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The advent of systems places even more focus on users, since these systems must support their daily activities in such a transparent way that does not disturb them. Thus, much more attention should be provided to human–computer interaction (HCI) and, as a consequence, to its quality. Dealing with quality issues implies first the identification of the quality characteristics that should be achieved and, then, which software measures should be used to evaluate them in a target system. Therefore, thid aims to identify what quality characteristics and measures have been used for the HCI evaluation systems.

Quality is the conformance to its requirement. As mention earlier the software is the foundation for checking the quality assurance. To know if this quality meets or is in line with the users wants/needs/ requirements.

This is the conformance to specifications, quality is the measure of degree to which the resigned specifications are followed during manufacturing/invention. The greater the degree of conformance the higher the level of quality. The improvement in computational device miniaturization and in wireless communication has moved forward relevant advances in ubiquitous systems development. Such systems are capable of monitoring environments and users in order to provide services as naturally as possible that are going to be of interest of good benefits to the user. These systems offer new types of interactions, such as more implicit and transparent exchanges with users. Thus, the ubiquitous systems present new challenges in quality evaluation of human-computer interaction, as any assessment of quality should take into account the peculiarities of these new types of interactions. The less the degree of conformance the less the quality.