THE BRITISH COMPUTER SOCIETY

THE BCS PROFESSIONAL EXAMINATION
Professional Graduate Diploma

USER INTERFACE DESIGN

3rd May 2002, 2.30 p.m.-5.30 p.m.
Answer THREE questions out of FIVE. All questions carry equal marks.
Time: THREE hours.

*The marks given in brackets are **indicative** of the weight given to each part of the question.*

1. Call Centres form an important part of many businesses – creating a key point of contact between the company and its customers. Outline the issues that affect:

    a) the design of an employee's working environment within a call centre, and **(10 marks)**

    b) the software being used to access customer information. **(15 marks)**

2. Discuss the different design priorities between:

    a) a piece of software for use by large numbers of people, for example that found within an ATM, and

    b) specialised software for use by an expert user, for example, a computer aided design package for use within the automotive industry.

    Your answer should include a description of how you would verify that each product was fit for purpose in terms of product training and testing. **(25 marks)**

3.. "In today's world of new media, Ben Shneiderman's rules of User Interface Design are no longer relevant." Discuss. **(25 marks)**

4. Discuss the usability issues that make it difficult to turn a mobile phone into a mobile Internet access device.

    Sketch a small form factor mobile Internet device, illustrating how you address the issues you have identified with existing mobile phones. **(25 marks)**

5. Discuss the ten most important mistakes in Web Design. **(25 marks)**