

From Green Screens to the Web

Lessons Learned in Usability and Speed-to-Market

Marc René

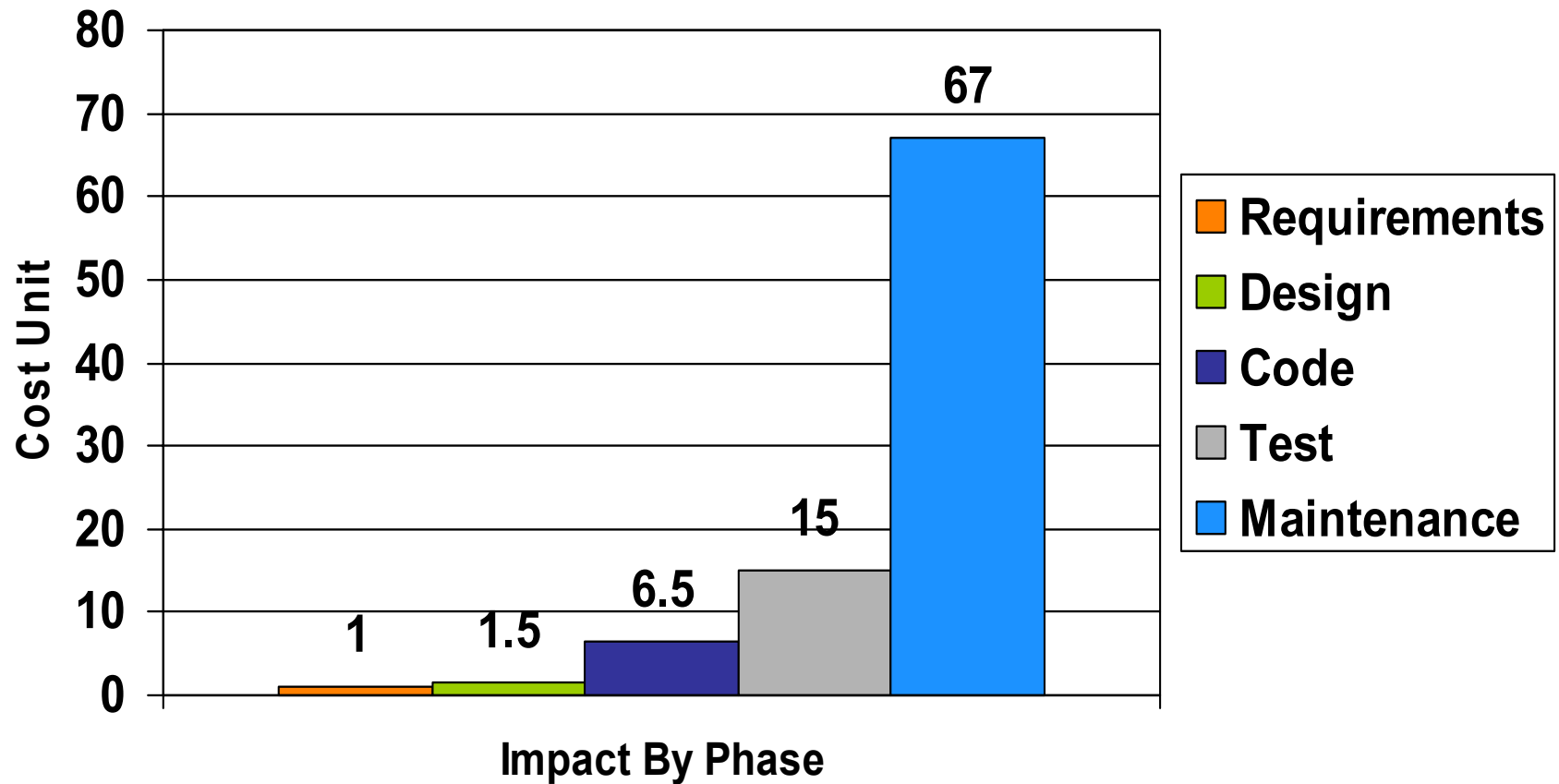
Director of Quality Services, BPMO

MetLife Auto & Home[®]

Overview – Recent History

- **Expanded from internally focused to customer-facing applications**
- **Faced challenges with respect to**
 - **Usability**
 - **Speed-to-market**
- **Incorporated usability into project lifecycle**

Defects - Cost Impact of Change



[PRESSMAN-01]

What is Usability?

- **Learning system features**
- **Using a system efficiently**
- **Minimizing the impact of errors**
- **Adapting the system to user needs**
- **Increasing confidence and satisfaction**

General Information Screen

```

CAS IL          EFF DATE 012003 NAME
12 MOS AUTO CHG DATE 101003 INIT I PSR BE L W UW    L  MPI 1  PG 01 SEL PO
BILL MODE 1 PAY PLAN F I/C  NAME AND ADDRESS  SDIP  ER  RNL 012003 SORT
      TERM A  NXT TRM  EXT                                COMM TIER
ACT NAME TITLE*FIRST*MIDDLE*LAST*  TITLE*FIRST*MIDDLE*LAST
C *NEW**NAME*
MAILING ADDRESS  NO AND STREET
  471
CITY              ST ZIP    TXTN C/S  COUNTY          TERR
LAKE FOREST      IL 60045 01885  C                03
M/C C NTMC
MI-LET  GARAGING 1  2  3  4  5  6  #VEH  #MET  RES  TYPE
PROOF?                                EXT LOC
HOME TEL # 111 111 1111
BUSN TEL #
ACT  MEMBERSHIP #
ACT  SEG          EXP DT          CH          AFF CODE          SUB
METRE YRS EMPL 00 ORIG N VPE  ORIG          CUST #:
ACT  OTHER PAYOR NAME (F M L)
      STREET              CITY              ST  ZIP
ACT  MMKT CO    EMPL STATUS N SC  ACT  REC#  EMP SSN
                                           GOOD  SV
  
```

General Information Screen

MetLife Auto & Home Agent Resource Site

	IL	METCAS	COMBO	May 1, 2006		
Service-Auto	ACTIVE	Term:01/20/2006-01/20/2007	Latest Trans:01/20/2006	Latest Process:01/18/2006		
<ul style="list-style-type: none"> Return to Search Related Policies Activity Policy Changes Coverage Summary Customer General Driver Vehicle Driver Assignments Other Residents Claims and Violations Coverages/Prem Notes Status Print ID Card Print Binder Decision Company Use Inquiry Term Activity PFM/Score Tier Info Disc/Surcharge Agent Info Microfilm 	Change Eff: <input type="text"/>	Initiator: <input type="text"/>	User: <input type="text"/>	Loc: <input type="text"/>	UW: <input type="text"/>	Loc: <input type="text"/>
	Internal Policy Key					
	Customer Information					
	Customer Name (Title First MI Last Connector)		Customer ID			
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		
	<input type="text"/>	<input type="text"/>	<input type="text"/>	Special Consideration <input type="text"/>		
	Mailing Address	City	State	Zip		
	<input type="text"/>	LAKE FOREST	IL	60045 <input type="button" value="Alternate Garage"/>		
	Invalid Mail/Phone Indicators <input type="button" value="?"/>					
	Insured Mailing Address	Other Payor	<input type="text"/>			
	Is the home address different from the mailing address? <input type="radio"/> Yes <input checked="" type="radio"/> No					
	Phone Numbers					
	Home	<input type="text"/>	Home Type	Own/Rent	Proof Rec	Mileage Letter
	Business	<input type="text"/>	House	Own	<input type="text"/>	<input type="text"/>
			Time at Pres. Addr.(MMYY)	Alternate Mailing	County	Tax Town
			<input type="text"/>	<input type="text"/>	<input type="text"/>	1885 <input type="button" value="Tax Town"/>
			City/Suburban	Territory		
			City	<input type="text"/>		

Vehicle Information – Vehicle Modifications

CAS IL 003		EFF DATE 012006		NAME BRUCE		AND																		
12 MOS	AUTO CHG	DATE	INIT	PSR	L	UW	L	MPI 1	PG 02	SEL P														
SORT	BACKDATE	CAPTURE	AGT	CAPTURE IND			RNL 012006	MOS	COV															
ALT GRG	IND	GR C	VEHICLE INFORMATION							SDIP	ER													
A #	VIN	YR	O	C	TRADE	MODEL	BODY	CYL	P	SYM	COST	TY												
1		93			LINCOLN	CONTINE	4DR	A	12	00001	A													
2		02			FORD	EXPLORE	ST WAG	A	13	00001	A													
NU	U	MI	CP	PE	D	MD	MILE	S	G	AMT	INS	R	P	B	V	L	T	A #	COL	OTC	B	A #	UMPD	L
N	1	00	N	P	1		40	G					P	Y					999	999				
N	1	00	N	P	2		40	G					P	Y					999	999				
ACT VEH LP		LOSS PAYEE		NAME		FINANCE COMPANY		STREET		CITY		ST ZIP												
DR#1																								
5						2							3											4
						6							7											

Vehicle Information – Vehicle Modifications

MetLife Auto & Home Agent Resource Site

IL METCAS COMBO May 1, 2006

Service-Auto 3 ADDED

***Represents required fields**

Number: 3

* VIN: * Year: **Verify VIN** ? VIN Override: * Make:

* Model: **Model Lookup** * Body Type: * Vehicle Type:

Cylinders: * Perf Code: ? * Symbol: **Cost New** VIN Letter:

* Cost New: * Purchased (mmyyyy): * New/Used: * Vehicle Use: Miles to Work: Principal Operator: Exclusive:

Annual Miles: Garaging: Customization Amount: Modified/Damaged:

Non-owned Vehicle: ?

Alternate Garage Location? Yes No

***Discounts**

Anti-Theft: Passive Restraint:

Anti-Lock Brakes: Car Pool Days per Month:

Coverage Screen

CAS	IL	EFF DATE	012003	NAME														
12	MOS	AUTO	CHG DATE	101003	INIT	I	PSR	BE	L	W	UW	L	MPI	1	PG	03	SEL	
	SORT												RNL	012003				
ACT		PIP	B/A/R		TOT		DED		I/F		OBEL							
		STACK			MED		GST		TORT		FUN							
					INC		OTH				PA							
					REJ													
ACT		LIAB		SGL	OCC													
				BI	0250000	PER	0500000	OCC										
				PD	0100000	OCC		DED										
		MED	EXP		REJ	010000	LIM				ACC	DTH			TOT	DIS		
ACT		UM		SGL	OCC													
		B/H/O/R	H	BI	0250000	PER	0500000	ACC			DED	ECON	BEN					
		STACK		PD		REJ		ACC			DED							
ACT		UIM		SGL	OCC													
		B/H/R		BI		PER		ACC										
		STACK		PD		REJ		ACC			DED		CONV	COV				
ACT		CTR	SIGN	NT-CTR							PRIOR	BI						

Coverage Screen

MetLife Auto & Home Agent Resource Site

	IL	METCAS	COMBO	April 17, 2006
Service-Auto	ACTIVE Term:01/20/2006-01/20/2007 Latest Trans:01/20/2006 Latest Process:01/18/2006			
<ul style="list-style-type: none"> Return to Search Related Policies Activity 	Change Eff: 05012006 Initiator: Agent User: Loc: UW: Loc:			
Policy Changes	Current Annual: \$ 1396.00		Quoted Annual: \$1396	
<ul style="list-style-type: none"> Submit Coverage Summary Customer General Driver Vehicle Driver Assignments Other Residents Claims and Violations Coverages/Prem Policy Cov Vehicle Cov Notes Status Print ID Card Print Binder Decision Company Use 	Policy Coverages			
	1993 LINCOLN CONTINE		2002 FORD EXPLORE	
	Bodily Injury	250000/500000 \$190	250000/500000 \$202	
	Property Damage	100000 \$182	100000 \$210	
	Medical Expense	10000 \$30	10000 \$30	
	UMBI	250000/500000 \$40	250000/500000 \$40	
	Suspend/Reinstate			
	Vehicle Coverages			
	UMPD (250 Ded)	00000 \$00	00000 \$00	
	Comp	1000w/gls \$30	1000w/gls \$42	
	Collision	1000 \$116	1000 \$204	
	Towing	100 \$4	100 \$4	
	Substitute Trans	040/1200 \$36	040/1200 \$36	
	Custom Sound	NC \$000	NC \$000	
	ACV Custom Sound			
	Lease or Loan Gap	No \$000	No \$000	
	Class Code:	UVB0000	TVB0000	
	Vehicle Territory:	02	02	

Quote Screen

ENDORSEMENT QUOTE										EFFDTE: 00000000			
EPAC RATE LVL										CLASSING 00			
PREM: ANN=NEW ANNUAL/PRO=PRO-RATED										1) 2) 3) 4) 5) 6)			
VEH TERR: 1 03 2 03 3 4 5 6 00 00										VRG P			
BI		PD		MED		PIP		UMBI		UMPD		UIMB	
ANN / PRO		ANN / PRO		ANN / PRO		ANN / PRO		ANN / PRO		ANN / PRO		ANN / PRO	
1	0190	0182	030					040					
2	0202	0210	030					040					
3													
4													
5													
6													
UIMPD		COLL		COMP		END		EME		VEH TOTALS			
ANN / PRO		ANN / PRO		ANN / PRO		ANN / PRO		ANN / PRO		ANN / PRO			
1		0116	0030	00040						00628			
2		0204	0042	00040						00768			
3													
4													
5													
6													
ST FEE/RA (ANN)		\$ 0000		TOTAL ANNUAL		PREMIUM \$		01396					
ST FEE/RA (PRO)		\$ 0000		TOTAL PRO-RATED		PREMIUM \$		00000					
HIT ANY KEY TO RETURN TO ENDORSEMENTS										HIT PF12 TO PRINT			

Quote Screen

		IL	METCAS	COMBO	Ap
Service-Auto		ACTIVE Term:01/20/2006-01/20/2007	Latest Trans:01/20/2006	Latest Process:01/18/2006	
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<ul style="list-style-type: none"> Coverage Summary Customer General Driver Vehicle Driver Assignments Other Residents Claims and Violations Coverages/Prem Policy Cov Vehicle Cov Notes Status Print ID Card Print Binder Decision Company Use 		Policy Coverages			
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		Suspend/Reinstate			
		Vehicle Coverages			
		UMPD (250 Ded)	00000 \$00	00000 \$00	
		Comp	1000w\gls \$30	1000w\gls \$42	
		Collision	1000 \$116	1000 \$204	
		Towing	100 \$4	100 \$4	
		Substitute Trans	040/1200 \$36	040/1200 \$36	
		Custom Sound	NC \$000	NC \$000	
		ACV Custom Sound			
		Lease or Loan Gap	No \$000	No \$000	
		Class Code:	UVB0000	TVB0000	
		Vehicle Territory:	03	03	

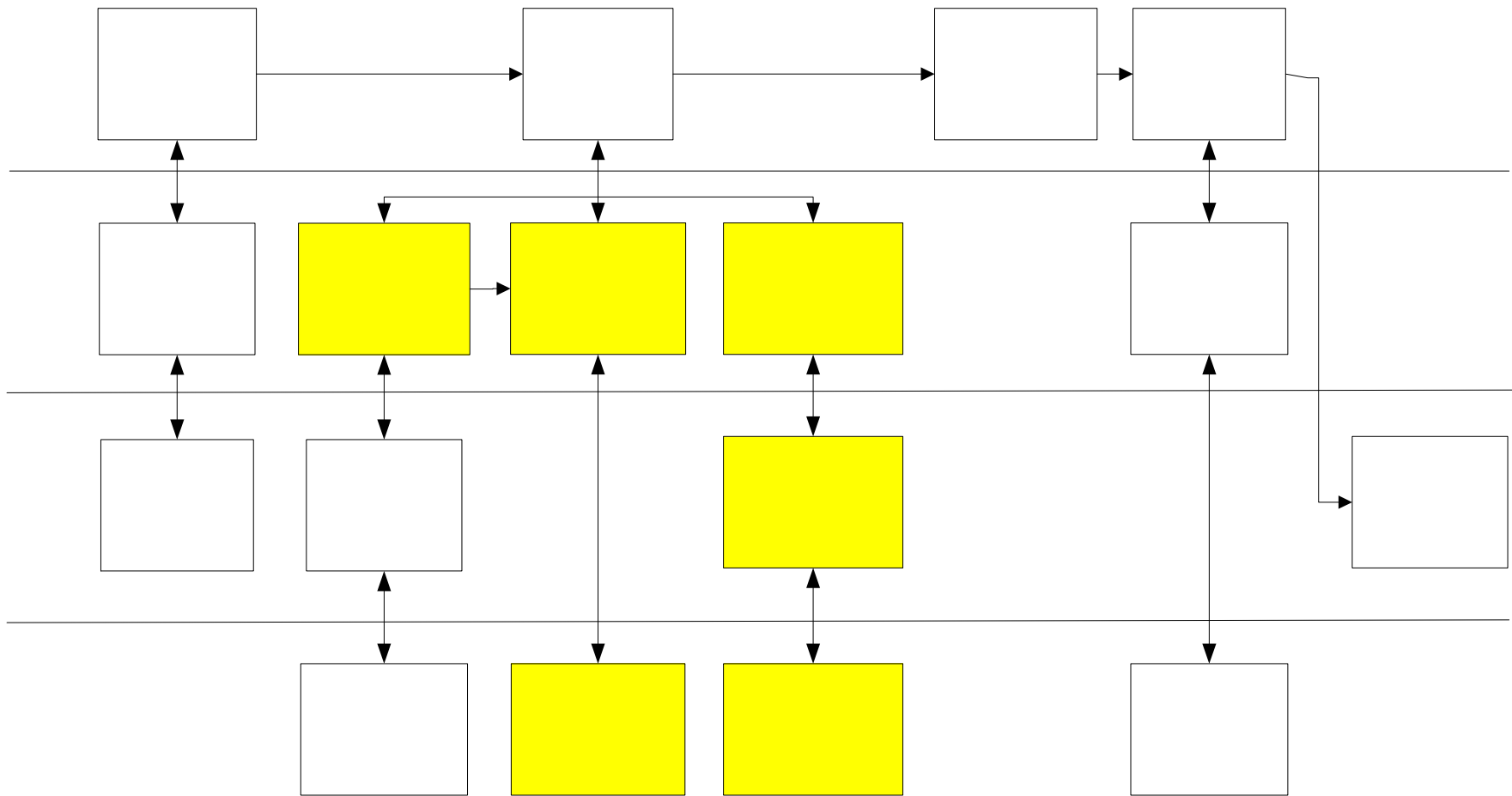
Challenges

- **Who are the users?**
- **How has the service model changed?**
- **What is ‘internet time’?**
- **What about the legacy systems?**
- **How are staff impacted?**
 - **Requirements; Development; Testing**
- **How is the infrastructure impacted?**

Best Practices

- **‘Real User’ feedback**
- **Executable prototypes**
- **Usability labs**
- **Usability requirements in ‘parallel path’**
- **Release planning**
- **Usability focus in UAT**

Business Requirements Parallel Path



References

- **Pressman, R.S., Software Engineering-A Practitioner's Approach-Fifth Ed., McGraw Hill, 2001**

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