

TREATING USABILITY AS A FIRST-CLASS CITIZEN

TRANSFORMING TRADITIONS IN TESTING

Davrondzhon.Gafurov
@ VEGVESEN.NO



Statens vegvesen
Norwegian Public Roads
Administration

#ISTC2026

Understanding Usability (UX) Defects

Functionality

Efficiency

Security

....

Usability (UX) Defects

Characteristics:

- Don't break the system
- Considered minor or cosmetic
-

Negative impact:

- Weakens user trust
- Increases support costs
- Increases cognitive load
-

Examples:

- Incomplete information
- Misleading feedback
- Unclear instructions
- Unnecessary clicks
- Inconsistent styling
- Poor visual appearance
-

REAL-WORLD EXAMPLES



Statens vegvesen
Norwegian Public Roads
Administration

Example 1

Share of zero-emission vehicles

vegvesen.no/en/fag/fokusomrader/baerekraftig-mobilitet/zero-emission-targets/

SVV Systemer | Intranett Vegveven | SVV | KDD | AKG | EUCaris | KONTOR - Vegvesen | Testsender IT Wiki ... | Get started - vegvesen...

Statens vegvesen

Traffic Vehicles Driving licences Road projects About us Your Page

< Emissions and greenhouse gases

Updated status for zero-emissions vehicles

All new passenger cars, light vans and city buses are to be zero-emission vehicles by 2025.

Share of zero-emission vehicles

The graph shows what share of vehicles for a given year that were zero-emission vehicles.

Vehicle: City bus | Year: 2023 | County: All | Municipality: All

Include used vehicle imports

81.6%

of first-time registered city buses in 2023 were gas-powered (LNG/CNG/LPG) or zero-emission vehicles

- Zero emissions (73.6%)
- Gas (8.1%)

30.0%

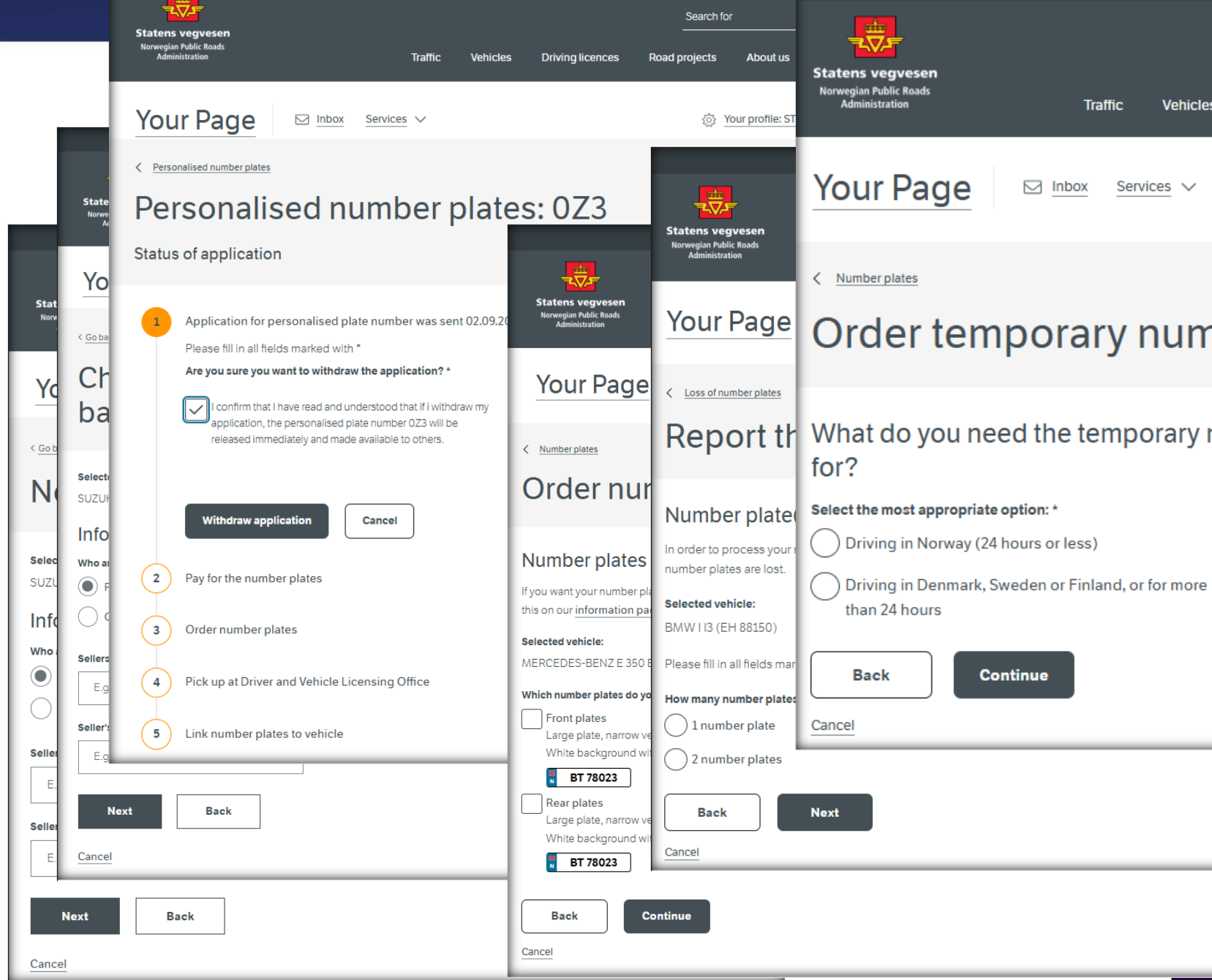
of the total number of city buses in 2023 were gas-powered (LNG/CNG/LPG) or zero-emission vehicles

- Zero emissions (15.7%)
- Gas (14.2%)

Selected parameters: city buses, 2023, Norway, used imports not included

Source: The Norwegian Public Roads Administration (NPRA).

Example 2



Example 3

Statens vegvesen
Norwegian Public Roads Administration

Traffic

Your Page | [Inbox](#) | [Services](#)

[Vehicle test](#)

Cancel vehicle test

Vehicle: CH 20292
TESLA Model 3 (2023)

Time: 28.04.2026, 08:00

Location: Steinkjer

Byaveien 21, 7715 Steinkjer
[Information about Driver and Vehicle](#)

Type of vehicle test: Utrykning - avslutte tilleggsgodkjenning

Cancel

[Cancel](#)

Statens vegvesen

I trafikken | Kjøretøy | Førerkort

Din side | [Innboks](#) | [Tjenester](#) ▾

[Kjøretøykontroll](#)

Avbestill kjøretøykontroll

Kjøretøy: CH 20292
TESLA Model 3 (2023)

Tidspunkt: 28.04.2026, 08:00

Oppmøtested: Steinkjer

Byaveien 21, 7715 Steinkjer
[Informasjon om trafikkstasjonen \(åpnes i ny fane\)](#)

Type kontroll: Utrykning - avslutte tilleggsgodkjenning

Avbestill

[Avbryt](#)

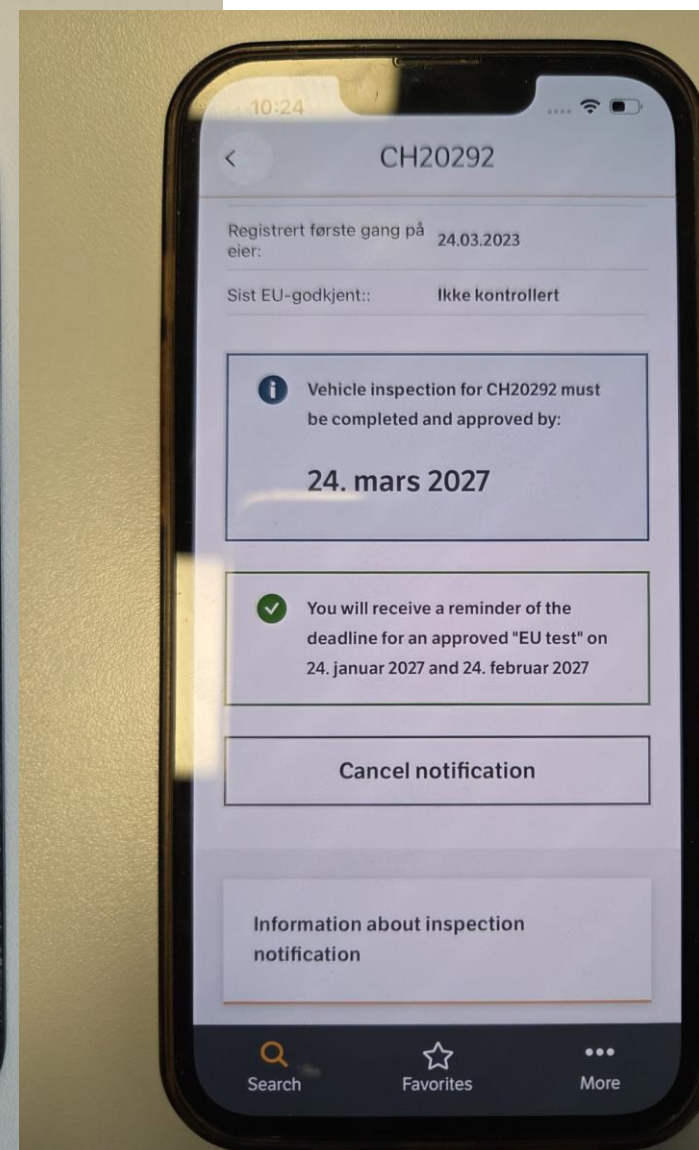
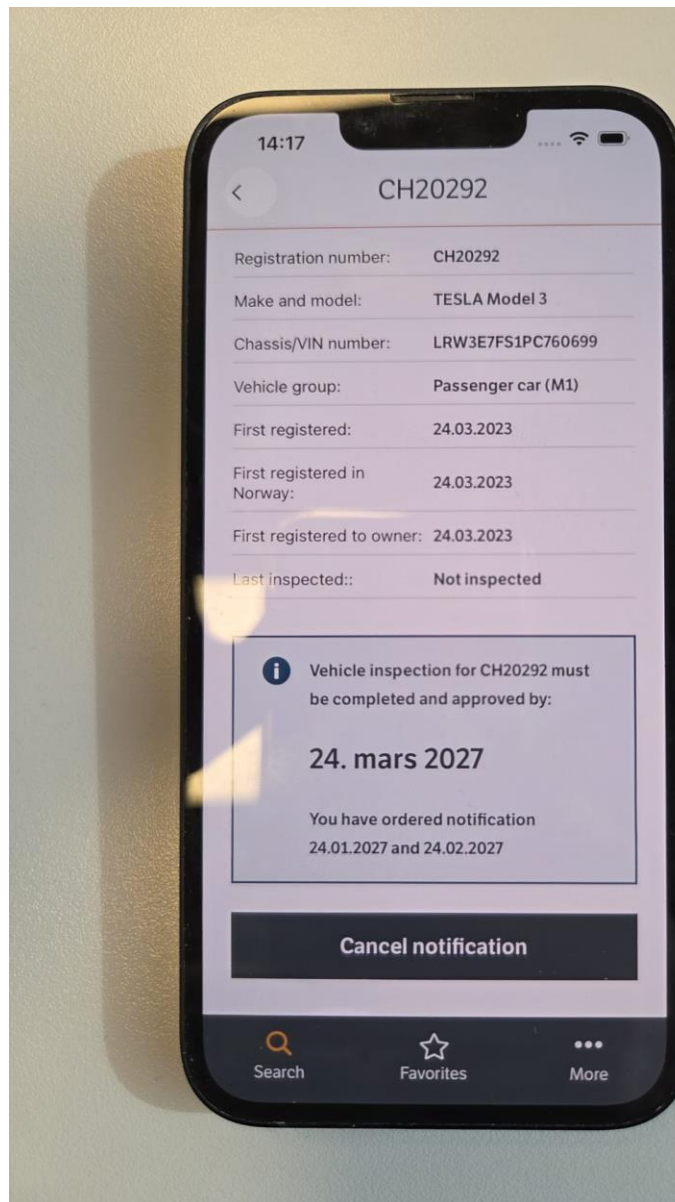
Example 4

The image shows a browser window with a dark theme. The page title is "AKSELERERENDE SKJØR TIGER AS" and the logo is "Statens vegvesen Norwegian Public Roads Administration". The page content includes a search bar, a "Your Page" section with links for "Inbox", "Services", "Change user", and "Your profile: AKSELERERENDE SKJØR TIGER AS". A red error box is displayed in the center, containing the text: "Something went wrong. If the error persists, Please contact us. During opening hours you can reach us on tel. 22 07 30 00." At the bottom, there is a "Contact information" section with a "Contact us" link, and an "About the website" section with links for "Sitemap", "Privacy policy and cookies", and "Cookies at vegvesen.no".

On the right side, the browser's developer tools are open to the Network tab. A request named "medtrafikk..." is selected. The "Headers" sub-tab is active, showing the following details:

| Name | Value |
|----------------------------------|--|
| Request URL | https://kjoretoykontroll-service.test.atlas.vegvesen.no/public/v2/kontrolltimer/medtrafikkstasjon?fullData=false |
| Request Method | GET |
| Status Code | 403 Forbidden |
| Remote Address | 10.247.246.197:443 |
| Referrer Policy | strict-origin-when-cross-origin |
| Response headers | <input type="checkbox"/> Raw |
| Access-Control-Allow-Credentials | true |
| Access-Control-Allow-Origin | https://www.test.vegvesen.no |
| Cache-Control | no-cache |
| Content-Length | 0 |
| Date | Mon, 23 Mar 2026 15:50:54 GMT |
| Vary | Origin |

Example 5



What is the challenge?

coding new feature



fixing big bug



fixing small bug



Limited resources – prioritization



<
always



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often



.....



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often



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How to nudge prioritizing UX bugs?

Make UX bugs visible:

- Remind about them in joint forums
- Emphasize the impact, not just defect description
- Document consequences in bug report



Kjøretøy Datadeling / KDD-3547

Mangler tydelig forklaring av alle farger i grafen Nullutslippskjøretøy

Edit

Add comment

Assign

More

Ny

Details

Description

Steps to reproduce

1. Går til siden: <https://www.test.vegvesen.no/fag/fokusomrader/baerekraftig-mobilitet/nullutslippsmalene>
2. Velg «Bybuss» under Kjøretøy.
3. Se på grafen og tilhørende forklaring (legends)

Forventet resultat

- Alle farger som brukes i grafen er tydelig forklart i legenden.

Faktisk resultat

- Den grå fargen som vises i grafen er ikke forklart i legenden (se skjermbilde nedenfor).

Konsekvens

- Manglende forklaring av farger gjør visualiseringen utydelig og kan føre til feiltolkning hos sluttbruker. F.eks. kan brukeren anta at grå farge betyr «ukjent», «mangler data» eller noe annet enn det som er ment.

Key takeaways for Testers

- **Run exploratory testing with genuine curiosity** – actively look for friction points users will encounter
- **Think like your users, not just like a tester** – consider cognitive load and trust impact beyond functional correctness
- **Make usability defects visible** – articulate business impact to influence prioritization decisions

Deceptive design (dark patterns)

Amazon to pay \$2.5bn to settle FTC 'dark patterns' case

by Laura Varley

26 SEP 2025 SAVE ARTICLE



Image: © PhotoGranary/Stock.adobe.com

According to the FTC, Amazon manipulated consumers into signing up for Prime membership without their consent and also made it difficult to cancel subscriptions.

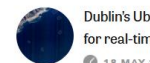
LATEST



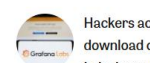
10 Irish me innovating
18 MAY



As AI meet store for th
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Dublin's Ub for real-tim
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Hackers ac download c Labs breac
18 MAY

FOLLOW



Samsung s global chip

Post



After hunting down the tiny link I was sure I had cancelled my @LinkedIn premium subscription last month. Turns out they switch the primary and secondary button so at a glance you think you are performing the opposite action @darkpatterns

MY PREMIUM EXPLORE PREMIUM SWITCH PLAN CANCEL SUBSCRIPTION Go to LinkedIn.com

Before you go — we value your feedback
[Redacted] and millions of other members use Premium

What's your main reason for cancelling? (required)

- This is temporary
- I don't understand how to use LinkedIn Premium
- It's too expensive
- I want to change subscriptions
- I accomplished my goal
- Other

Purchased

\$4,000.00

pilot

ise

\$4,000.00

Pay

Credit Card

refunded. If applicable,
d on your registration
ess.

ISTANBUL
SOFTWARE
TESTING
CONFERENCE

New features bring users in.
UX defects push them out.

Thank you!

UX defects don't break the system —
they break trust. And trust is a quality
risk we cannot afford to ignore.