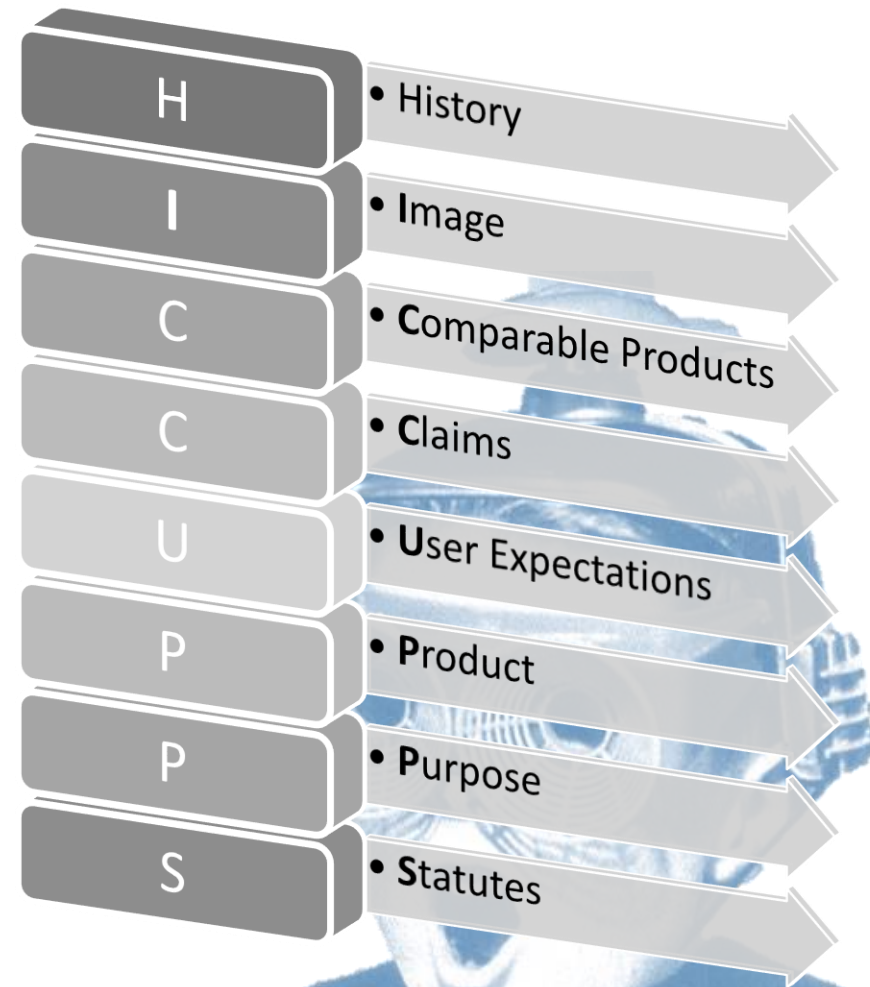
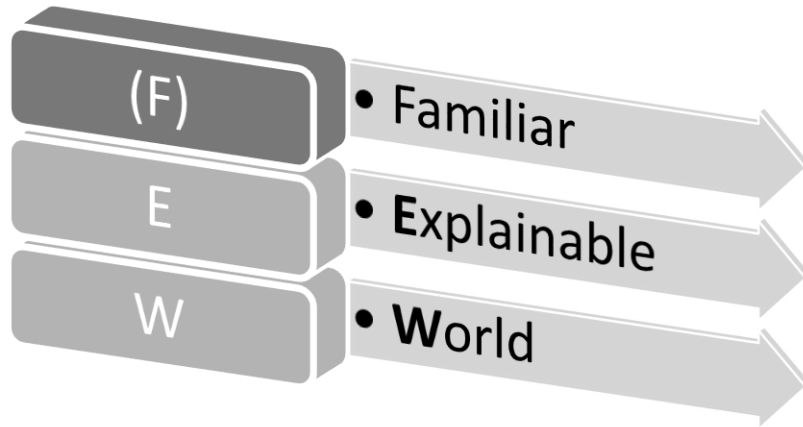


I put on my tester hat

Consistency heuristics

(F)EW HICCUPPS

James Bach & Michael Bolton



there was not a breach; there was a blog:
The HealthCare.gov Experience

Let's Test

Ben@QualityFrog.com
IsThereAProblemHere.com

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Security vulnerabilities

OWASP Top 10

Open Web Application Security Project



1	<ul style="list-style-type: none">• Injection	6	<ul style="list-style-type: none">• Sensitive data exposure
2	<ul style="list-style-type: none">• Broken authentication & session management	7	<ul style="list-style-type: none">• Function-level access controls
3	<ul style="list-style-type: none">• Cross-site scripting	8	<ul style="list-style-type: none">• Cross-site request forgery
4	<ul style="list-style-type: none">• Insecure object reference	9	<ul style="list-style-type: none">• Components with known vulnerabilities
5	<ul style="list-style-type: none">• Security misconfiguration	10	<ul style="list-style-type: none">• Unvalidated redirects and forwards

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Usability heuristics

Jakob Nielsen

Visibility of
system status

Match between system and
the real world

User control
and freedom

Consistency and
standards

Error prevention

Recognition rather
than recall

Flexibility and ease of
use

Aesthetic and minimalist
design

Help users recognize, diagnose,
and recover from errors

Help and
documentation

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Error reporting and handling heuristics

FAILURE

Ben Simo

F	• Functional
A	• Appropriate
I	• Impact
L	• Logs
U	• User Interface
R	• Recovery
E	• Emotions



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