



Joint Collaboration Efforts of Academia and the Software Industry for the Promotion of Usability



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Context

- Increasingly sophisticated users
- Budding software industry
- Very few people trained in usability concepts
- Great interest to
 - ⊙ Industry
 - ⊙ Academia





Initial Efforts in Academia

■ At Universidad Rafael Landívar

- ⊙ “Software Engineering II” course introduced in 2004
 - ❖ Focus on HCI
 - ❖ Students videotape actual user tests as an assignment
 - ❖ Culture in the department is changing as a result of awareness of usability issues

■ Other efforts

- ⊙ Universidad del Valle had already anticipated HCI topics in their 2003-2007 academic plan
- ⊙ Other universities have asked for industry support in their curricular renewal efforts





Initial Efforts in Industry

- In 2005, several software companies in Guatemala established the Export Software Commission within AGEXPORT



- Priority: professional development of personnel to improve quality

- ❖ Usability identified as key issue

- AGEXPORT provided a unit specialized in training





Initial Efforts in Industry (2)

- **Initial workshop on usability**
 - ⊙ Informal support from Universidad Rafael Landívar
 - ⊙ Emphasis on “5-e” model
 - ⊙ Coverage of several techniques for usability assurance
 - ⊙ Very positive feedback
- **Proposed series of courses**
 - ⊙ Other HCI topics
 - ⊙ Software process (CMMI, MoProSoft)
 - ⊙ Web programming technician (ASP.Net, Java)
- **Academic committee established**
 - ⊙ Implement alliances with academic institutions





Tying the Knot: Proposed Software Quality Center

- Sofex has asked URL to jointly set up a center to provide independent software quality verification
 - ⊙ Security, robustness
 - ⊙ Usability
- URL sees this center as a laboratory for proposed Software Quality graduate program
- Staged approach to implementation
 - ⊙ Sustainability
 - ⊙ Usability to be included in phase I





Next Steps

- **Formal agreement between URL and Sofex close to signing**
- **Members from both institutions completing profile of Quality Center**
 - ⦿ **Apply for setup funding**
- **Software Quality graduate program being reviewed for approval**
 - ⦿ **“Private” program already given a go!**





Key success factors

- **Seized opportunity**
 - ⊙ Sensitized parties
 - ⊙ Key people in key positions
 - ⊙ International and internal support ready and able
- **Good communication**
- **Early, modest, but concrete and visible results**

