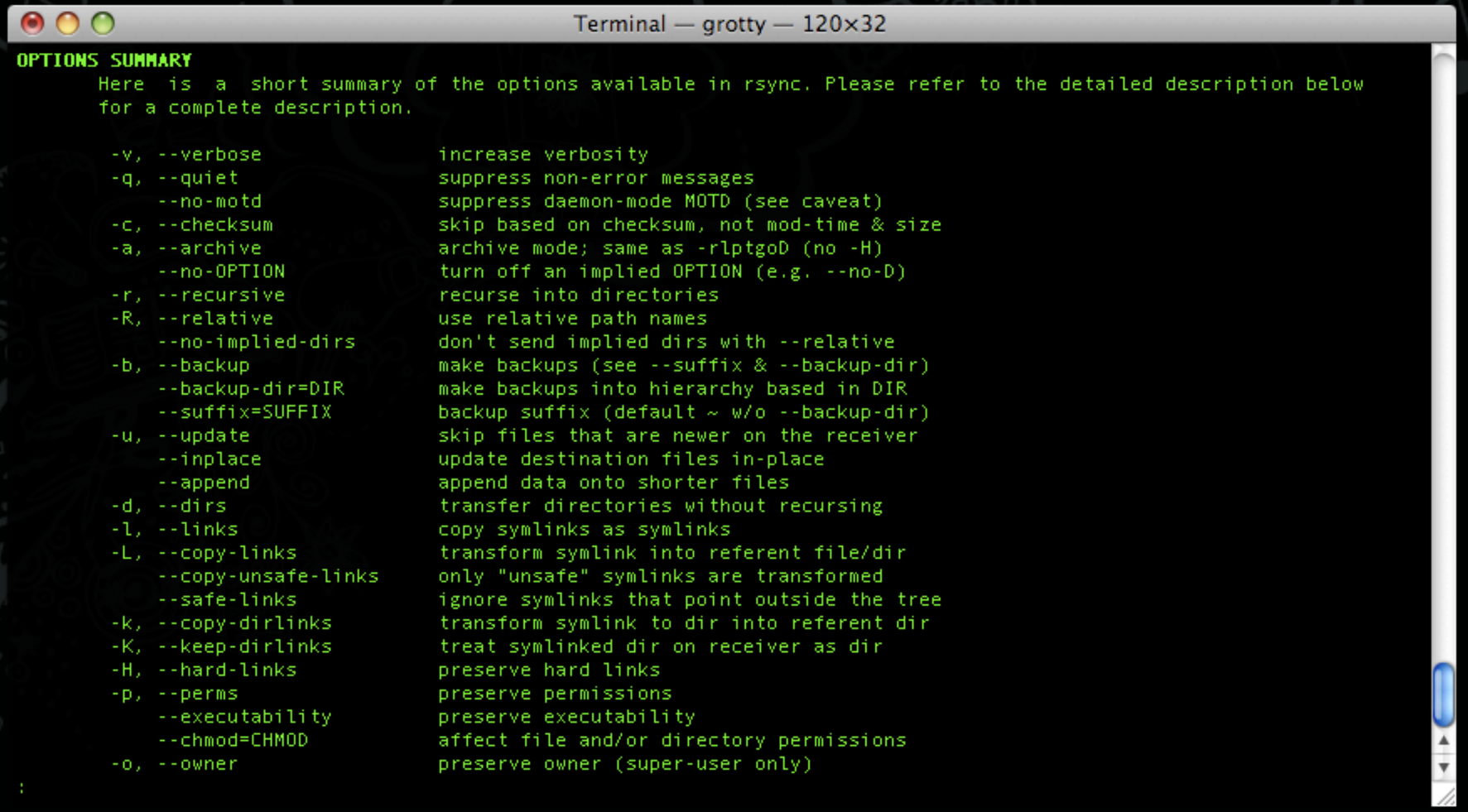
9. Undo


Mozilla Firefox
Search Bookmarks and History
(Untitled)
New Tab
Reload Tab
Reload All Tabs
Close Other Tabs
Open in a New Window
Bookmark This Tab
Bookmark All Tabs...
Undo Close Tab
Close Tab

10. Keyboard

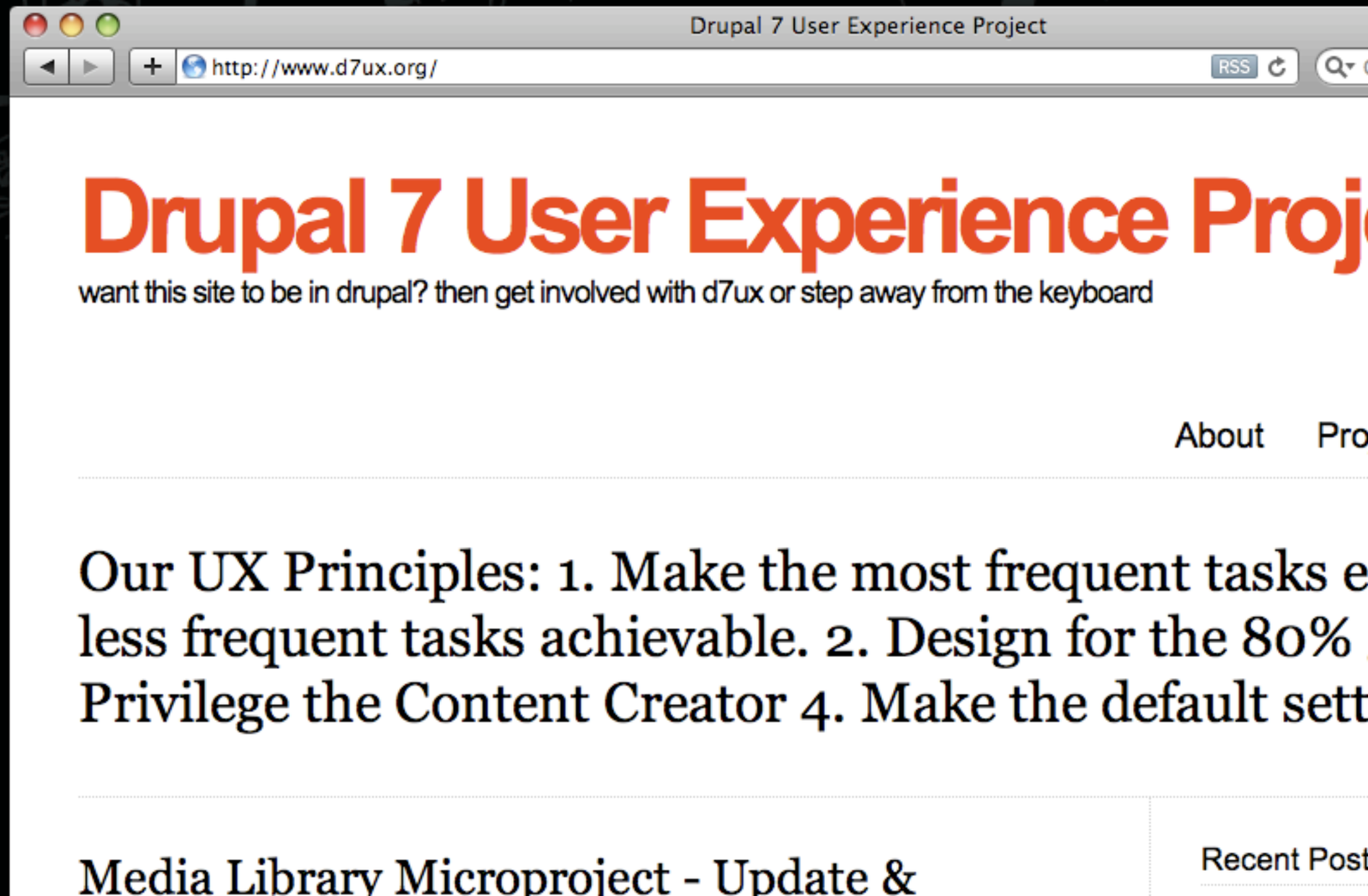
- Focus cursor conveniently
- Allow *Escape* and *Enter* to cancel and proceed
- Shortcuts for common actions. E.g.: Ctrl-S to Save

challenge for communities



D7UX

- Still company-funded, but is an open process.
- Aims to “fix D7” plus create an ongoing culture of usability that doesn’t require Acquia’s sponsorship and leadership.



Further Reading

“The Inmates are Running The Asylym”, by Alan Cooper.
developer.apple.com/documentation/UserExperience/Conceptual/AppleHIGuidelines/
mpt.net.nz/archive/2008/08/01/free-software-usability
firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/1018/939
openculture.cc/coding-to-community (Thesis by Brad Weikel.)
280slides.com
Javascript libraries: cappuccino.org, extjs.com, jquery.com, developer.yahoo.com/yui/
d7ux.org

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en.wikipedia.org/wiki/File:Benz_Patent_Motorwagen_1886_(Replica).jpg

Thanks!

O'REILLY
OSCON
Open Source Convention

JULY 20–24, 2009
SAN JOSE, CA

SilverStripe Community Meetup
Birds of a feather session
7pm Thursday, Ballroom A8

Sigurd Magnusson

twitter.com/sigurdmagnusson

silverstripe