

10 Usability Epiphanies for your Open Source web app.

Sigurd Magnusson

twitter.com/sigurdmagnusson

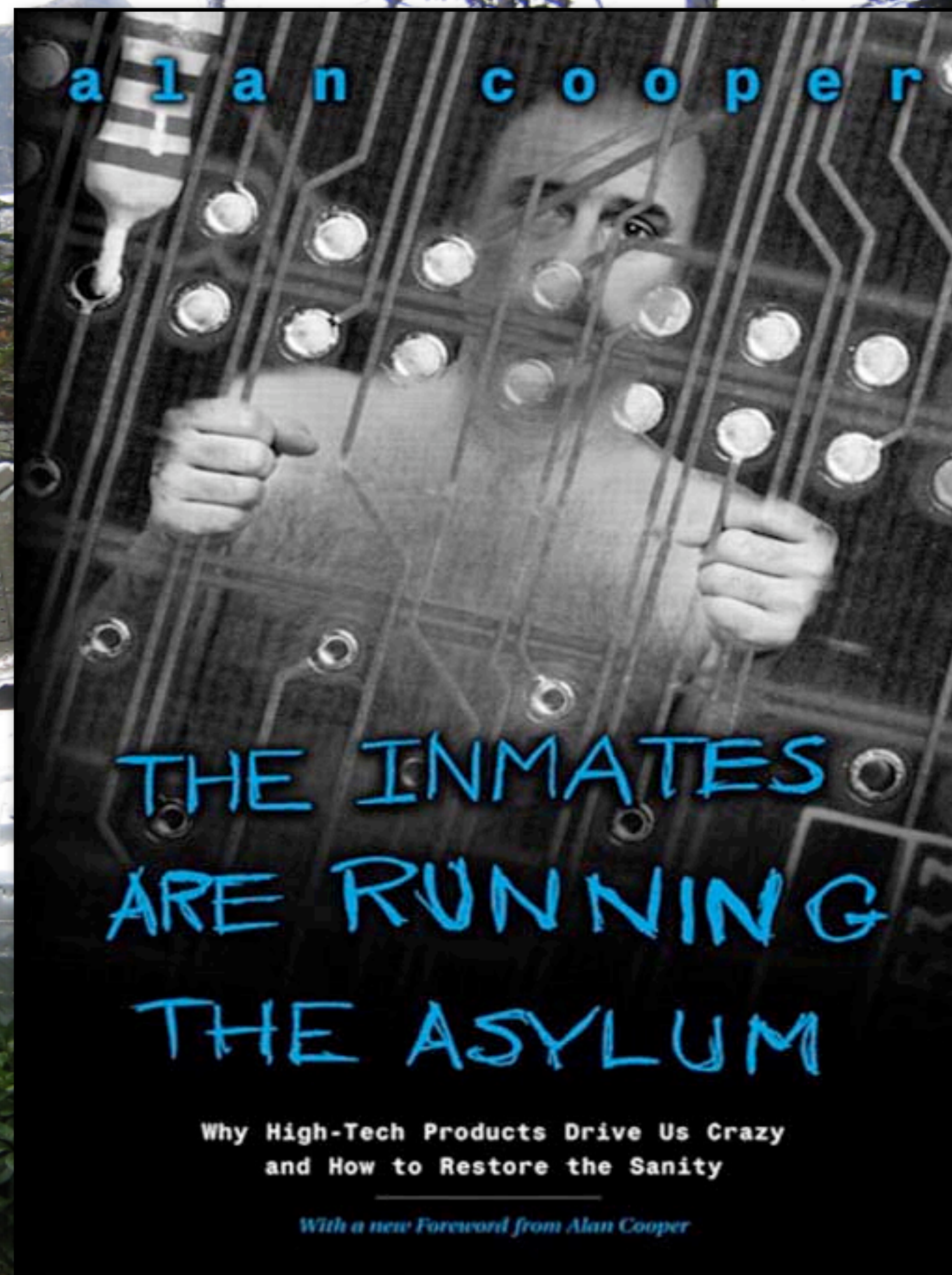


O'REILLY
OSCON
Open Source Convention

JULY 20-24, 2009
SAN JOSE, CA

Why care?

ROZO
ROMEO



OpenOffice.org File Edit View Insert Format Table Tools Window Help Wed 9:50 PM

12_extending.odt

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

Undo: ⌘Z
Redo: ⌘Y
Cut: ⌘X
Copy: ⌘C
Paste: ⌘V
Paste Special...: ⇧⌘V
Select Text: ⇧⌘I
Selection Mode:
Select All: ⌘A

Changes

- Record
- Protect Records...
- Show
- Accept or Reject...
- Comment...
- Merge Document...

Compare Document...
Find & Replace... ⌘F
AutoText... ⌘F3
Exchange Database...
Fields...
Footnote/Endnote...
Index Entry...
Bibliography Entry...
Hyperlink
Links...
Plug-in
ImageMap
Object

Now every time the object is saved and a new version is created in the database. Note that you can directly access the latest version of the object via the `$latestVersion` property. For example, you could use `$latestVersion->getJobTable()` to get the latest version of the job table. The extension has a `JobTable` class that you can use to modify CMS content. The common way to enable decorators can also be applied 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 extension* provides the ability to pages to be in multiple languages. That extension can be enabled via the following code:

I like having examples :)

AD INFINITUM	CARPE DIEM	BONA FIDE	AD HOC	GRATIS
\$199.95 per Month	\$69.95 per Month	\$24.95 per Month	\$9.95 per Month	FREE!
Sign Up!	Sign Up!	Sign Up!	Sign Up!	Sign Up!
60 Users Unlimited Forms Unlimited Reports Maximum Fields* 100,000 Entries / Month 10GB Storage SSL Encryption Payment Integration	20 Users Unlimited Forms Unlimited Reports Maximum Fields* 15,000 Entries / Month 3GB Storage SSL Encryption Payment Integration	5 Users Unlimited Forms Unlimited Reports Maximum Fields* 3,000 Entries / Month 1GB Storage SSL Encryption Payment Integration	1 User 10 Forms 20 Reports Maximum Fields* 500 Entries / Month 250MB Storage	1 User 3 Forms 3 Reports 10 Fields 100 Entries / Month

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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.

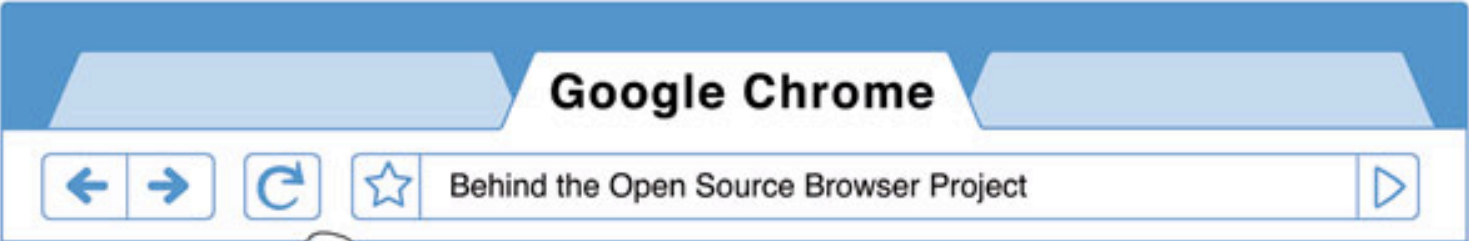
Benefits of Paid Plans

- 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

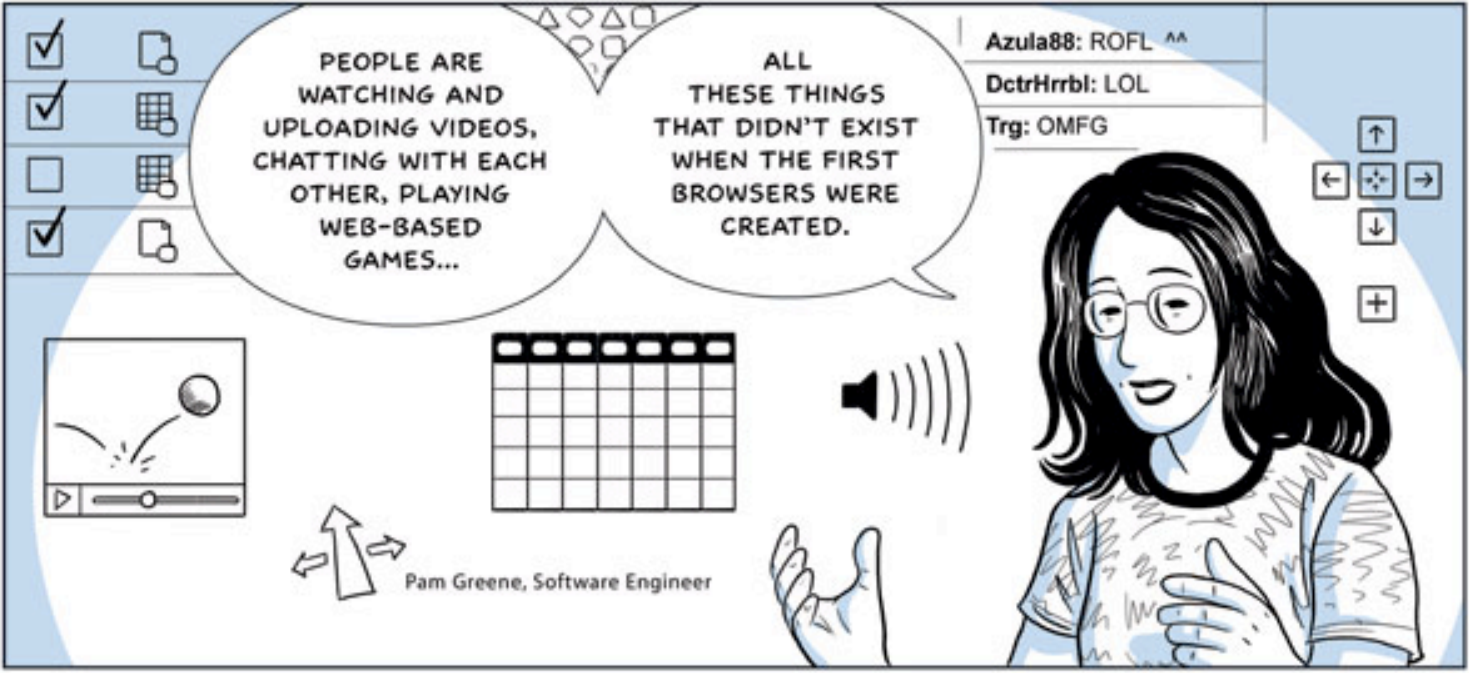
“Making FOSS accessible to the mainstream [*through good usability*] may be the difference between an uphill battle and a downhill battle against proprietary competitors”





TODAY, MOST OF WHAT WE USE THE WEB FOR ON A DAY-TO-DAY BASIS AREN'T JUST WEB PAGES, THEY'RE APPLICATIONS.

Brian Rakowski, Product Manager



PEOPLE ARE WATCHING AND UPLOADING VIDEOS, CHATTING WITH EACH OTHER, PLAYING WEB-BASED GAMES...

ALL THESE THINGS THAT DIDN'T EXIST WHEN THE FIRST BROWSERS WERE CREATED.

Pam Greene, Software Engineer



Official Google Blog: Introducing the Google Chrome OS

http://googleblog.blogspot.com/2009/07/introducing-google-chrome-os.html

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](#)



480K readers
BY FEEDBURNER

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

Archives

Archives

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.

Delivered by [FeedBurner](#)

Done

Why are we here?





1885 Benz



1. Hot Mouseover



Affordance

Delete from the draft site

Save

Save and Publish

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

2. Button vs Link

Primary Action

[Secondary Action](#)

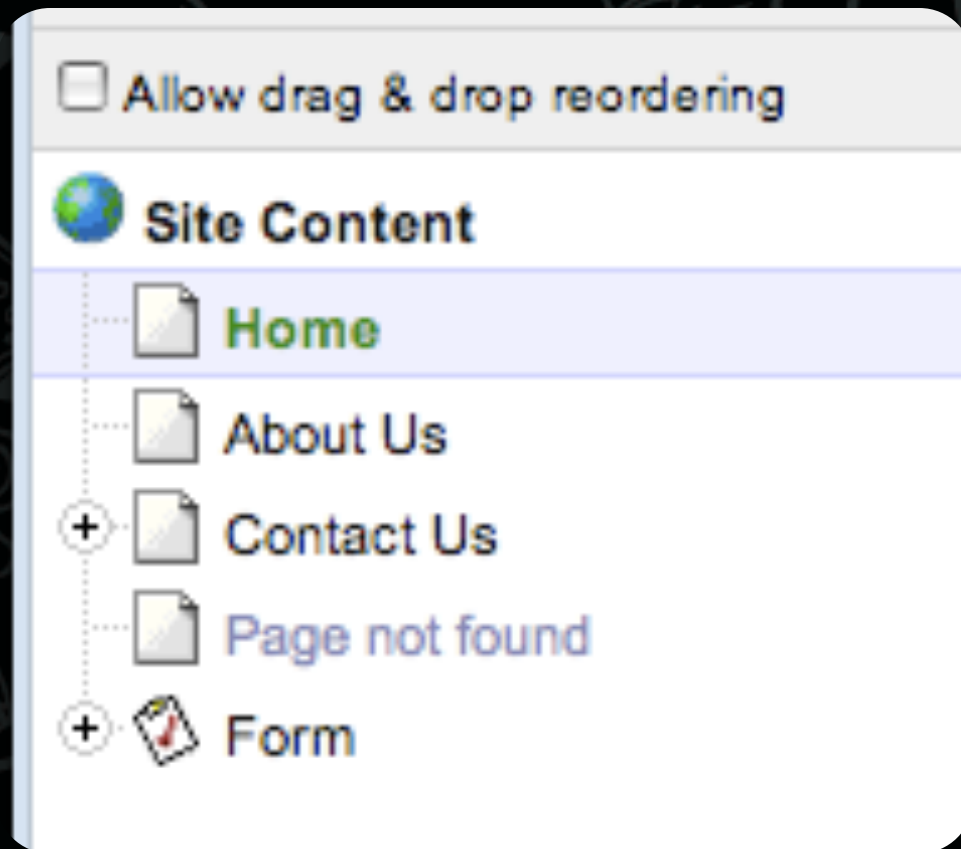
3. Loading Spinners

The screenshot shows a web browser window with the URL <http://www.webscriptlab.com/>. The page features a navigation bar with various service links like AjaxCase, WPThemesFeed, CSSRank, WebTemplatesFeed, NETWEBAPP, MAXIScript, and a 'Your ad here' placeholder. The main content area is titled 'AJAX LOADING GIF GENERATOR' and includes instructions: 'Create your own ajax loading gif easily: select the type of indicator you want, select the background and front color of indicator you want, select the speed of indicator you want'. The form has the following fields: 'Indicator type' set to 'Big Roller', 'Background color' set to '#FFFFFF', 'Transparent background' checkbox unchecked, 'Foreground color' set to '#000000', and 'Speed' set to 'Normal'. There are 'GENERATE' and 'DOWNLOAD' buttons. Below the form is a 'Recently Created' section with a row of thumbnail images and links to 'AARP Auto Insurance' and 'Script a sql database'. The right sidebar is titled 'WEB SCRIPT LAB ideas into scripts' and lists services like 'Ajax Loading Gif Generator', 'Favicon Generator', 'Web 2.0 Domain Name Generator', 'Ajax Lookup', 'Web 2.0 Directory', 'AjaxCase', and 'Discuss/Community'. It also features a Target advertisement with the slogan 'EXPECT MORE. PAY LESS.' and a search bar at the bottom with the text 'script text' and a 'GO' button. The footer contains the copyright notice '© 2007-2009 webscriptlab.com. All Rights Reserved.'

4. Drag & Drop

The screenshot displays the SilverStripe CMS interface in a browser window. The browser's address bar shows the URL `http://localhost/silverstripe/`. The main navigation menu includes 'Site Content', 'Files & Images', 'Comments', 'Reports', 'Security', and 'Help'. The 'Site Content and Structure' sidebar on the left shows a tree view with 'Home' selected. The main content area is titled 'Content' and includes tabs for 'Behaviour', 'To-do', 'Reports', and 'Access'. Under the 'Content' tab, there are sub-tabs for 'Main' and 'Metadata'. The 'Page name' field contains 'Home', and the 'Navigation label' field also contains 'Home'. Below these fields is a rich text editor with a toolbar containing various icons for text formatting, alignment, and insertion. The main content area displays the text: '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



The screenshot displays the SilverStripe CMS 'Site Content' administration interface. The browser address bar shows the URL `http://localhost:8888/SilverStripe/admin/`. The main navigation menu includes 'Site Content', 'Files & Images', 'Comments', 'Security', and 'Help'. On the left, the 'Site Content and Structure' sidebar shows a tree view with 'Home', 'About Us', 'Friendly URLs', 'Contact Us', and 'Page not found'. The 'Friendly URLs' page is selected. The main content area has tabs for 'Content', 'Behaviour', 'To-do', 'Reports', and 'Access'. Under the 'Content' tab, there are sub-tabs for 'Main' and 'Metadata'. The 'Page name' and 'Navigation label' fields both contain the text 'Friendly URLs'. Below these fields is a rich text editor with a toolbar containing various formatting and editing tools.

4. Drag & Drop

The screenshot shows the SilverStripe CMS interface for managing files and images. The browser address bar shows `http://localhost/silverstripe`. The navigation menu includes **Site Content**, **Files & Images**, **Comments**, **Reports**, **Security**, and **Help**. The **Files & Images** section is active, showing a sidebar with a folder tree under `http://localhost:8888/2.3/assets` containing **Uploads**, **Folder-One**, and **Folder-Two**. The main content area has tabs for **Files**, **Details**, **Upload**, and **Unused files**. The **Files** tab is selected, showing a title field with the value **Uploads**, a search bar, and a table of files. The table has columns for **Title** and **Filename**. Three files are listed: **Picture-1.png**, **Picture-2.png**, and **Picture-3.png**. Each file row has a **DRAG** icon, a checkbox, and a **Delete** icon. A **Delete selected files** button is located below the table. A **Save folder name** button is at the bottom right of the interface.

		Title	Filename		
	<input type="checkbox"/>	Picture-1.png	Picture-1.png		
	<input type="checkbox"/>	Picture-2.png	Picture-2.png		
	<input type="checkbox"/>	Picture-3.png	Picture-3.png		

4. Drag & Drop

		Title
DRAG		Picture-1.png
DRAG		Picture-2.png

5. Iconitis



phpMyAdmin



Database

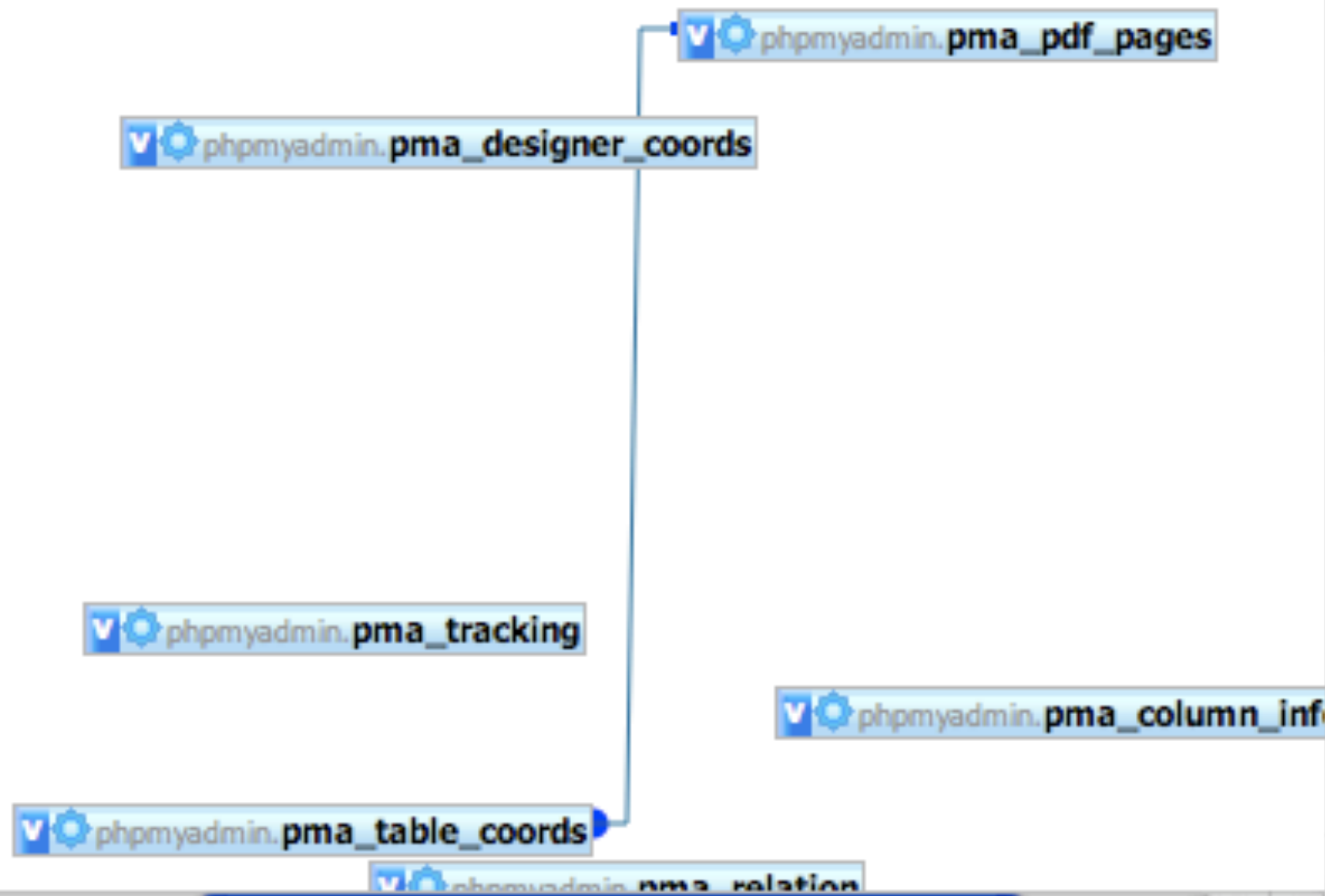
phpmyadmin (9)

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



Database

phpmyadmin (9)

phpmyadmin (9)

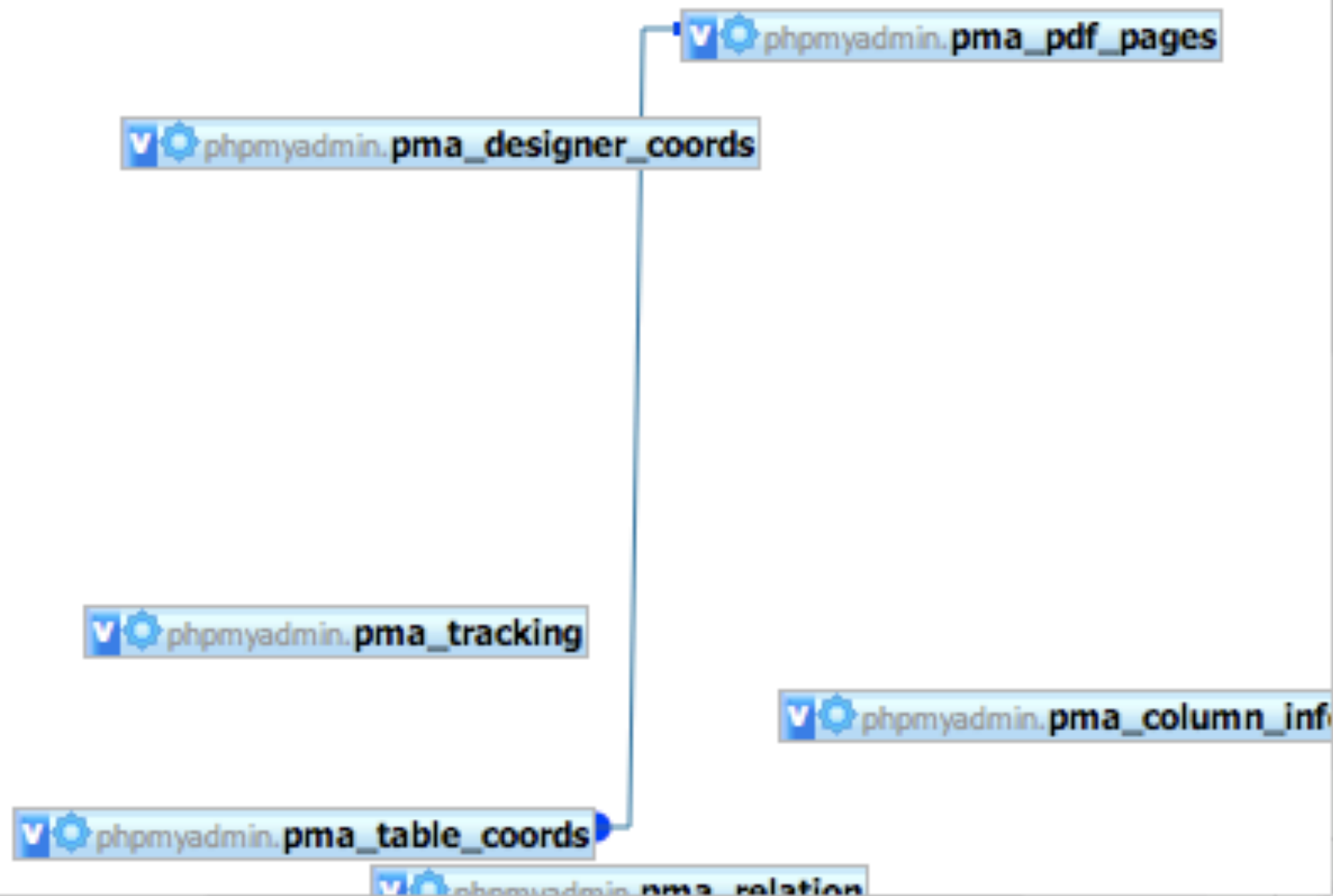
- pma_bookmark
- pma_column_info
- pma_designer_coords
- pma_history
- pma_pdf_pages
- pma_relation
- pma_table_coords
- pma_table_info
- pma_tracking



Choose field to display

able_info

_bookmark



phpmyadmin.pma_relation

6. Too many steps?



SugarCRM Screenshot

Welcome Will | [My Account](#) | [Training](#) | [Employees](#) | [Logout](#) | [About](#) | SUGAR SUITE

Search

[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:

[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

Stage	Amount (\$K)
Prospecting	160.00
Qualification	
Needs Analysis	125.00
Value Proposition	50.00
Id. Decision Makers	185.00
Perception Analysis	50.00
Proposal/Price Quote	125.00
Negotiation/Review	10.00
Closed Won	50.00
Closed Lost	

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

Choosing a video camera

Share

Autosaved on 3:25 PM PDT

File Edit View Format Insert Tools Form Help

sigurdmagnusson is viewing

10pt B Abc A

	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.com/article/131221/2009/05/canon_vixia_hg21.htm	http://www.usa.canon.com/consumer/controller?act=Modelfcategoryid=177&modelid=17383#Model	3.5mm Mini USB plug
3	Sony	HDR CX12E	\$1,883	1/3 in : 16Mbit	Yes??	None - \$16gb	~ 3 hours	Sony Shoe	http://www.macworld.com/article/139453/2009/03/sony_hdr_cx12.html	http://sony.co.nz/products/product/camcorder/all-handycam/hdrcx12e.jsp	16GB card same price Stick, not
4	Canon	Vixia HF S10	\$2,200	1/2 in: 24MBit	Yes	32GB + mem	2hr55m	3.5mm	http://reviews.digitaltrends.com/review/6430/canon-vixia-hf-s10-review	http://www.canon.com/products/visual/digital_video_camera/home/hfs10_specs	3.5mm in
5	Sony	HDRXR200VE	\$1,950	1/2 in: 17Mbit	Yes	120GB	14 hrs?	Sony Shoe	http://reviews.digitaltrends.com/review/6484-4/sony-hdr-xr500v-review-specs	http://www.sony.co.jp/products/product/camcorder/all-handycam/hdrr200ve.jsp	Like this c
6											
7											

Add Sheet

Cameras

Microphones

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/

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

B i U Fill: Opacity: 100%

1

Double-click to add title

Double-click to add subtitle

Slide 1 of 1

Done

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 Miranda [07/17/09 11:05:20](#)



PLUGINS

Search Plugins

SEARCH

Search for:

Plugin

Search

USER LOGIN

[Login/Register](#)

BROWSE PLUGINS

[All Plugins](#)

[Latest Releases](#)

[Most Popular](#)

[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

Find Site Management Software

Results 1 – 10 of 5560 Display: [Detail](#) [Images](#) [Filters](#) View: 10

Project Name	Rank	Activity	Registered	Latest File	Downloads
MindTouch (fmly 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					
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					
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.					

Display a menu

Apple Human Interface Guidelines: The Design Process

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

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

Making Design Decisions

When making design decisions regarding features in your application, it's important to weigh the costs, not all of which are financial, against the potential benefits. Every time you add a feature to your application, the following things can happen:

- Your application gets larger.
- Your application gets slower.
- Your application's human interface becomes more complex.
- You spend time developing new features rather than refining existing features.
- Your application's documentation and help become more extensive.
- You run the risk of introducing changes that could adversely affect existing features.
- You increase the time required to validate the behavior of your application.

Choosing appropriate features and devoting the needed resources to implement them correctly can save you time and effort later. Choosing poor feature sets or failing to assign appropriate design, engineering, testing, and documentation resources often incurs heavier costs later when critical bugs appear or users can't figure out how to use your product.

The following sections present several additional factors to take into consideration before adding features to your product.

Avoid Feature Cascade

If you are developing a simple application, it can be very tempting to add features that aren't wholly relevant to the original intent of the program. This feature cascade can lead to a bloated interface that is slow and difficult to use because of its complexity. Try to stick to the original intent of your program and include only features that are relevant to the main workflow.

The best products aren't the ones with the most features. The best products are those whose features are tightly integrated with the solutions they provide, making them the most usable.

Apply the 80 Percent Solution

During the design process, if you discover problems with your product design, you might consider applying the 80 percent solution—that is, designing your software to meet the needs of at least 80 percent of your users. This type of design typically favors simpler, more elegant approaches to problems.

If you try to design for the 20 percent of your target audience who are power users, your design may not be usable by the other 80 percent of users. Even though that smaller group of power users is likely to have good ideas for features, the majority of your user base may not think in the same way. Involving a

Done

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

Apple Human Interface Guidelines: Text

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

Apple Human Interface Guidelines

PDF

Introduction

Part I: Application Design Fundamentals

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► 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

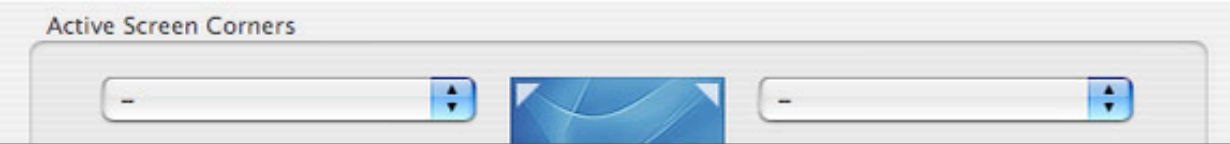
Note: The colon is not used as a pathname separator in Mac OS X. If it is necessary to display a raw pathname, use the forward slash character (/). Always be sure to avoid displaying a pathname in a window title.

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.

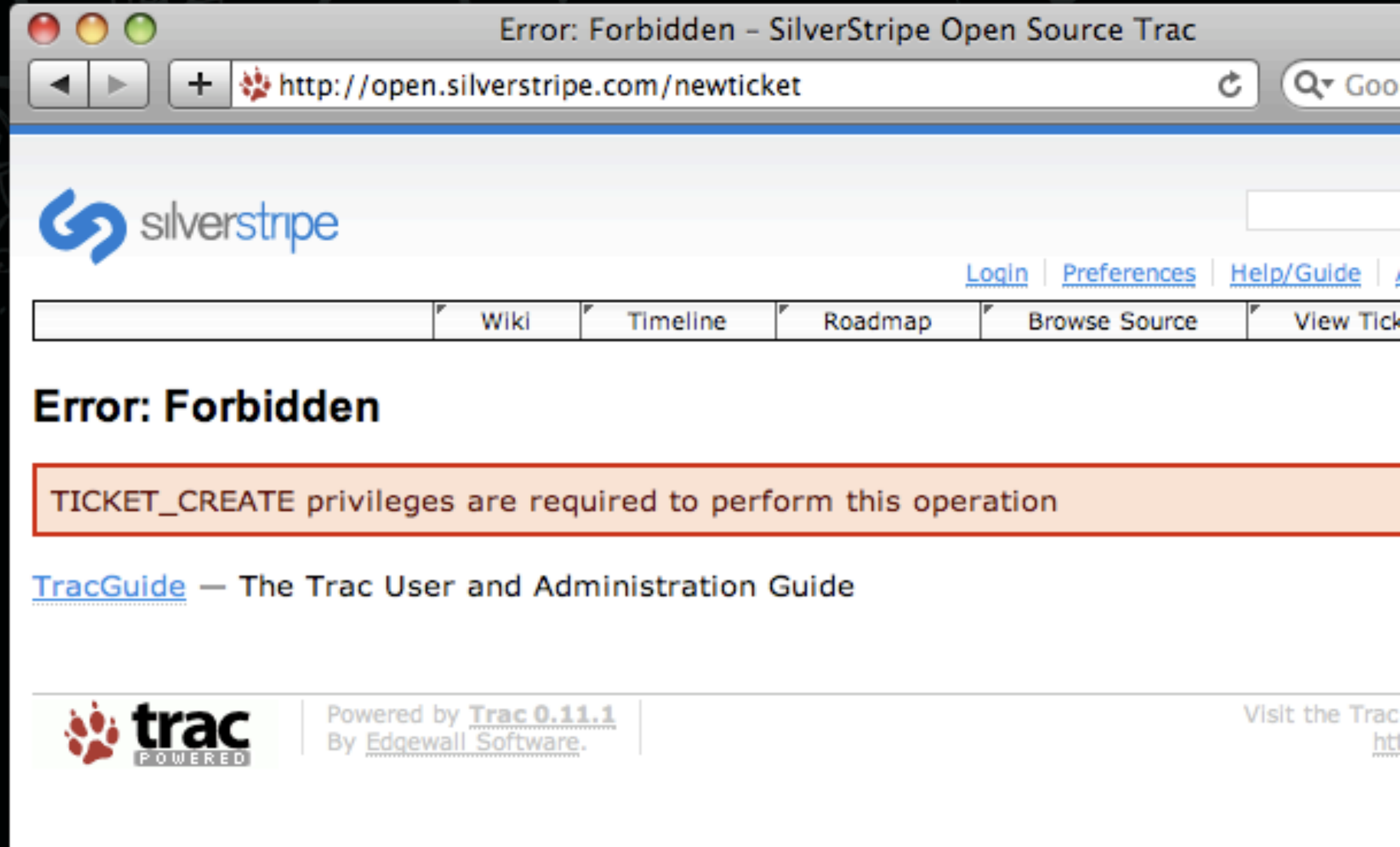
Figure 10–1 Don't use a colon in the title of a group box



The screenshot shows a window titled "Active Screen Corners". Inside the window, there is a title bar with a blue gradient and a separator line. Below the title bar, there are two sliders, each with a blue gradient and a white track. The sliders are positioned at the ends of the track, and the window is partially obscured by a mouse cursor.

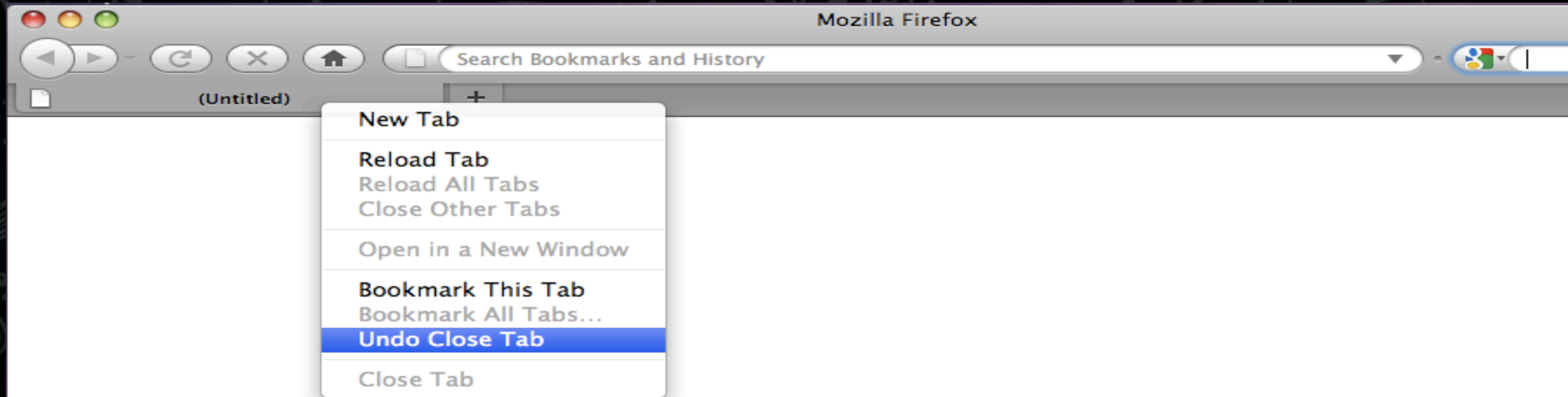
8. Language

- Descriptive
- Succinct
- Necessary
- Edifying



The screenshot shows a web browser window with the title "Error: Forbidden - SilverStripe Open Source Trac". The address bar contains the URL "http://open.silverstripe.com/newticket". The page header features the SilverStripe logo and navigation links for "Login", "Preferences", "Help/Guide", "Wiki", "Timeline", "Roadmap", "Browse Source", and "View Tickets". The main content area displays a red error message: "Error: Forbidden" followed by a box containing the text "TICKET_CREATE privileges are required to perform this operation". Below the error message is a link to "TracGuide - The Trac User and Administration Guide". The footer includes the Trac logo, the text "Powered by Trac 0.11.1 By Edgewall Software.", and a link to "Visit the Trac website".

9. Undo



10. Keyboard

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

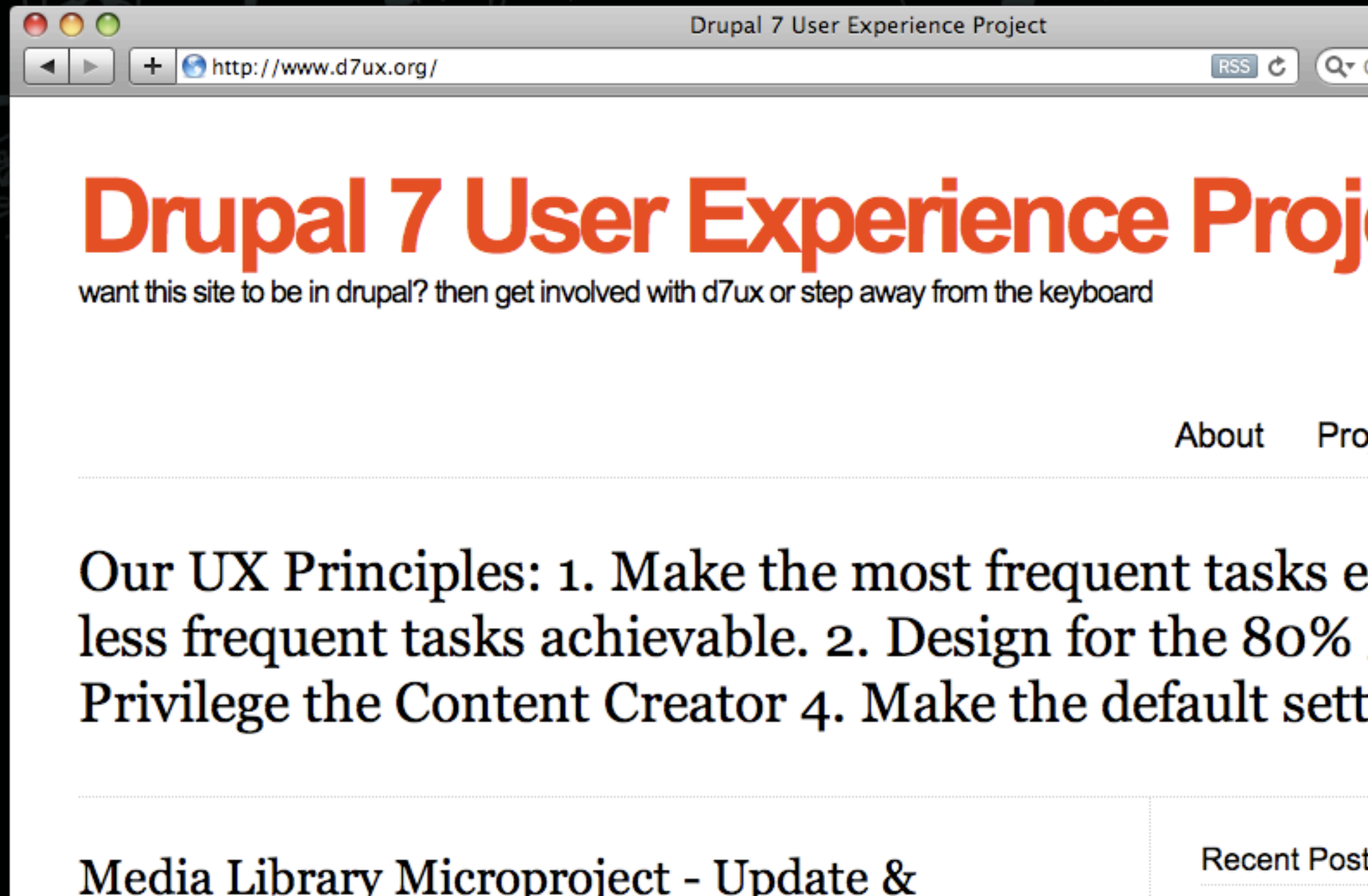
challenge for communities

```
Terminal — grotty — 120x32
OPTIONS SUMMARY
Here is a short summary of the options available in rsync. Please refer to the detailed description below
for a complete description.

-v, --verbose          increase verbosity
-q, --quiet           suppress non-error messages
  --no-motd           suppress daemon-mode MOTD (see caveat)
-c, --checksum       skip based on checksum, not mod-time & size
-a, --archive        archive mode; same as -rlptgoD (no -H)
  --no-OPTION        turn off an implied OPTION (e.g. --no-D)
-r, --recursive     recurse into directories
-R, --relative      use relative path names
  --no-implied-dirs don't send implied dirs with --relative
-b, --backup        make backups (see --suffix & --backup-dir)
  --backup-dir=DIR  make backups into hierarchy based in DIR
  --suffix=SUFFIX  backup suffix (default ~ w/o --backup-dir)
-u, --update        skip files that are newer on the receiver
  --inplace        update destination files in-place
  --append        append data onto shorter files
-d, --dirs         transfer directories without recursing
-l, --links        copy symlinks as symlinks
-L, --copy-links   transform symlink into referent file/dir
  --copy-unsafe-links only "unsafe" symlinks are transformed
  --safe-links     ignore symlinks that point outside the tree
-k, --copy-dirlinks transform symlink to dir into referent dir
-K, --keep-dirlinks treat symlinked dir on receiver as dir
-H, --hard-links  preserve hard links
-p, --perms       preserve permissions
  --executability  preserve executability
  --chmod=CHMOD  affect file and/or directory permissions
-o, --owner       preserve owner (super-user only)
```

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 Asylum”, 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.)

28oslides.com

Javascript libraries: cappuccino.org, extjs.com, jquery.com, developer.yahoo.com/yui/
d7ux.org

Creative Commons Image Use

www.flickr.com/photos/awiederhoeft/3268664372/

www.flickr.com/photos/daveseven/2820280348/

www.google.com/googlebooks/chrome

www.flickr.com/photos/jbgoblin/3291302112

[en.wikipedia.org/wiki/File:Benz_Patent_Motorwagen_1886_\(Replica\).jpg](http://en.wikipedia.org/wiki/File:Benz_Patent_Motorwagen_1886_(Replica).jpg)



Thanks!

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

Sigurd Magnusson

twitter.com/sigurdmagnusson



O'REILLY
OSCON
Open Source Convention

JULY 20-24, 2009
SAN JOSE, CA