

## ADMISSION REQUIREMENTS

### Target audience

IT specialists, designers, quality management specialists

### Certificate

Certified Usability Engineer (Level 1 – Basic)

### Schedule

Lectures/workshops: Monday through Friday, 9 am – 5 pm;  
Informal dinners with talks by external experts:  
Tuesday and Thursday, 6 pm – 10 pm;  
Final exam: Saturday, 9 am – 2 pm.

### Venue

Fraunhofer Institute for Applied Information Technology FIT  
Schloss Birlinghoven, 53754 Sankt Augustin, Germany

### Fees

4900,- € incl. examination and certification fee

### Dates

The course will be held 2 or 3 times per year. For the nearest starting dates see [www.usability-ux.fit.fraunhofer.de/CertifiedUsabilityEngineer](http://www.usability-ux.fit.fraunhofer.de/CertifiedUsabilityEngineer)



### CONTACT

For additional information about the course or to register, please contact

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For information about the educational program of Fraunhofer Academy, please contact

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## CERTIFIED USABILITY ENGINEER

Certificate program

## USER-ORIENTED SOFTWARE DESIGN



Over the last few years, what users expect from a piece of software has been changing significantly: instead of a wealth of features they look for a clear, intuitive user interface. Thus, usability or 'user-friendliness' has evolved into an important field for many companies, a field, though, where there is a significant need for information, education and training. This has motivated the Fraunhofer Institute for Applied Information Technology FIT to offer a professional training course that leads to a Certified Usability Engineer qualification.

In this five-day course, we use a fictitious software company as an example to present and discuss usability best practice, based on international usability standards and the DAkkS compendium of usability methodology co-developed by Fraunhofer FIT. Analysis of context of use and deficits of current procedures, design of prototypes and user-oriented implementation in an organization are among the topics covered. We cordially invite you to this certified training course.

**Prof. Dr. Matthias Jarke**

Director, Fraunhofer Institute for Applied Information Technology FIT



## COURSE OVERVIEW

Upon successful completion of the course, the Certified Usability Engineer has at her/his disposal the essential tools for a well-founded consulting job in usability engineering. S/he is familiar with usability engineering concepts, methods and procedures and can apply the methods compiled by Deutsche Akkreditierungsstelle (DAkkS) for developing interactive products and for assessing if interactive products and their development processes conform to the international Usability standards ISO 9241-11, -110 and ISO 9241-210.

### Learn from the experts that set the standards

The usability experts at Fraunhofer FIT who designed this course were involved in the development of the DAkkS (formerly DATech) methodology and they use it in their design and consulting projects. Besides the DAkkS methodology, our experts discuss additional elicitation and evaluation methods as well as internationally accepted principles for the presentation of information and for user guidance.

### Topics discussed

- Organizing usability engineering processes within IT projects
- Analyzing the context of use
- Defining user requirements
- Designing for usability
- Testing for usability
- Communicating usability

### A compact format for teaching what you really need to know

In the workshops, participants take the role of a usability consultant in a fictitious – though typical – IT company. Thus, they find out which interpretations of ‘usability’ are actually useful, and how they can succeed in balancing usability theory against the ‘harsh realities’ of running a project, while they work on introducing an effective company-wide usability engineering process.

### Knowledge for a wide range of application fields

After successfully completing the course, the participants are able to carry out the user-oriented design activities to create ergonomic user interfaces. Furthermore, they know how to enhance a software development process by introducing the design activities of an effective usability engineering cycle. This competence is useful across a wide range of industries and media, e. g. for Web-based services, medical devices, mobile apps or desktop software.

### Support after the course

After the end of the course, the usability experts at Fraunhofer FIT are available to answer your questions. In addition, you will gain access to a community of professional usability engineers that are prepared to share their expertise.

## THE MODULES

