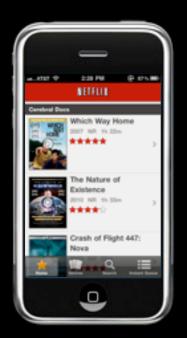


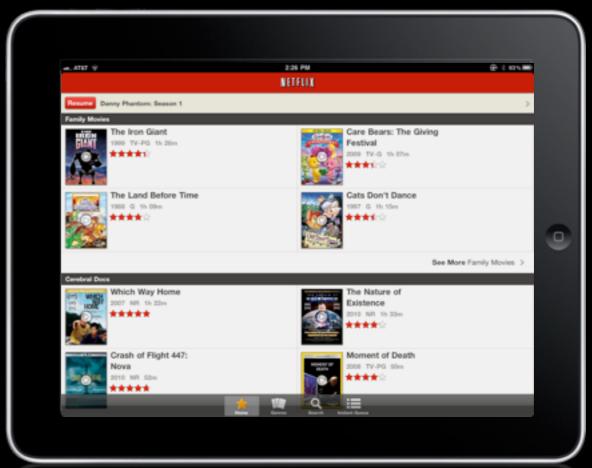


Designing for Mice & Men

Bill Scott, Netflix

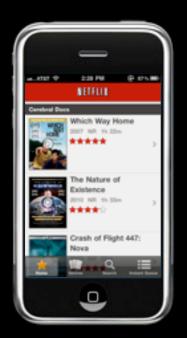


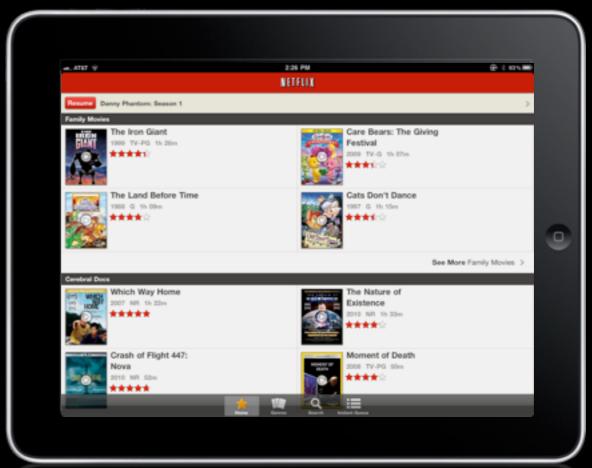
















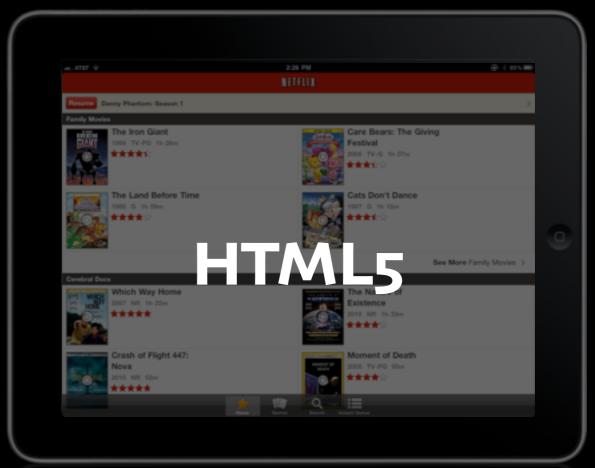














Common Platform Across Devices









Server-driven dynamic UI

Server-driven dynamic UI

Server-driven dynamic UI

Web-style release vs CE firmware updates

Server-driven dynamic UI

Web-style release vs CE firmware updates

Server-driven dynamic UI

Web-style release vs CE firmware updates

Support A/B Testing

Server-driven dynamic UI

Web-style release vs CE firmware updates

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Support A/B Testing

Learn Fast/Fail Quickly

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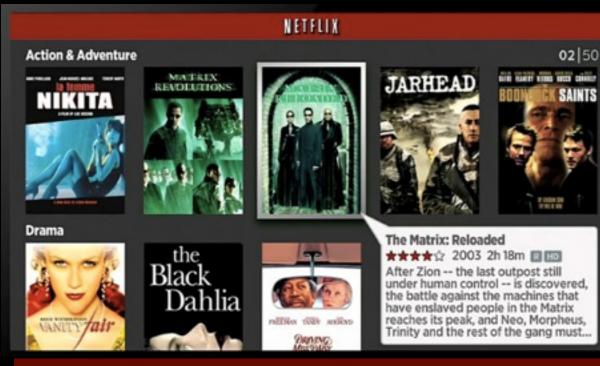
Web-style release vs CE firmware updates

Support A/B Testing

Learn Fast/Fail Quickly

Chaos Otherwise

Chaos (400 SKUs)







The Princess and the Frog G Walt Disney Pictures



Down in New Orleans during the fabulous Jazz Age, young Princess Tiana (voice of Anika Noni Rose) searches for true love and comes face-to-face with snooty debutante Charlotte, ancient voodoo priestess Mama Odie and the evil Dr. Facilier.

Children & Family Released 2009 97 minutes ****

Actors

Anika Noni Rose Terrence Howard John Goodman Bruno Campos Keith David

Directors

Ron Clements John Musker

Categories Children & Family Family Animation Disney

























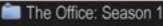




Instant Queue



The Adventures of Baron Munchausen



Word Wars

Nosferatu

The Life of Birds

Liar Liar



Controlled Variances

NETFLIX

Recently Watched

Suggestions for You

New Arrivals

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Search





















X View more suggestions

Emotional Movies











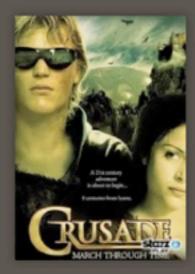
Controlled Variances

Instant Queue











Bella

2006 PG-13 1h 31m



Two lost souls -- Nina, a pregnant, unmarried waitress, and Jose, an introspective cook with a tragic past -- find solace in each other as their lives become unpredictably linked throughout the course of one incredible day.

Recently Watched











Cast: Eduardo Verástegui,

Tammy Blanchard...

Categories: Drama, Indie Dramas

Director: Alejandro Gomez

Monteverde

Emotional Dramas

We chose a portability layer (html5)

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However, we vary the user experience across platforms (web, tv, mobile, tablet)

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We design for user posture, input capabilities, navigation styles and display capabilities

Try to embrace the constraints (design for mobile first!)



Designing for Mice & Men





Web

Input

Indirect. Pointer/keyboard

Navigation

Controls & windows

Posture

Stationary

Display

Hi-Rez, large, near





Web

Input

Indirect. Pointer/keyboard

Navigation

Controls & windows

Posture

Stationary

Display

Hi-Rez, large, near



TV

Input

Indirect. LRUD/OSK

Navigation

Panes

Posture

Lean Back

Display

Hi-Rez, far-away





Web

Input

Indirect. Pointer/keyboard

Navigation

Controls & windows

Posture

Stationary

Display

Hi-Rez, large, near



TV

Input

Indirect. LRUD/OSK

Navigation

Panes

Posture

Lean Back

Display

Hi-Rez, far-away



Mobile

Input

Direct. Gesture/OSK

Navigation

Panes

Posture

On-the-go

Display

Hi-Rez, small, near





Web

Input

Indirect. Pointer/keyboard

Navigation

Controls & windows

Posture

Stationary

Display

Hi-Rez, large, near



TV

Input

Indirect. LRUD/OSK

Navigation

Panes

Posture

Lean Back

Display

Hi-Rez, far-away



Mobile

Input

Direct. Gesture/OSK

Navigation

Panes

Posture

On-the-go

Display

Hi-Rez, small, near



Tablet

Input

Direct. Gesture/OSK

Navigation

Panes

Posture

On-the-go, lean back shared

Display

Hi-Rez, medium, near



So what's common?

design principles

fundamental, universal ideas that underpin good design across different input methods, display capabilities and user posture

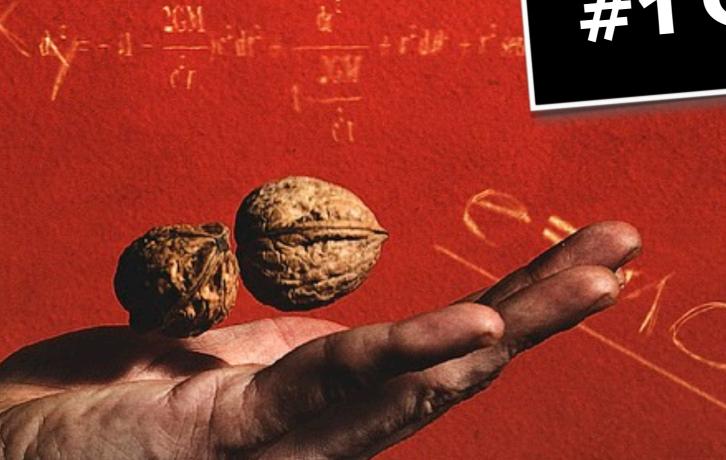
but the application of principles varies across **input**, **posture**, **navigation & display**

Three Principles

Three Principles

common design principles for multiple platform design

#1 Get Physical



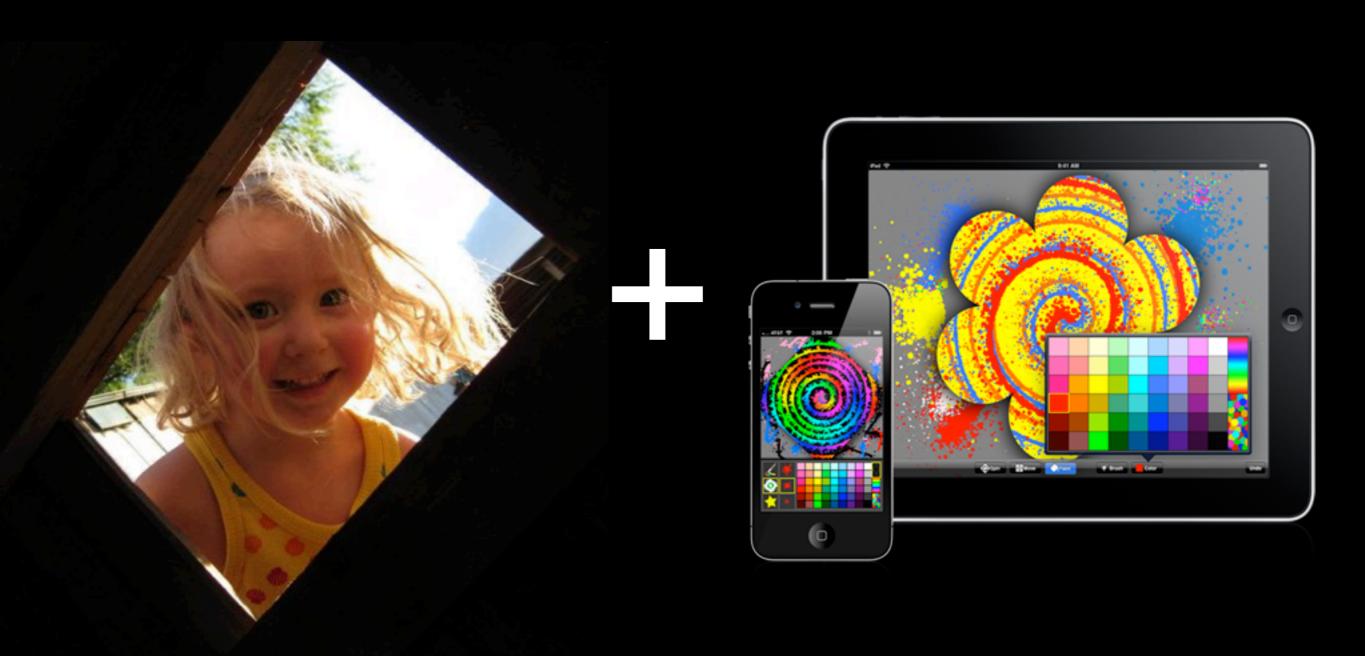
The Illusion of Physicality



The Illusion of Physicality



The Illusion of Physicality



"Finger painting" "Paint on Paper" "My finger is out of Purple!?"

Design for Physicality

Design for Physicality

Whenever possible, add a realistic, physical dimension to your application.

The more true to life your application looks and behaves, the easier it is for people to understand how it works and the more they enjoy using it.

- Apple HIG

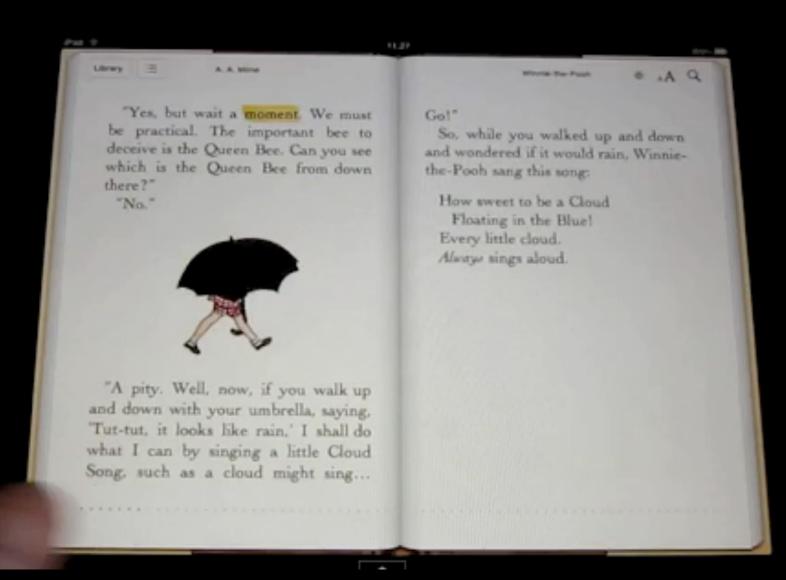
Use Metaphors to Embody Physicality



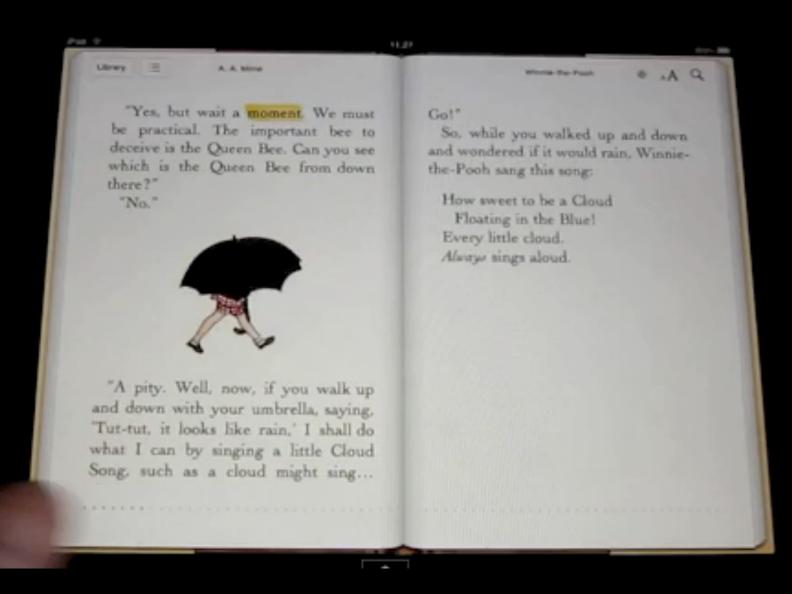


Film Strip

计算程度存存



Book



Book

"Books have pages"

"Pages turn"

Home 1921 AM @ 1 1935 EX

with the Whitecloaks around, for sure. I don't expect anybody else would look kindly on a name like that, neither. I see what you mean, but...oh, no, mistress. Not my mule."

JORDAN, ROBERT

"No doubt a wise decision," Moiraine said.
"Now we must be off."

"And don't you worry, mistress," Avin said, with a deep bob of his head, "I ain't seen nobody." He darted to the gate and began tugging it closed with quick jerks. "Ain't seen nobody, and ain't seen nothing." The gate thudded shut, and he pulled down the locking bar with a rope. "In fact, mistress, this gate ain't been open in days."

"The Light illumine you, Avin," Moiraine said. She led them away from the gate, then. Rand looked back, once, and Avin was still standing in front of the gate. He seemed to be polishing a coin with an edge of his cloak and chuckling.

The way led through dirt streets barely the width of two wagons, empty of people, all lined with warehouses and occasional high, wooden fences. Rand walked a time beside the gleeman. "Thom, what was all that about Tear, and the People of the Dragon? Tear is a city all the way down on the Sea of Storms, isn't it?"

THE EYE OF THE WORLD: BOOK ONE OF THE WHEEL OF TL.

"The Karaethon Cycle," Thom said curtly.

Rand blinked. The Prophecies of the Dragon.
"Nobody tells the... those stories in the Two
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Wisdom would skin them alive, if they did."

"I suppose she would, at that," Thom said dryly. He glanced at Moiraine up ahead with Lan, saw she could not overhear, and went on. "Tear is the greatest port on the Sea of Storms, and the Stone of Tear is the fortress that guards it. The Stone is said to be the first fortress built after the Breaking of the World, and in all this time it has never fallen, though more than one army has tried. One of the Prophecies says that the Stone of Tear will never fall until the People of the Dragon come to the Stone. Another says



Home JORDAN, ROBERT THE EYE OF THE WORLD: BOOK ONE OF THE WHEEL OF TI....

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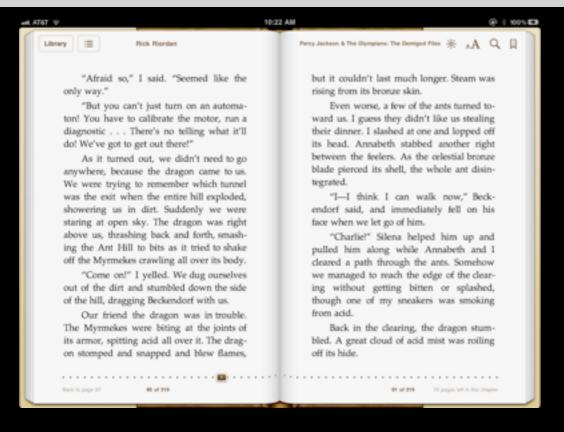
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Ac

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Location??

Location 4244 - 4265 -- 24%



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Location 4244 - 4265 -- 24%

ILibrary : Rick Riordan

Percy Jackson & The Olympians: The Demilgod Files : AA Q □

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"Come on!" I yelled. We dug ourselves out of the dirt and stumbled down the side of the hill, dragging Beckendorf with us.

Our friend the dragon was in trouble. The Myrmekes were hiting at the joints of

Back to page 97

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"I—I think I can walk now," Beckendorf said, and immediately fell on his face when we let go of him.

"Charlie!" Silena helped him up and pulled him along while Annabeth and I cleared a path through the ants. Somehow we managed to reach the edge of the clearing without getting bitten or splashed, though one of my sneakers was smoking from acid.

Back in the clearing, the dragon stum-

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Page!!

"Books have pages"

Back to page 97 80 of 219 13 pages left in this chapter

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clearing, the dragon stum Page!!

Don't break the metaphor for the underlying implementation model. The user's mental model is the experience cushion.

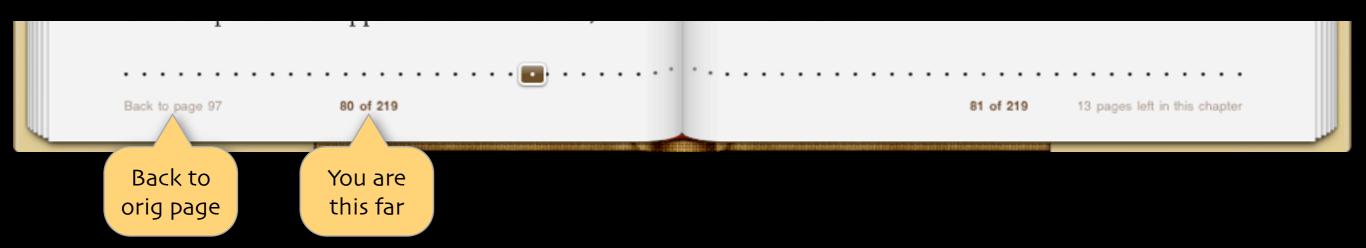
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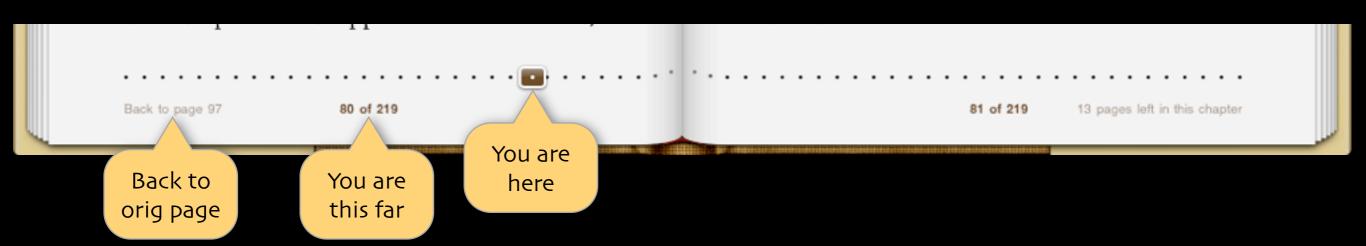
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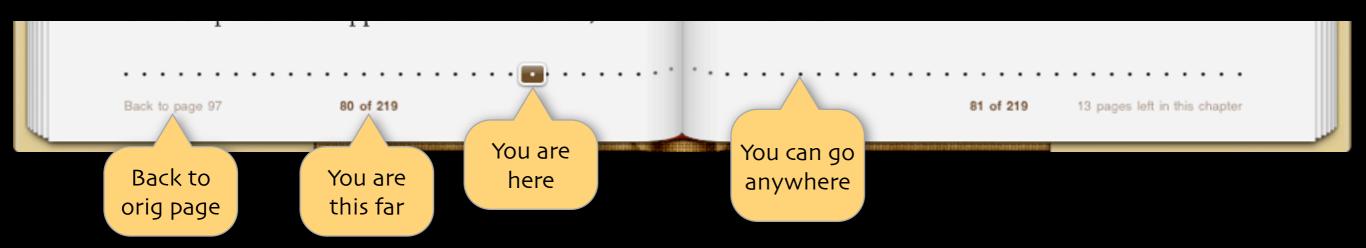


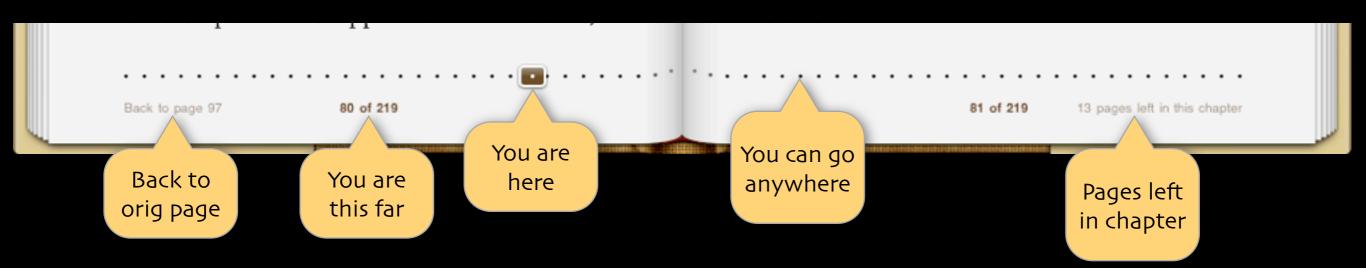


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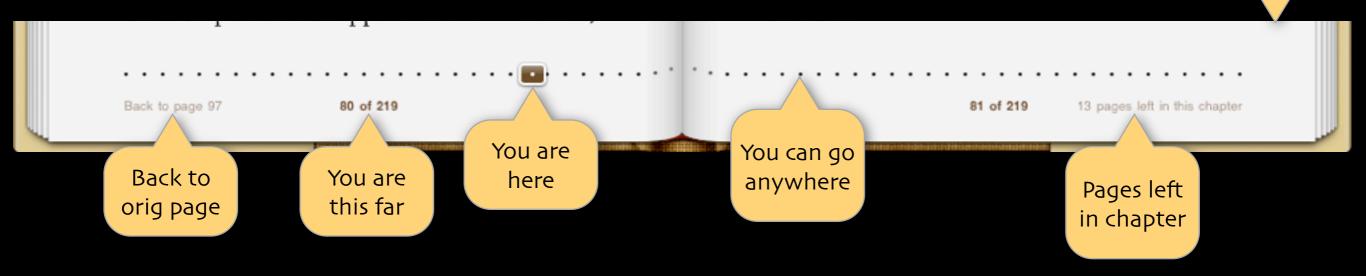




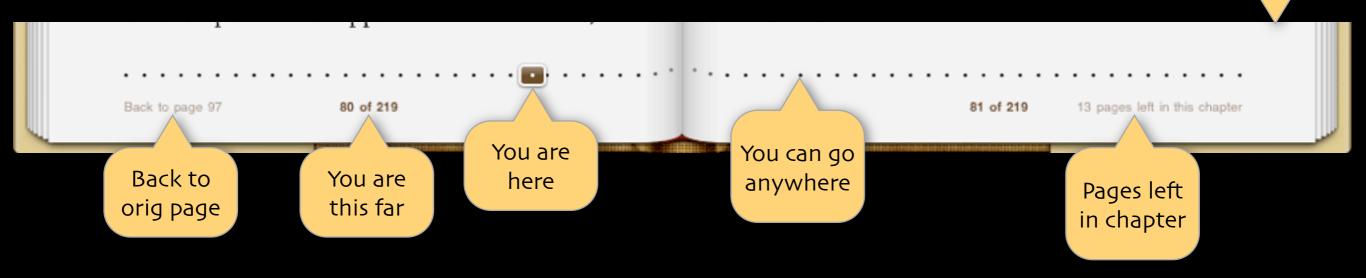




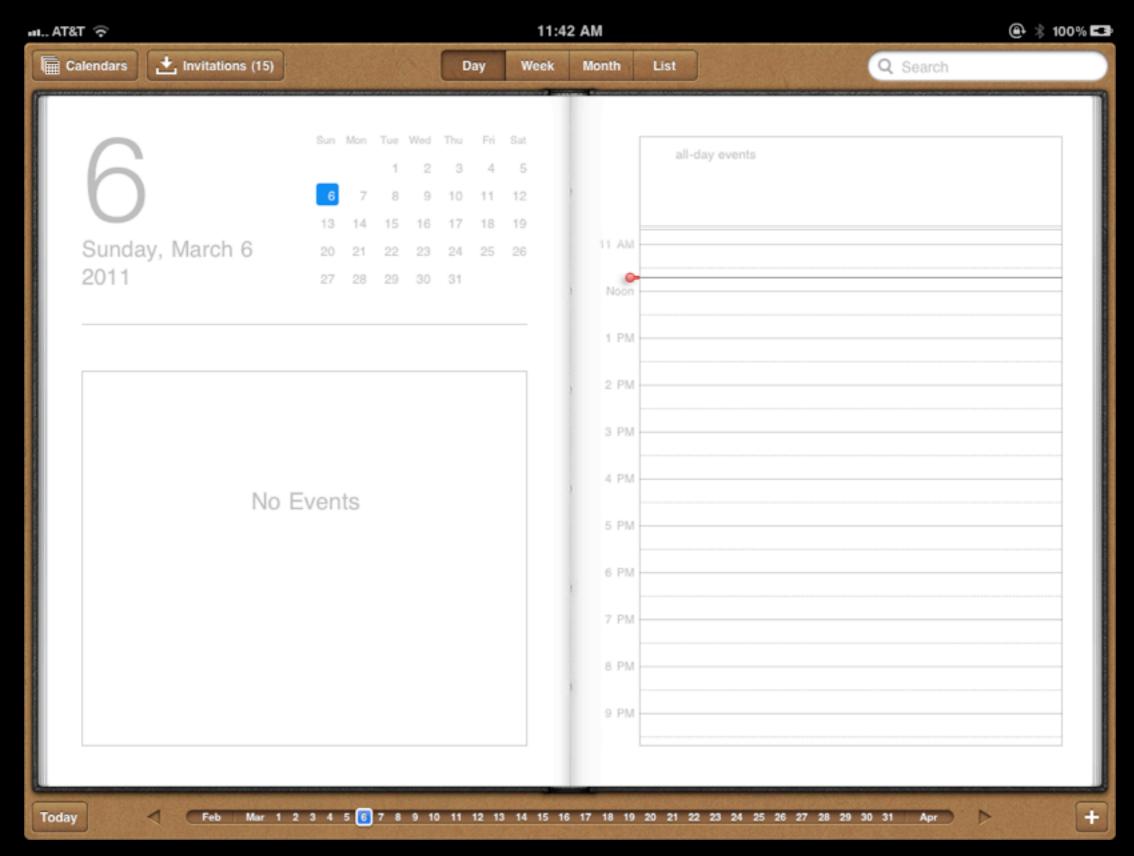
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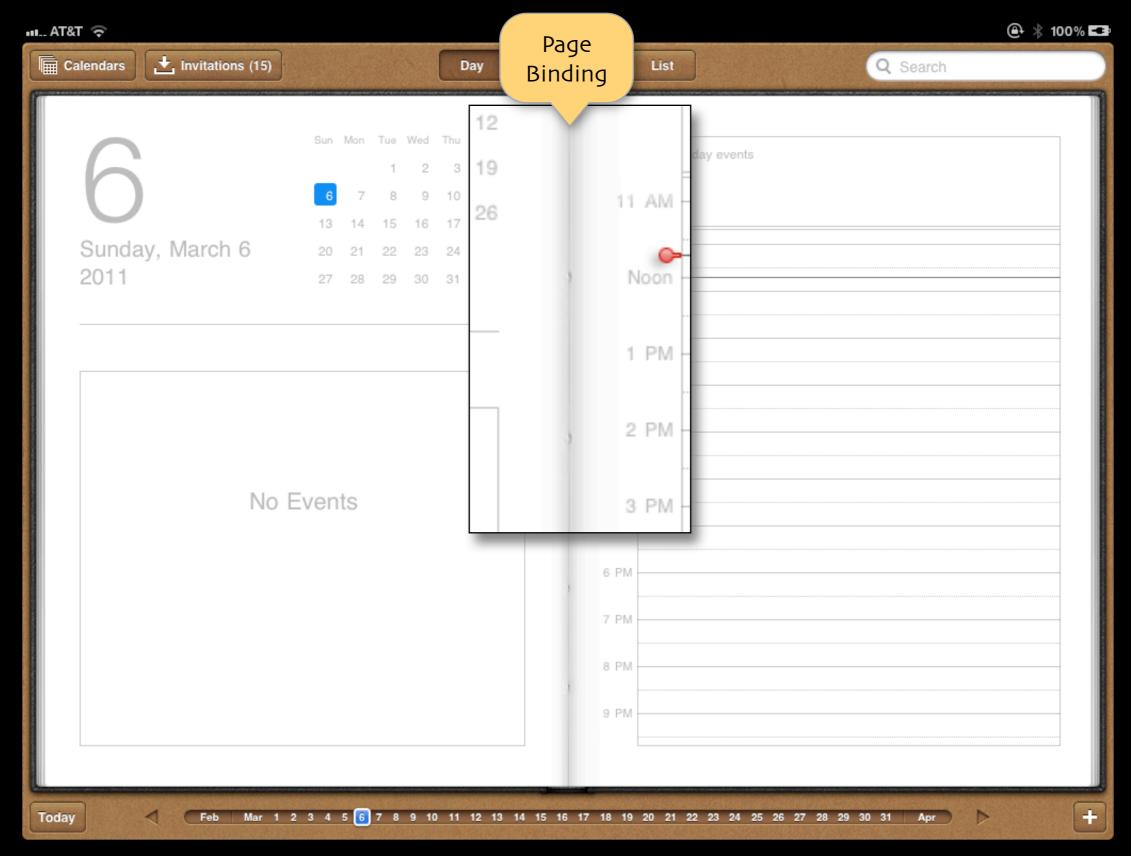


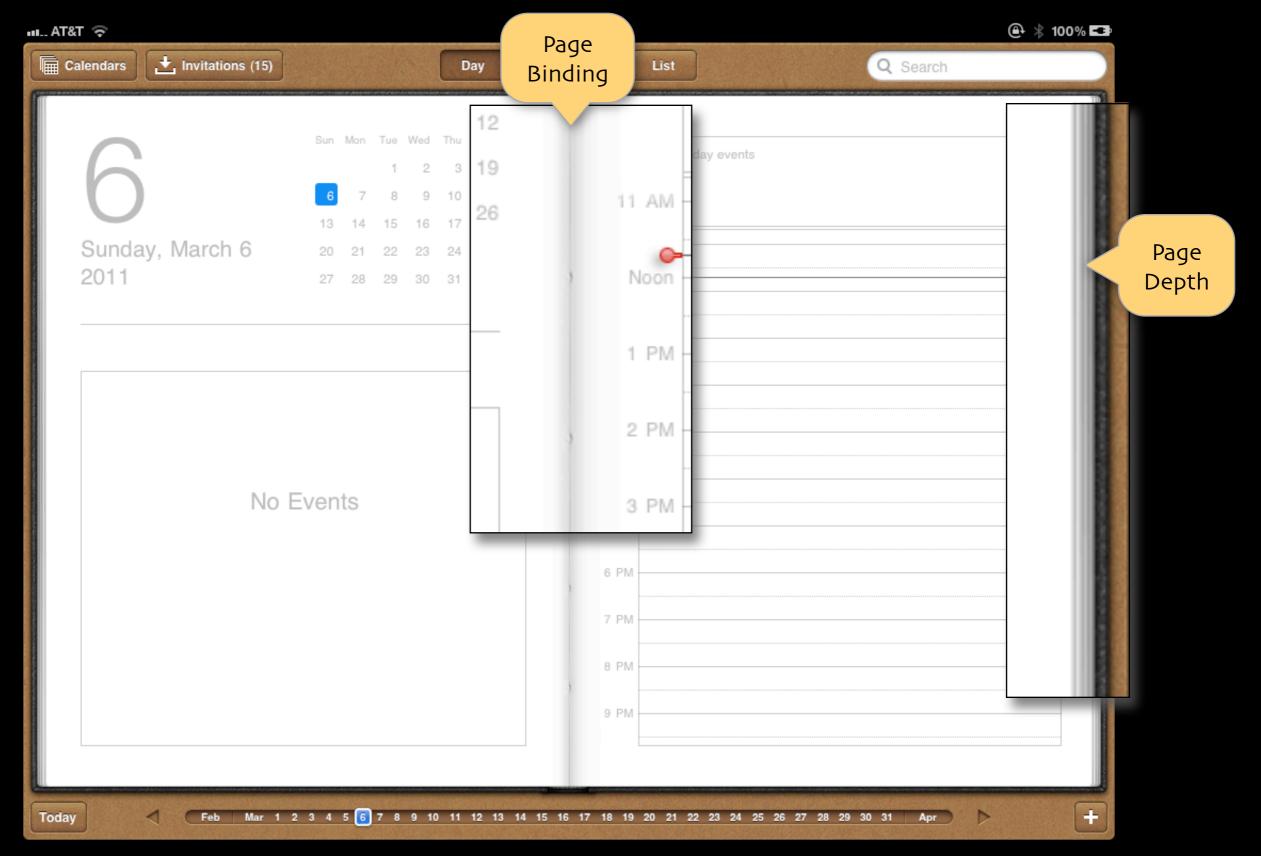
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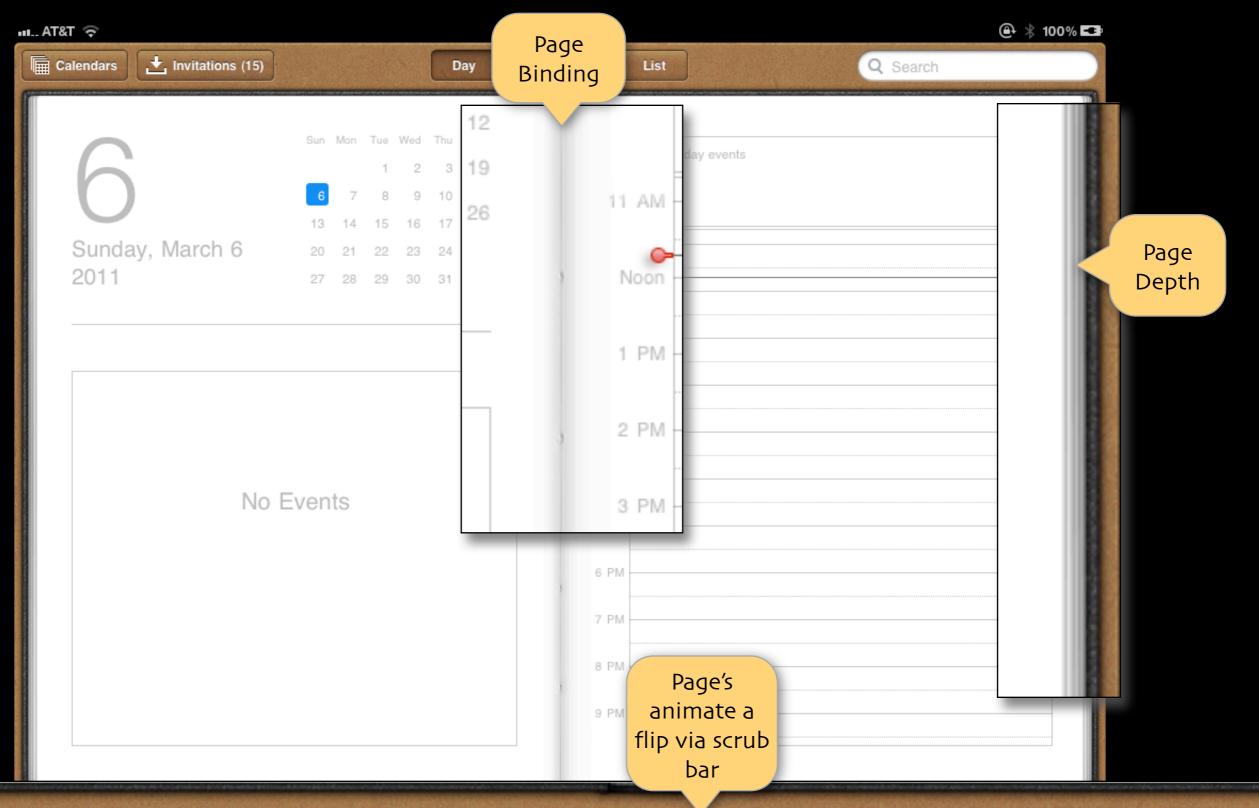


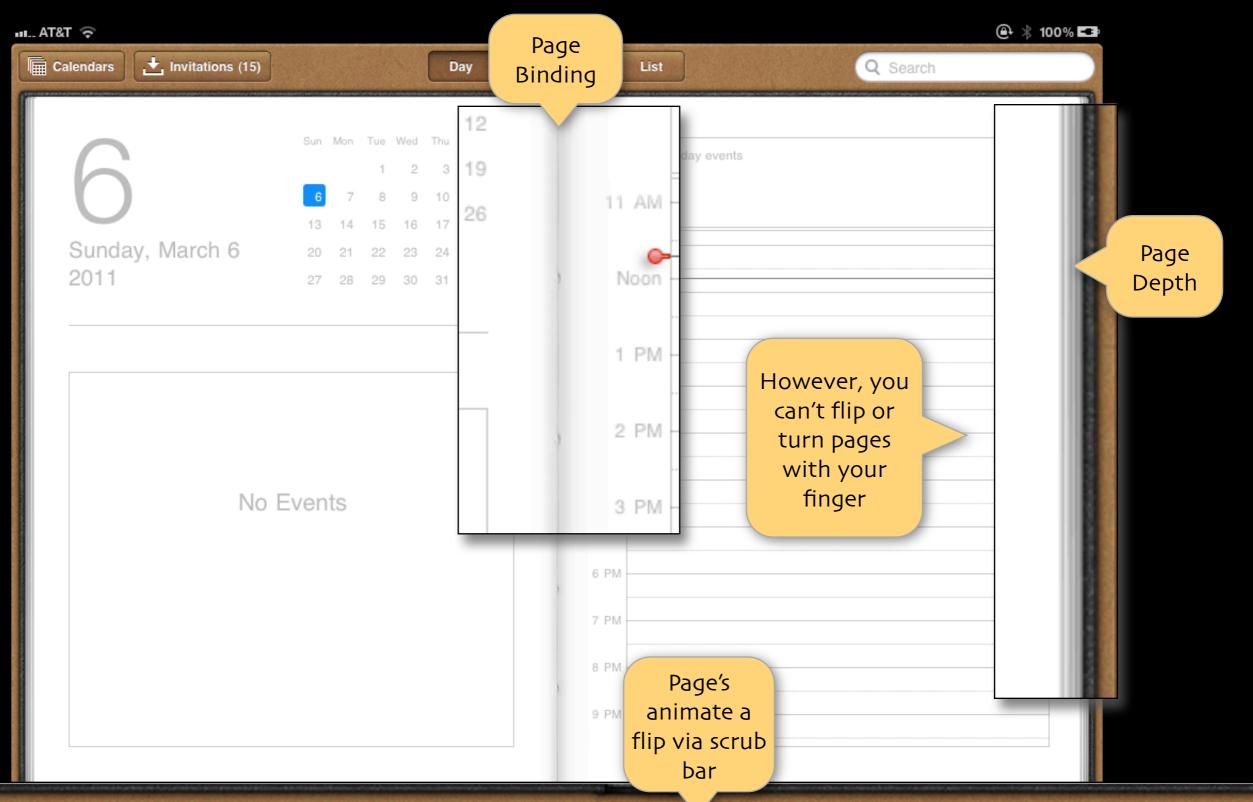
Strict physicality is hard work. Use magic to simplify the real world.

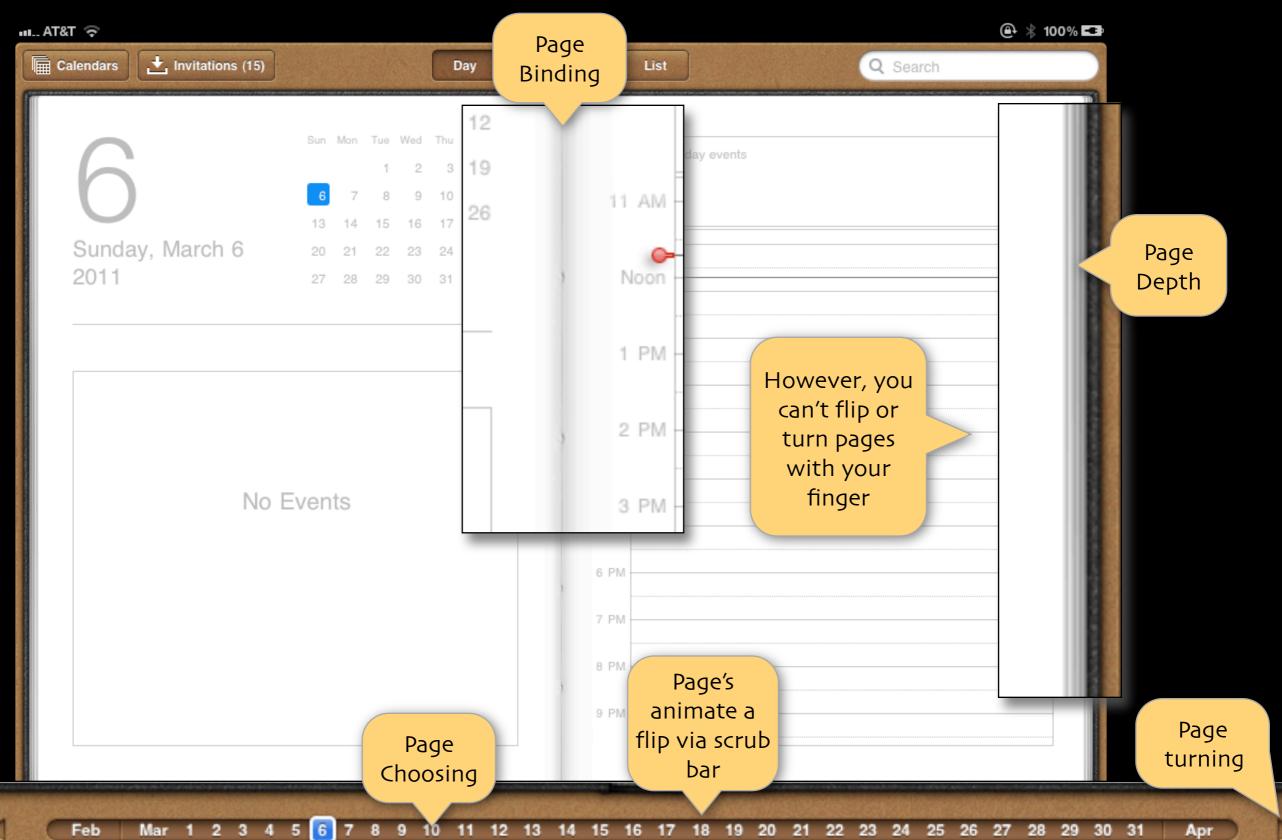




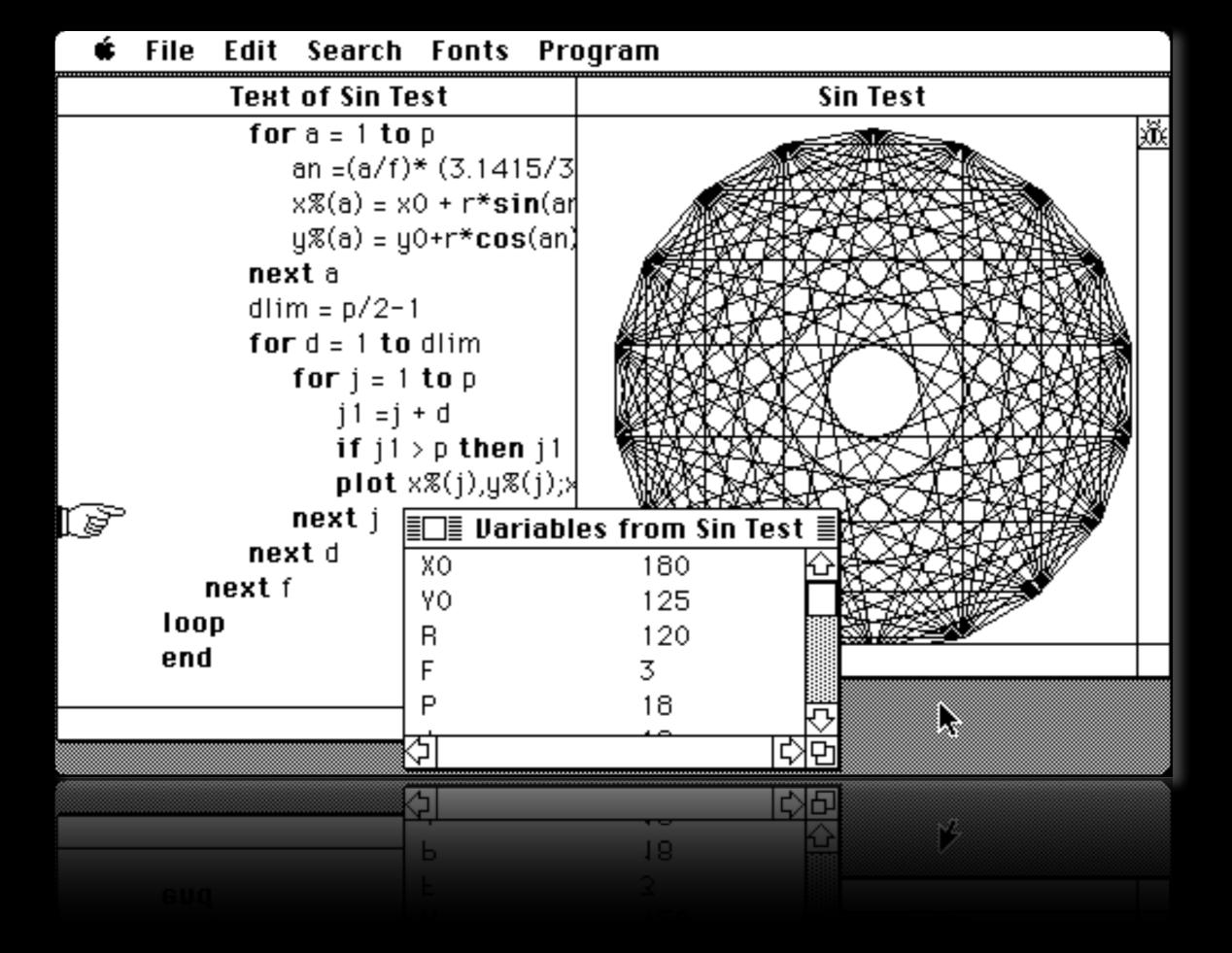


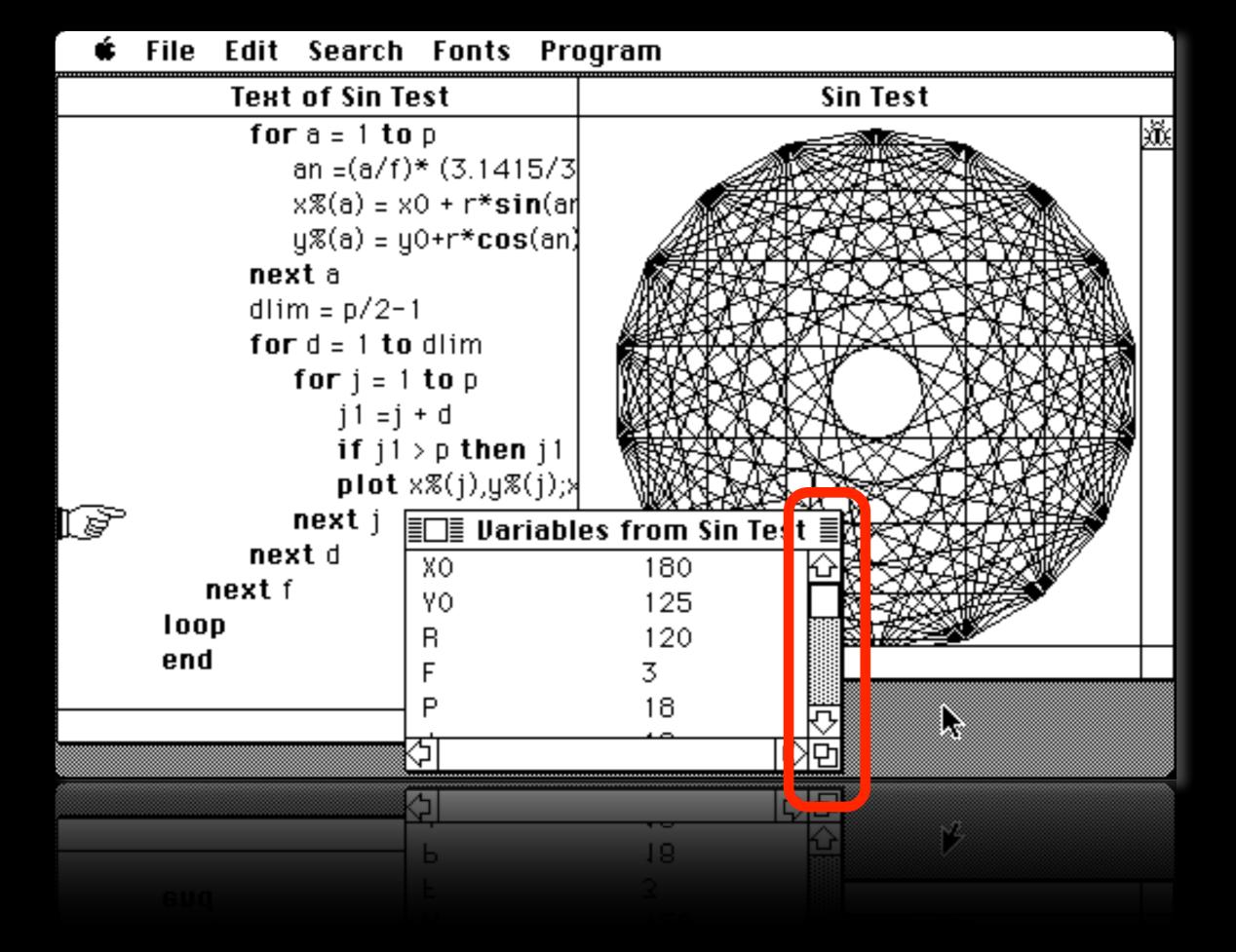


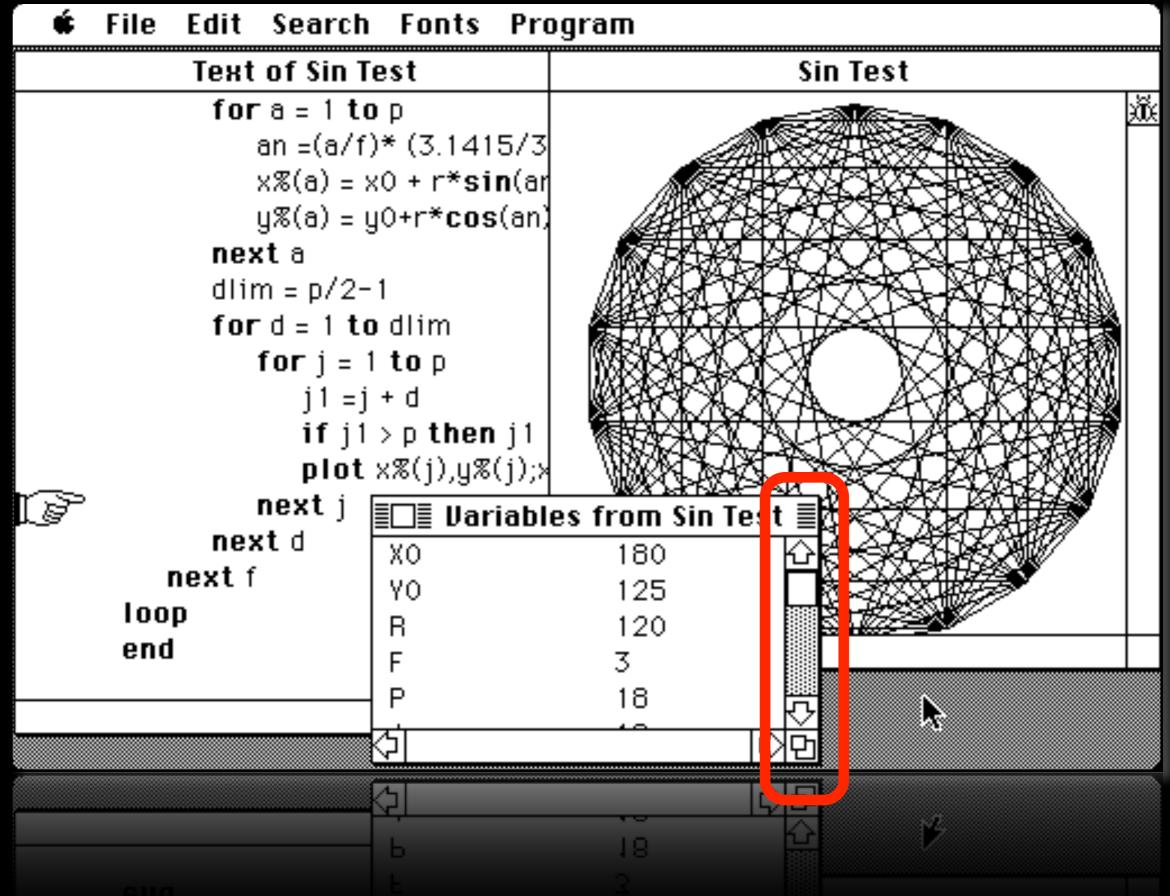




Use Directness to Simulate Physicality

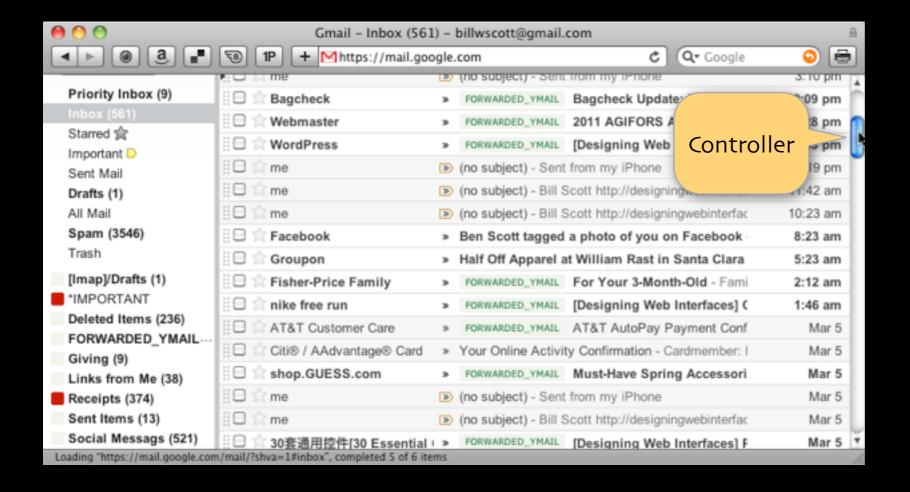






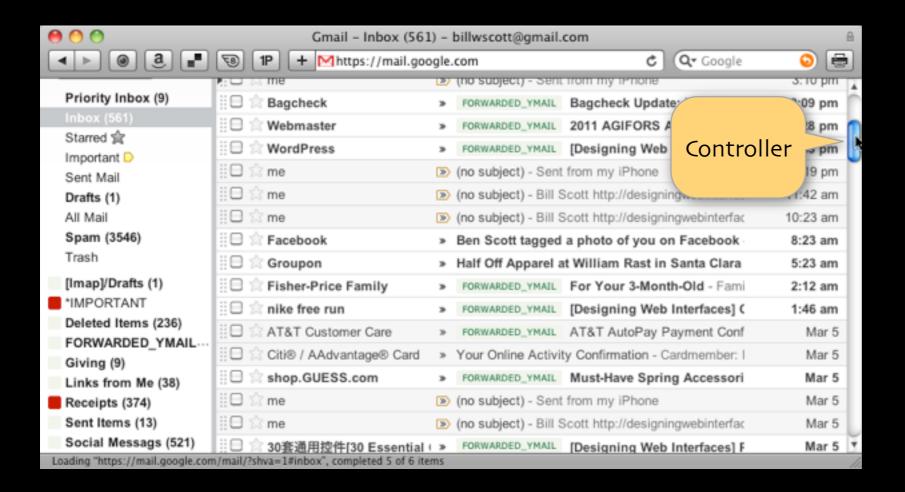
in 1984, this was physicality - the scrollbar

Scrollbar Evolution

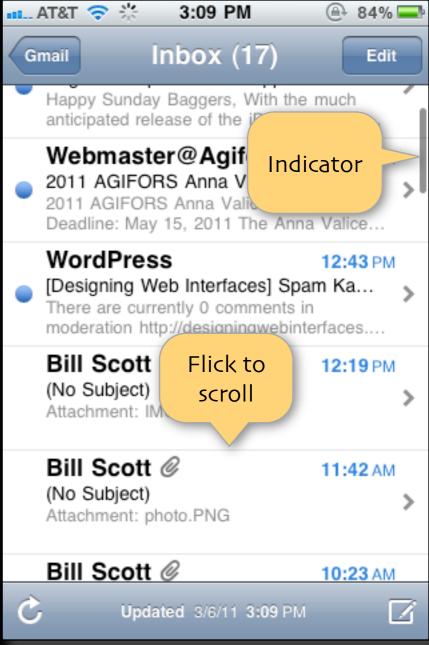


Scrollbar Evolution

From Controller to Indicator Content is scrolled instead of scrollbar



Thumbwheel is an evolution as well



It must feel real

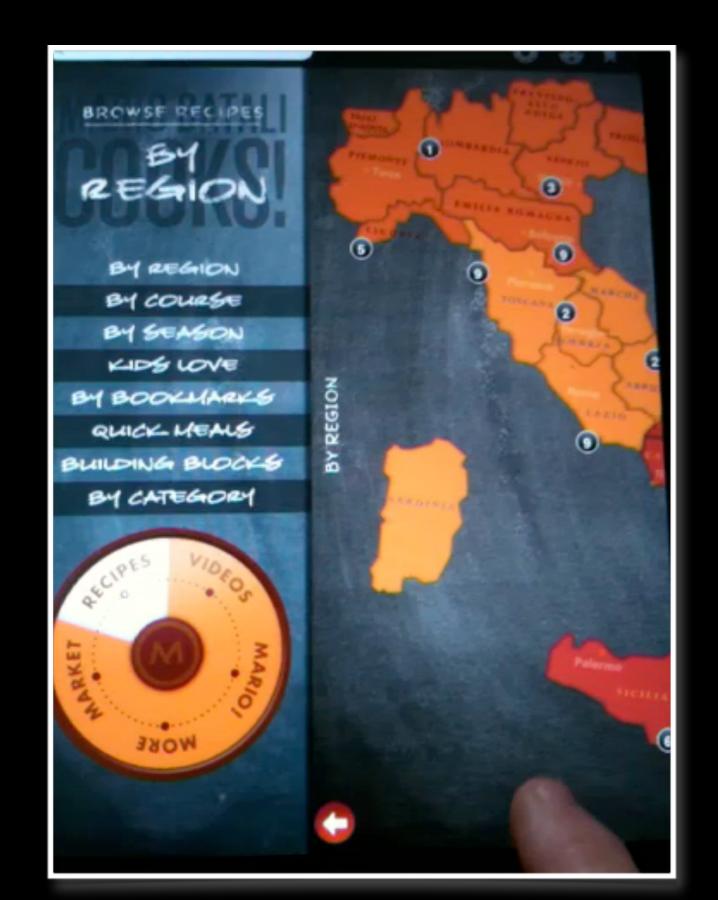


It must feel real



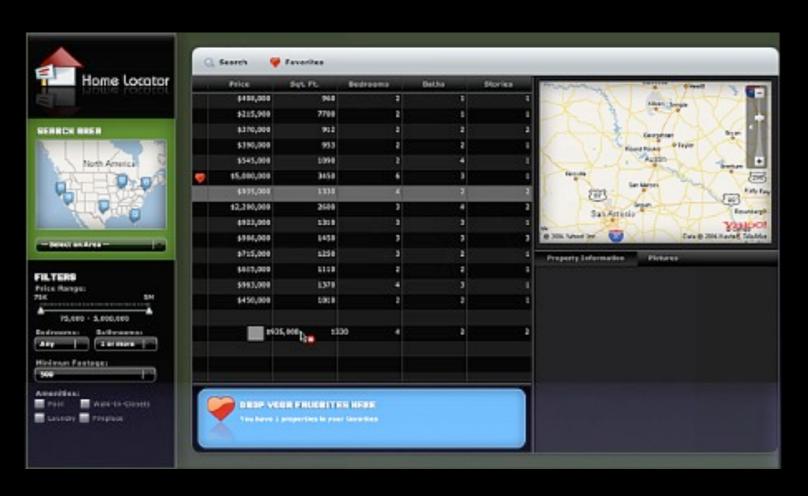
Make sure event handling is consistent

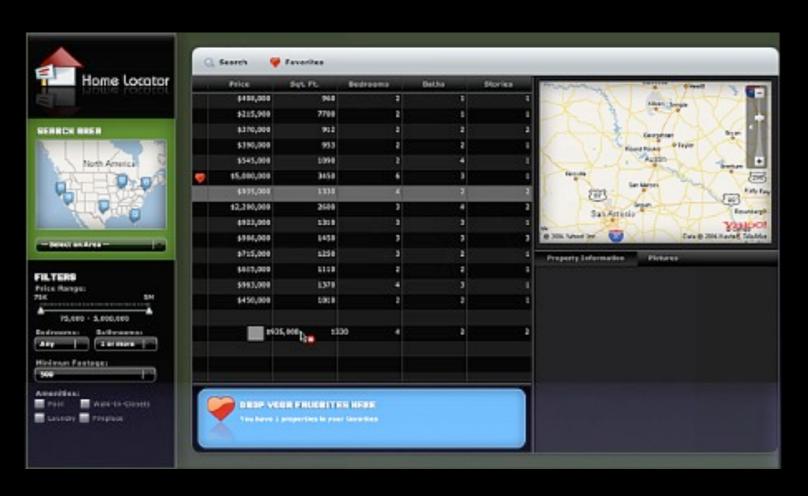
It must feel real



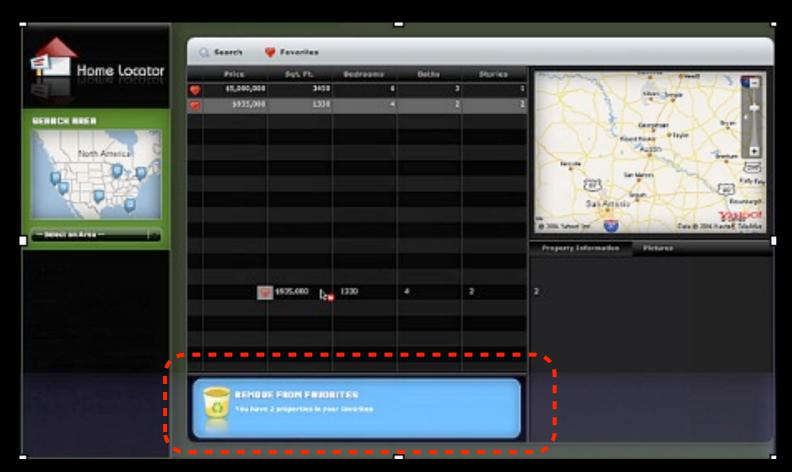
Make sure event handling is consistent

Remember fingers are fat. Real estate is limited

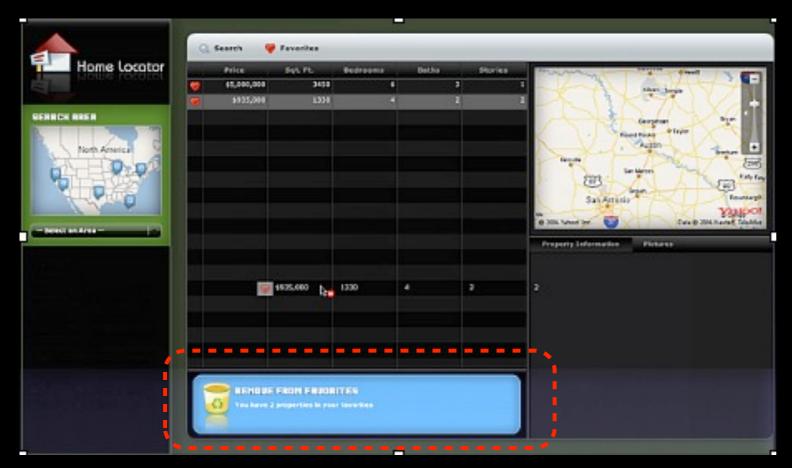




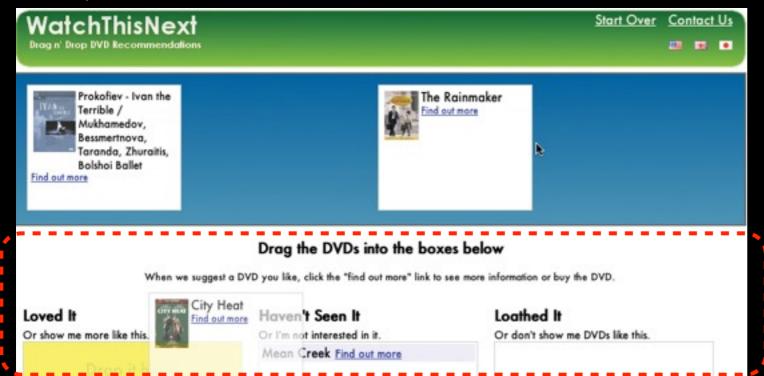


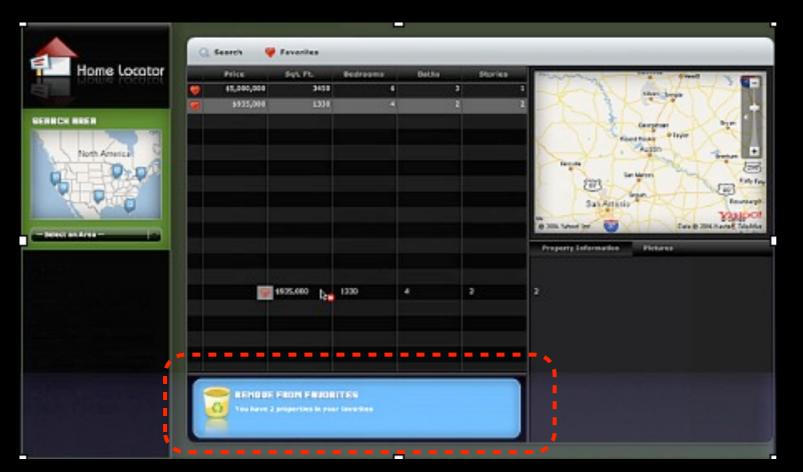


anti-pattern: artificial construct



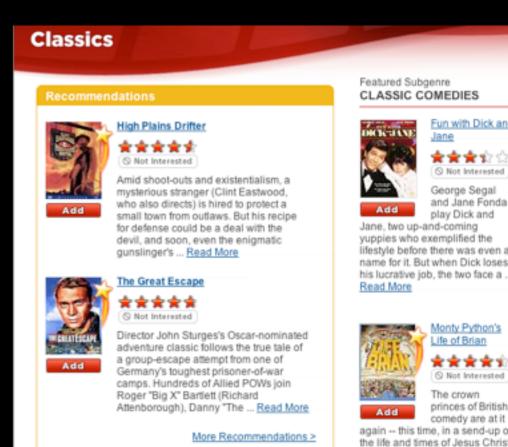
anti-pattern: artificial construct





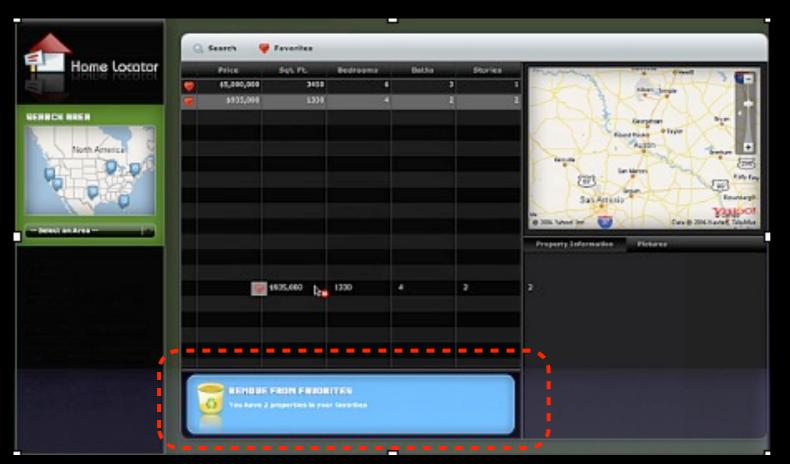


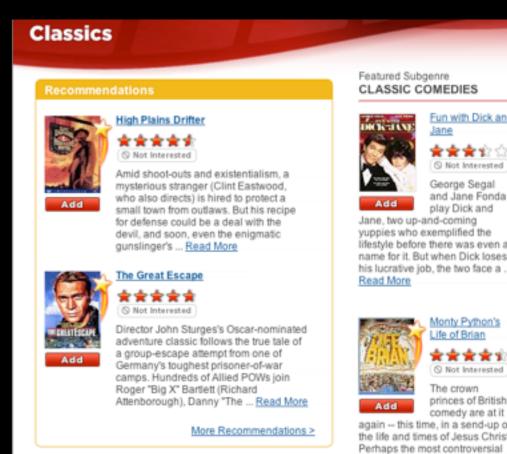




Perhaps the most controversial

netflix. rate an object. KISS.





anti-pattern: artificial construct

Mean Creek Find out more

netflix. rate an object. KISS.



How Fat is Your Input?

	Targeting Size		
Web (Pointer)	16 pixels (but accurate as 1 pixel)		
Mobile/Tablet (Finger)	44 pixels*		
Remote (LRUD)	44 pixels		
Remote (Pointer)	44 pixels		

^{*} Joe Clark's recommendation - Tapworthy

	Input	
Web	Pointer Indirect Fine-grained (pixel)	
Tablet	Finger Direct Course-grained	
	(finger)	
	Finger Direct	
Mobile	Course-grained (finger)	
TV	Remote Control Indirect Course-grained (1 object at a time)	

	Input	Posture
Web	Pointer Indirect Fine-grained (pixel)	Stationary (can support sovereign apps)
Tablet	Finger Direct Course-grained (finger)	On-the-go (Single Purpose Apps)
Mobile	Finger Direct Course-grained (finger)	On-the-go (Single Purpose Apps)
TV	Remote Control Indirect Course-grained (1 object at a time)	Leisure (supports consumption, media apps)

	Input	Posture	Navigation
Web	Pointer Indirect Fine-grained (pixel)	Stationary (can support sovereign apps)	Windows Menus, Tabs & Links
Tablet	Finger Direct	On-the-go (Single Purpose	Panes Buttons & Gestures
	Course-grained (finger)	Apps)	
Mobile	Finger Direct	On-the-go	
	Course-grained (finger)	(Single Purpose Apps)	Panes & Buttons
TV	Remote Control Indirect Course-grained (1 object at a time)	Leisure (supports consumption, media apps)	Panes & Content

	Input	Posture	Navigation	Display
Web	Pointer Indirect Fine-grained (pixel)	Stationary (can support sovereign apps)	Windows Menus, Tabs & Links	Large size High resolution Near
Tablet	Finger Direct Course-grained (finger)	On-the-go (Single Purpose Apps)	Panes Buttons & Gestures	Medium size High resolution Near
Mobile	Finger Direct Course-grained (finger)	On-the-go (Single Purpose Apps)	Panes & Buttons	Small size High resolution Near
TV	Remote Control Indirect Course-grained (1 object at a time)	Leisure (supports consumption, media apps)	Panes & Content	Large size High resolution Far away





Exploratorium Exhibit

Spot the differences

Spot the differences



Now try again...

Now try again...



Now try again...

Change blindness



Reduce Page Switching to Maintain Flow

"Special" Experience

NETFLIX

Recently Watched

Suggestions for You

New Arrivals

Genres

Instant Queue

Search





















X View more suggestions

Emotional Movies











"Special" Experience

NETFLIX

Principles followed:

Focus + context, Simple navigation, User Control

Recently Watched

Suggestions for You

New Arrivals

Genres

Instant Queue

Search





















X View more suggestions

Emotional Movies











"Plus" Experience

Instant Queue











Bella

2006 PG-13 1h 31m



Two lost souls -- Nina, a pregnant, unmarried waitress, and Jose, an introspective cook with a tragic past -- find solace in each other as their lives become unpredictably linked throughout the course of one incredible day.

Recently Watched











Cast: Eduardo Verástegui,

Tammy Blanchard...

Categories: Drama, Indie Dramas

Director: Alejandro Gomez

Monteverde

Emotional Dramas

"Plus" Experience

NETFLIX

Instant Queue



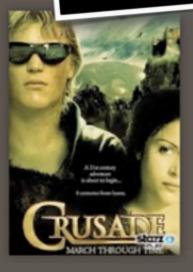






Content is the flow.
Information in Context.
Only 1 experience.

△ Search





2006 PG-13 1h 31m

Two lost souls -- Nina, a pregnant, unmarried waitress, and Jose, an introspective cook with a tragic past -- find solace in each other as their lives become unpredictably linked throughout the course of one incredible day.

Recently Watched











Cast: Eduardo Verástegui,

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Categories: Drama, Indie Dramas

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Monteverde

Emotional Dramas

Which Won?

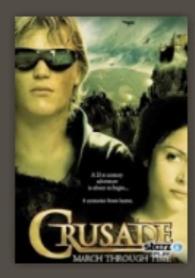
Which Won?

Instant Queue











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Recently Watched











Cast: Eduardo Verástegui,

Tammy Blanchard...

Categories: Drama, Indie Dramas

Director: Alejandro Gomez

Monteverde

Emotional Dramas

Which Won?

"Plus" experience.

Maintains Flow

NETFLIX

2/332

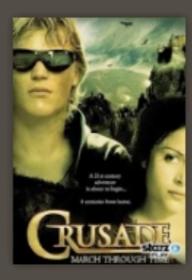
△ Search

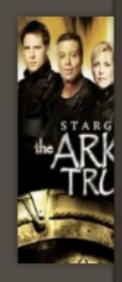
Instant Queue











Bella

2006 PG-13 1h 31m



Two lost souls -- Nina, a pregnant, unmarried waitress, and Jose, an introspective cook with a tragic past -- find solace in each other as their lives become unpredictably linked throughout the course of one incredible day.

Recently Watched











Cast: Eduardo Verástegui,

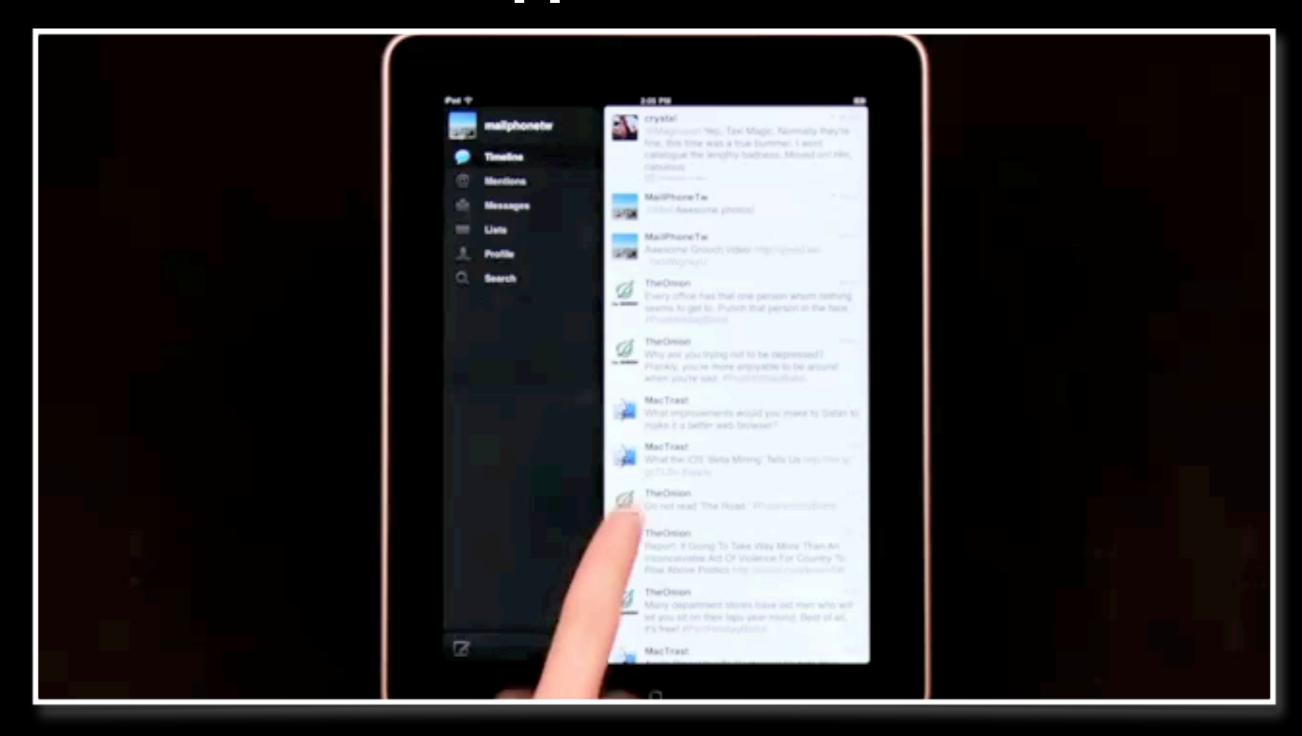
Tammy Blanchard...

Categories: Drama, Indie Dramas

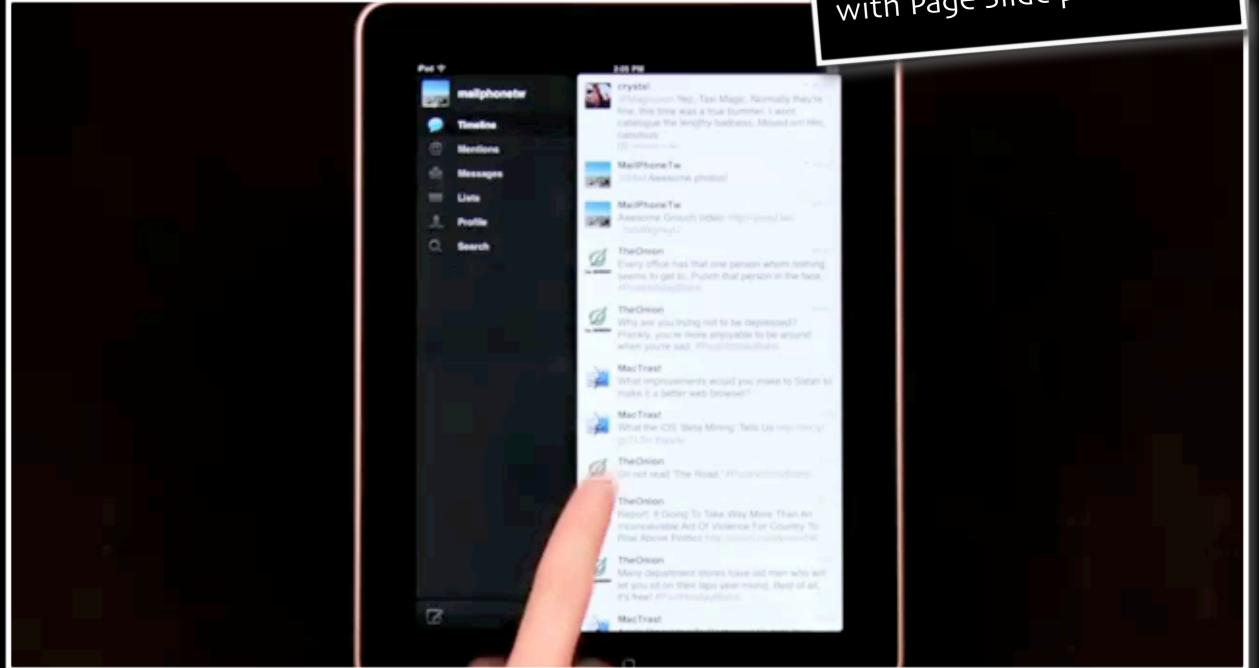
Director: Alejandro Gomez

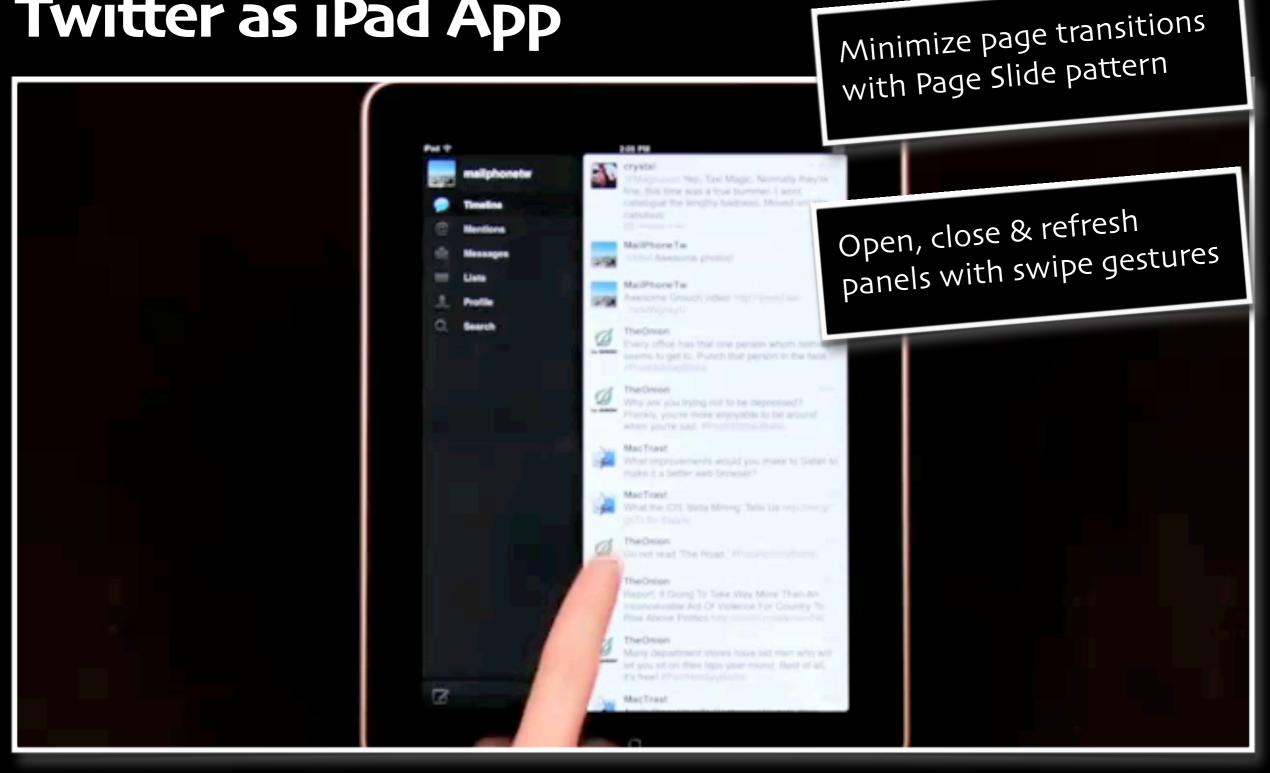
Monteverde

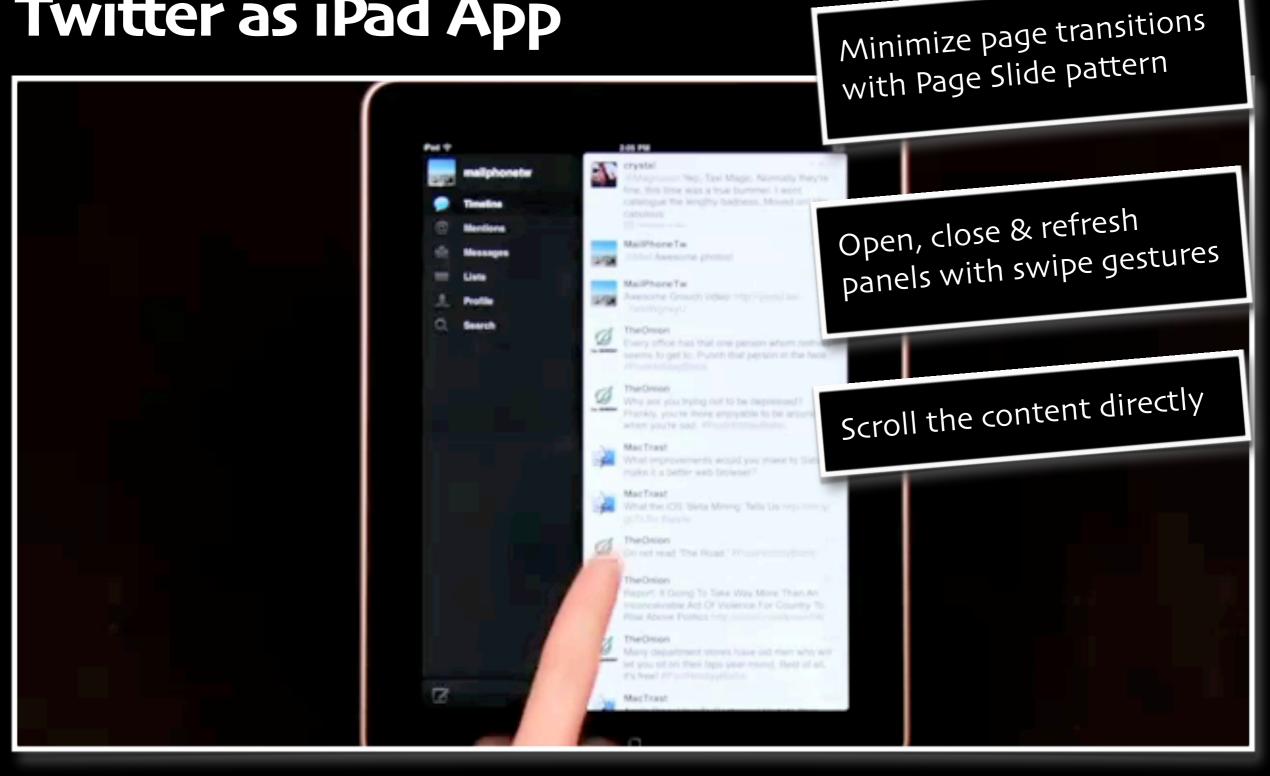
Emotional Dramas



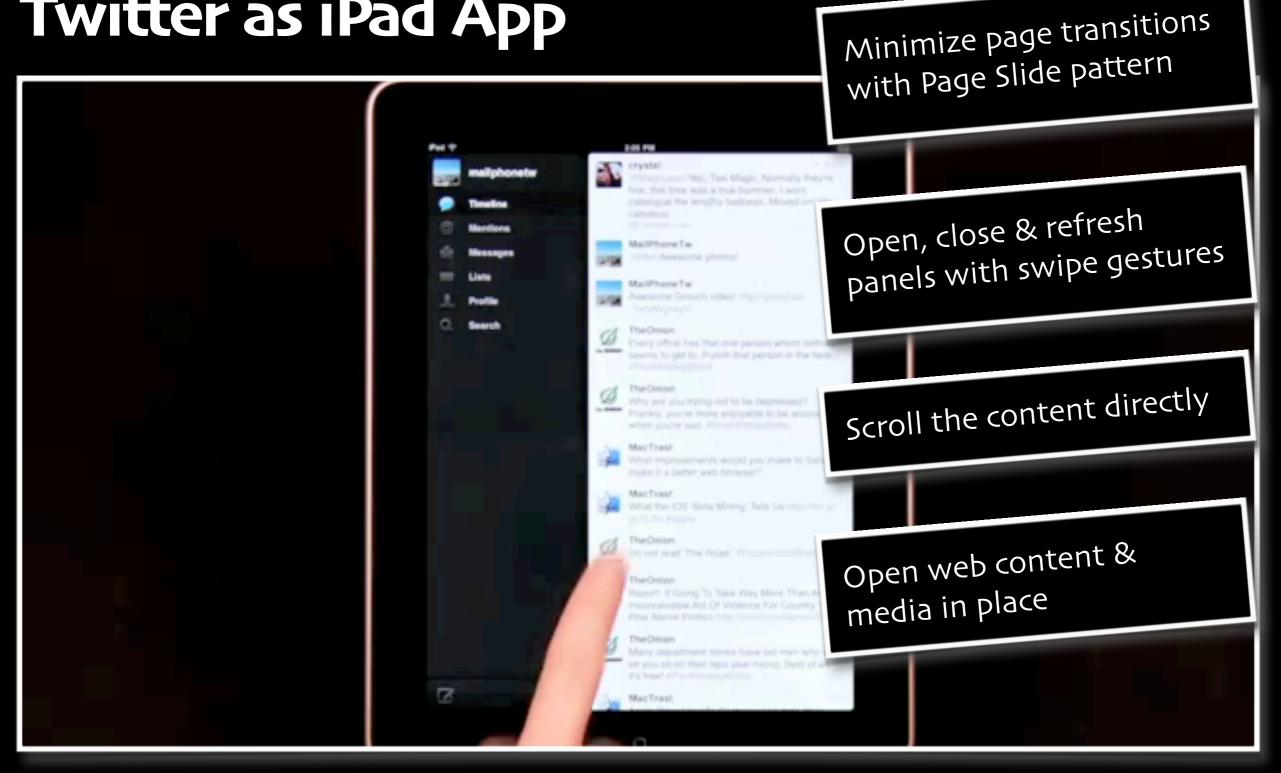
Minimize page transitions with Page Slide pattern







Twitter as iPad App







Navigate to other areas using smooth transitions (make flow visible)

r



Navigate to other areas using smooth transitions (make flow visible)

Anti-Pattern: breaking the flow with menus & popouts.

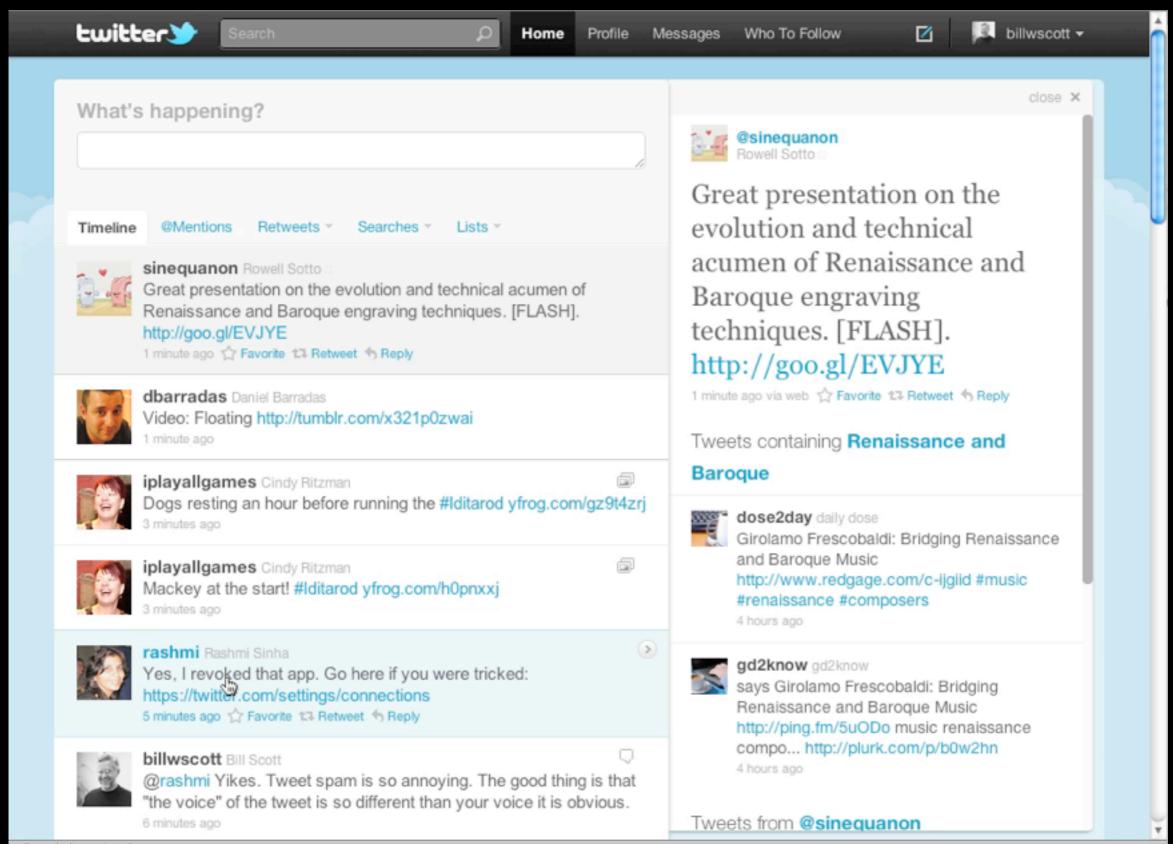
r

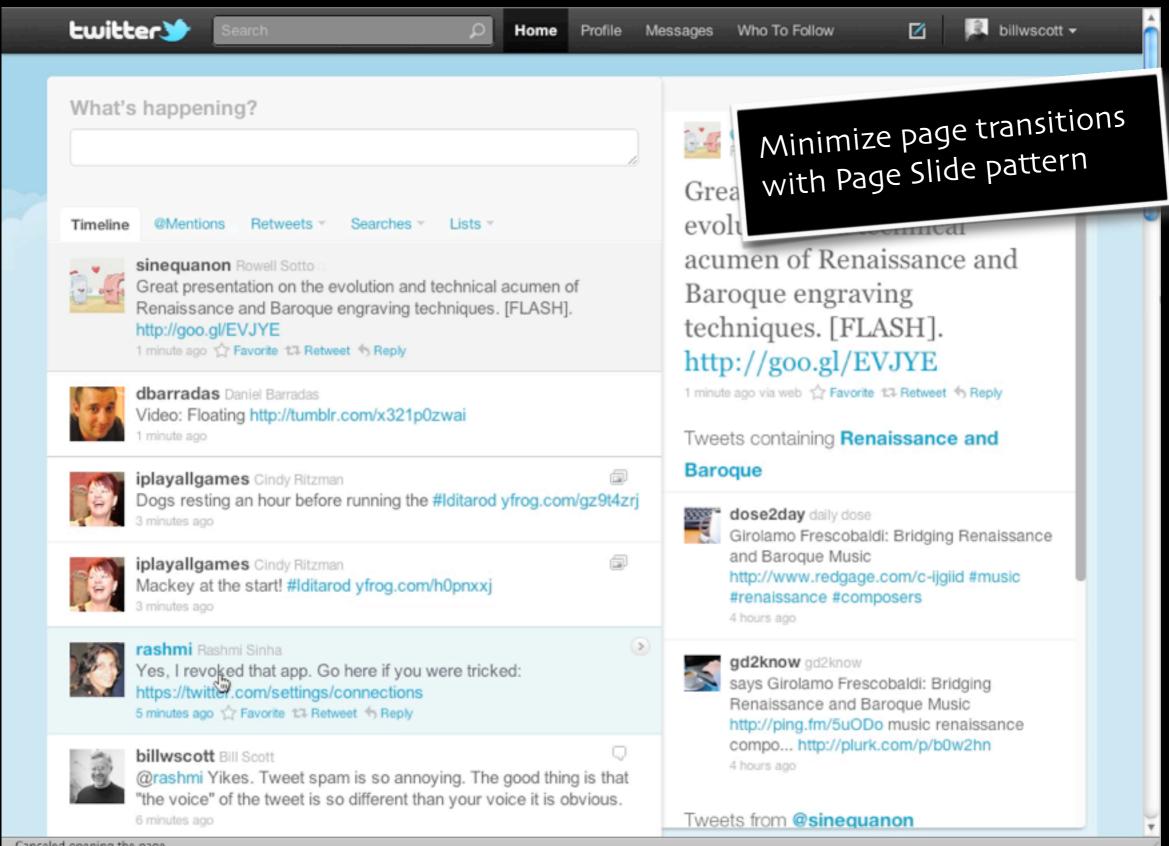


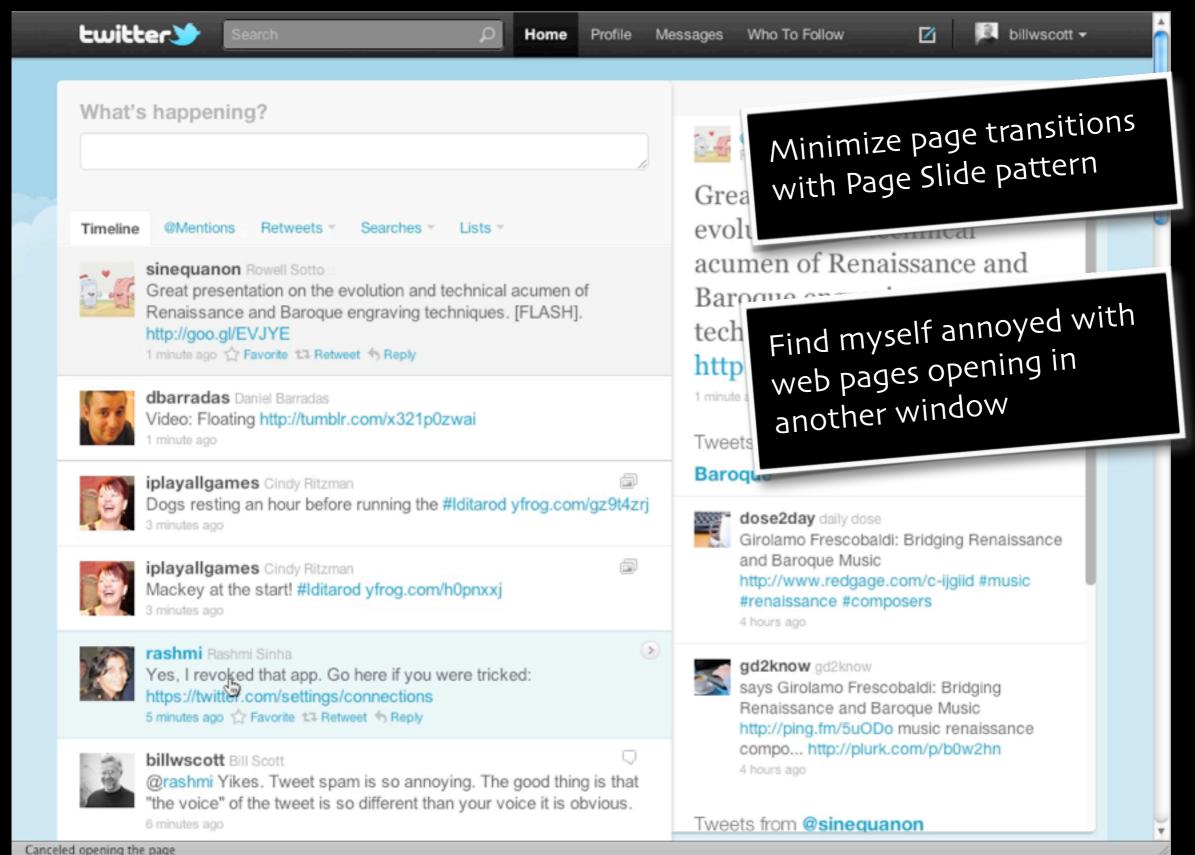
Navigate to other areas using smooth transitions (make flow visible)

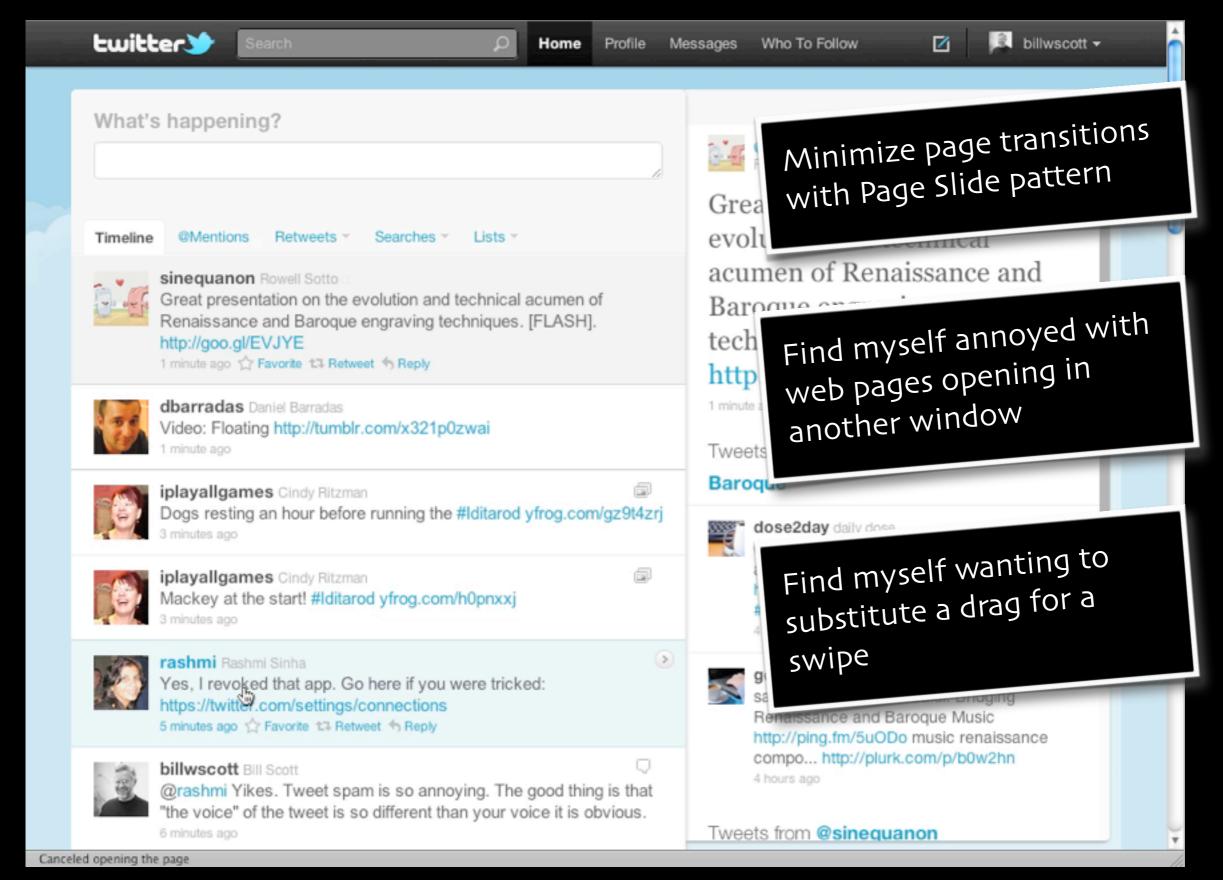
Anti-Pattern: breaking the flow with menus & popouts.

Rethink desktop apps to use real estate more creatively









Vs Hover & Cover

Home





triptych RT @ChevyRay: Doing some final beta testing for @MattThorson's Ogmo Editor, an upcoming freeware level editor. So cool so far!

4 minutes ago via HootSuite



pixelarchitect wow, public comments are ending with the totally random "planter box" advocate

8 minutes ago via Tweetie



triptych RT @metagaming: RT @df_psu: @shapah A great interview with Temple Grandin: http://bit.ly/aaf5GD cheers for that one(via @shapah) cheers!

12 minutes ago via HootSuite



michaeljordan On a clear nice night: Look at the moon from binoculars or a telescope. It will blow your mind.

16 minutes ago via web



shauntrennery Amazon.com drops support for IE6 http://j.mp/9cPSAF

25 minutes ago via TweetDeck

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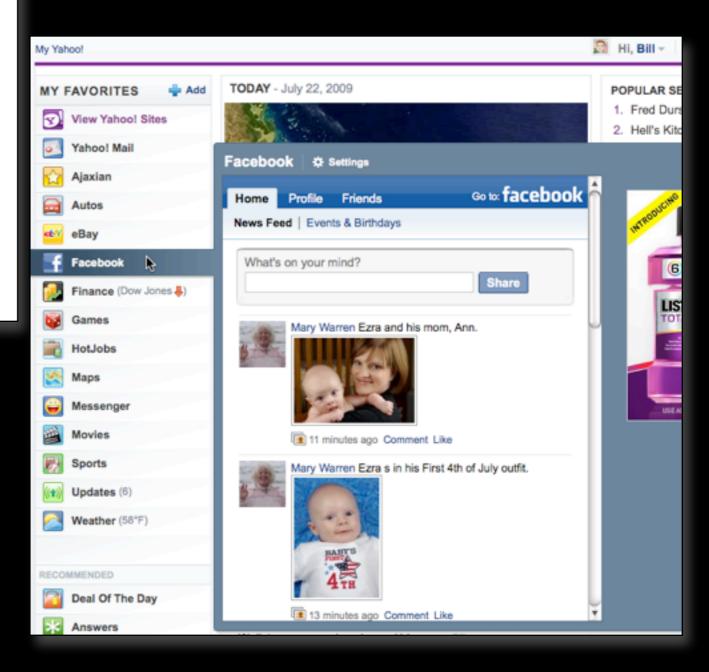
16 minutes ago via web



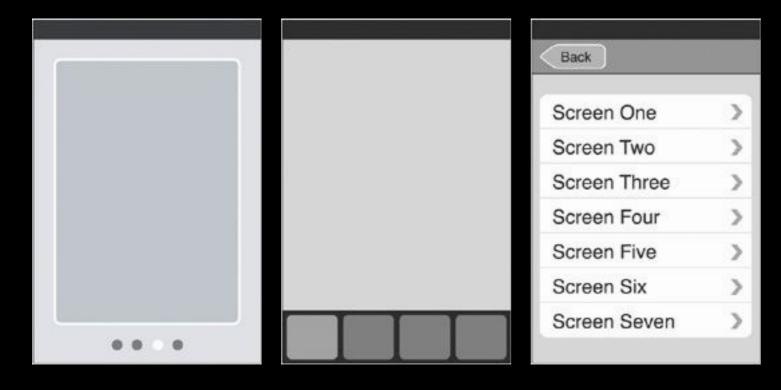
shauntrennery Amazon.com drops support for IE6 http://j.mp/9cPSAF

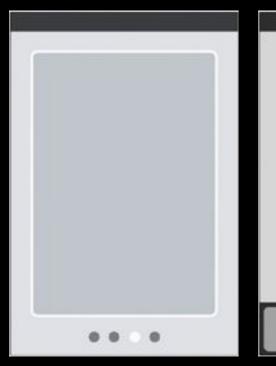
25 minutes ago via TweetDeck

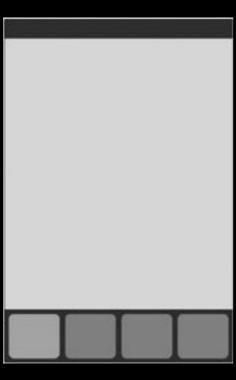
Where possible replace annoying hover details with dedicated detail panes



Keep Navigation Simple to Maintain Flow



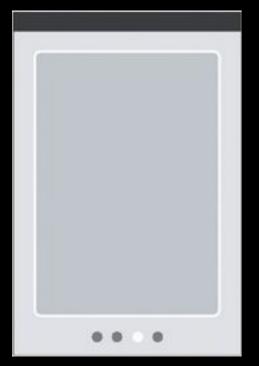


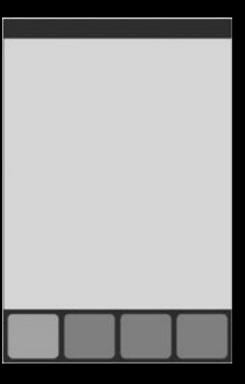




Three types of iPhone navigation: Flat, Tab, Tree

- Jeff Clark (Tapworthy)







Three types of iPhone navigation: Flat, Tab, Tree

- Jeff Clark (Tapworthy)

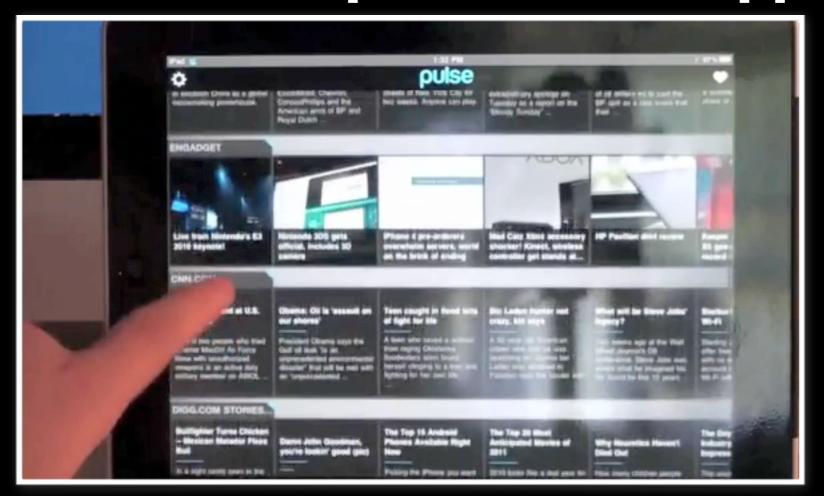


Gowalla: Tab + Flat

- Jeff Clark (Tapworthy)

Source: Tapworthy by Josh Clark

Pulse & Flipboard iPad Apps



Pulse & Flipboard iPad Apps



	Navigation
Web	Page, Tab, Back Button
Mobile	Flat, Tab & Tree. 1 level back.
Tablet	Flat, Tab, Master/Detail. 1 level-back
TV	Flat, Tab, Tree, Master/Detail

	Navigation	Paging	
Web	Page, Tab, Back	When page content changes or step by step flow	
	Button	Avoid too many page changes	
Mobile	Flat, Tab & Tree. 1 level back.	For content, steps in flow	
Tablet	Flat, Tab,	Swiping through pages	
	Master/Detail. 1 level-back	Avoid too many page changes	
TV	Flat, Tab, Tree, Master/Detail	When page content changes or step by step flow	

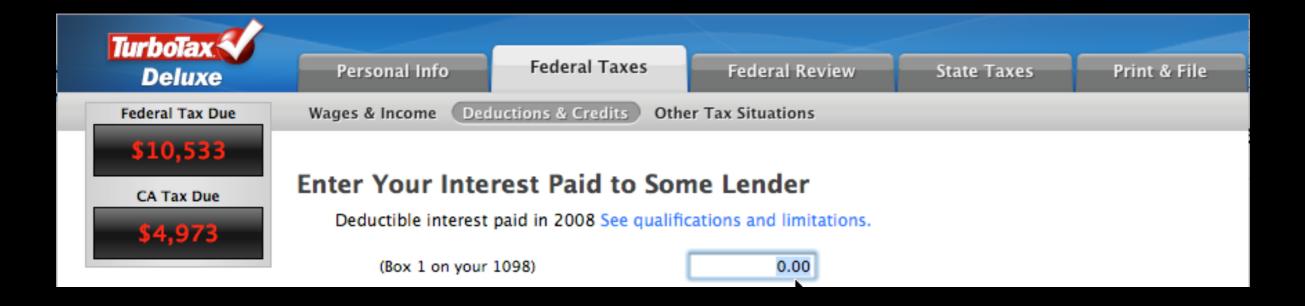
	Navigation	Paging	Scrolling	
Web	Page, Tab, Back Button	When page content changes or step by step flow	Better than paging (easier on web than	
		Avoid too many page changes	on touch)	
Mobile	Flat, Tab & Tree. 1 level back.	For content, steps in flow	Question scrolling, prefer Flat	
Tablet	Flat, Tab, Master/Detail. 1 level-back	Swiping through pages	Short scrolling or for Sliding content	
		Avoid too many page changes		
TV	Flat, Tab, Tree, Master/Detail	When page content changes or step by step flow	Avoid	

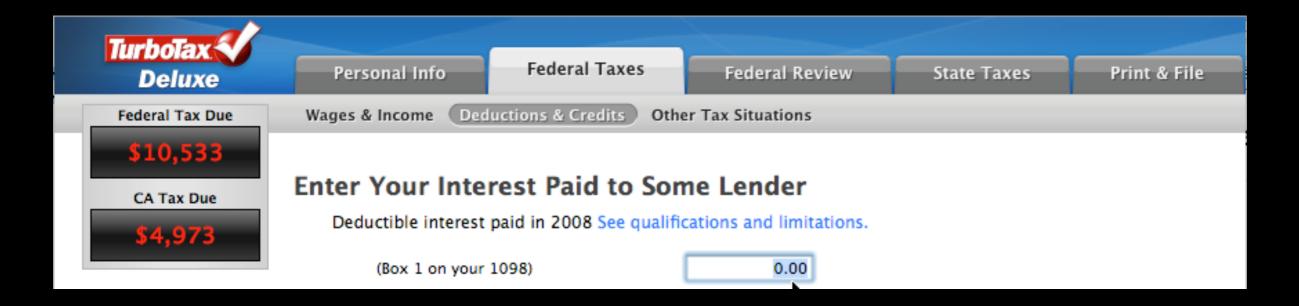
	Navigation	Paging	Scrolling	Content Slide
Web	Page, Tab, Back	When page content changes or step by step flow	Better than paging (easier on web than	Carousels for media or short relevancy
	Button	Avoid too many page changes	on touch)	lists
Mobile	Flat, Tab & Tree. 1 level back.	For content, steps in flow	Question scrolling, prefer Flat	Limit use of in-page sliding content
Tablet	Flat, Tab, Master/Detail. 1 level-back	Swiping through pages	Short scrolling or	Nice way to bring in
		Avoid too many page changes	for Sliding content	more in-page content
TV	Flat, Tab, Tree, Master/Detail	When page content changes or step by step flow	Avoid	Avoid

	Navigation	Paging	Scrolling	Content Slide	Panel Slide
Web	Page, Tab, Back Button	When page content changes or step by step flow	Better than paging (easier on web than on touch)	Carousels for media or short relevancy lists	Nice way to extend real estate
		Avoid too many page changes			
Mobile	Flat, Tab & Tree. 1 level back.	For content, steps in flow	Question scrolling, prefer Flat	Limit use of in-page sliding content	Avoid (except as transition to replace page)
Tablet	Flat, Tab, Master/Detail. 1 level-back	Swiping through pages Avoid too many page changes	Short scrolling or for Sliding content	Nice way to bring in more in-page content	Nice way to extend real estate
TV	Flat, Tab, Tree, Master/Detail	When page content changes or step by step flow	Avoid	Avoid	Nice way to extend real estate

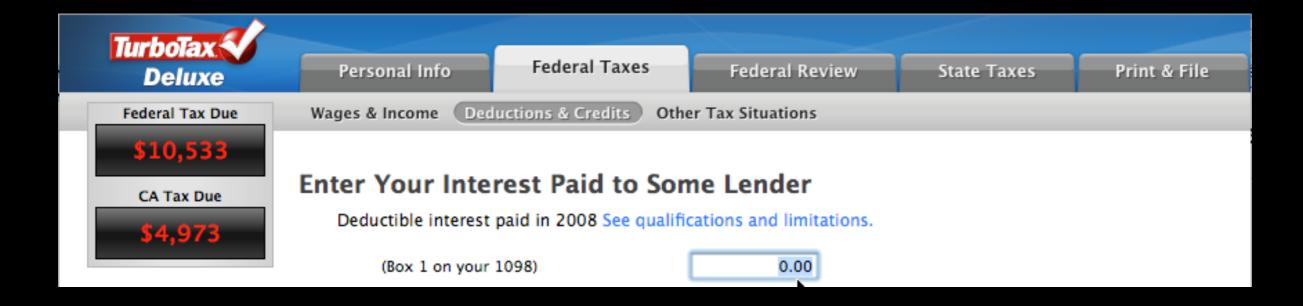


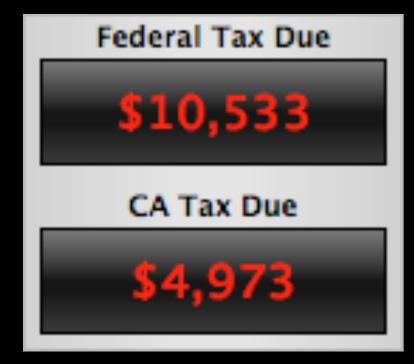
Use Transitions/ Animations to Create Responsiveness









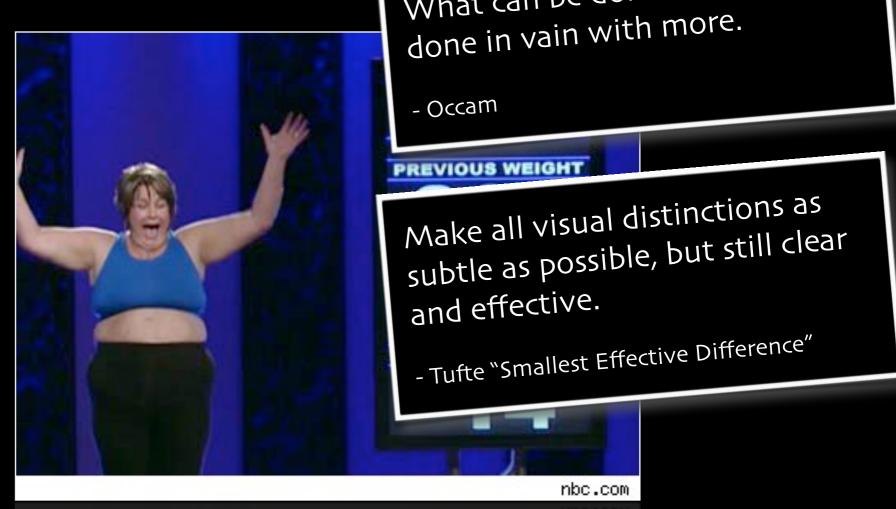


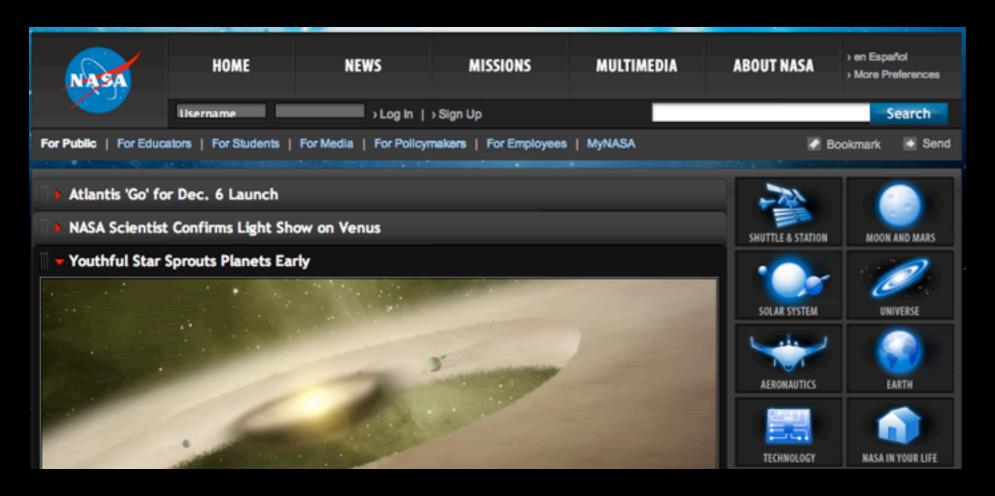


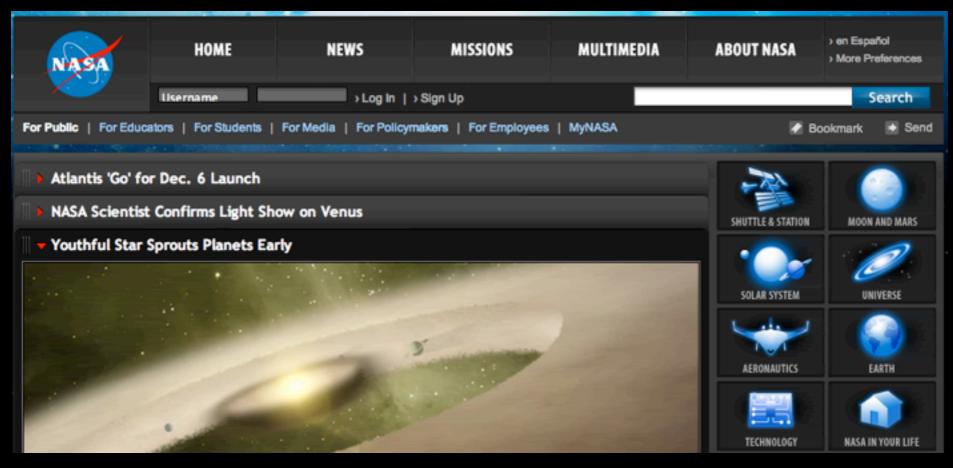
Be really, really annoying

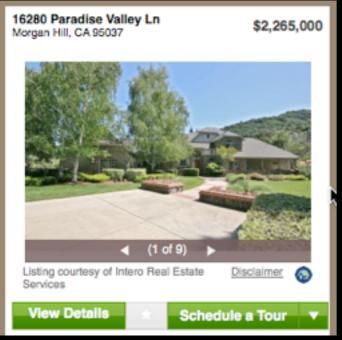


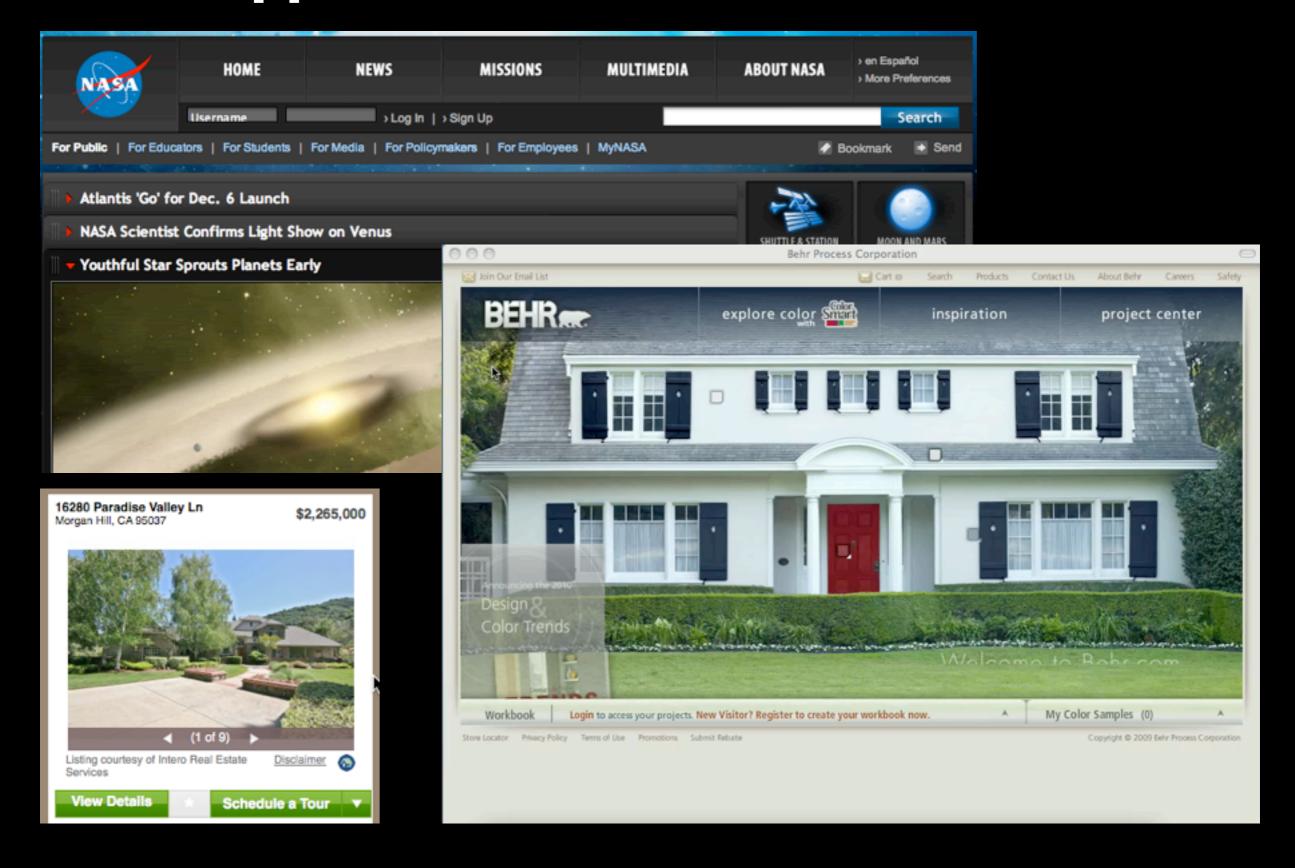


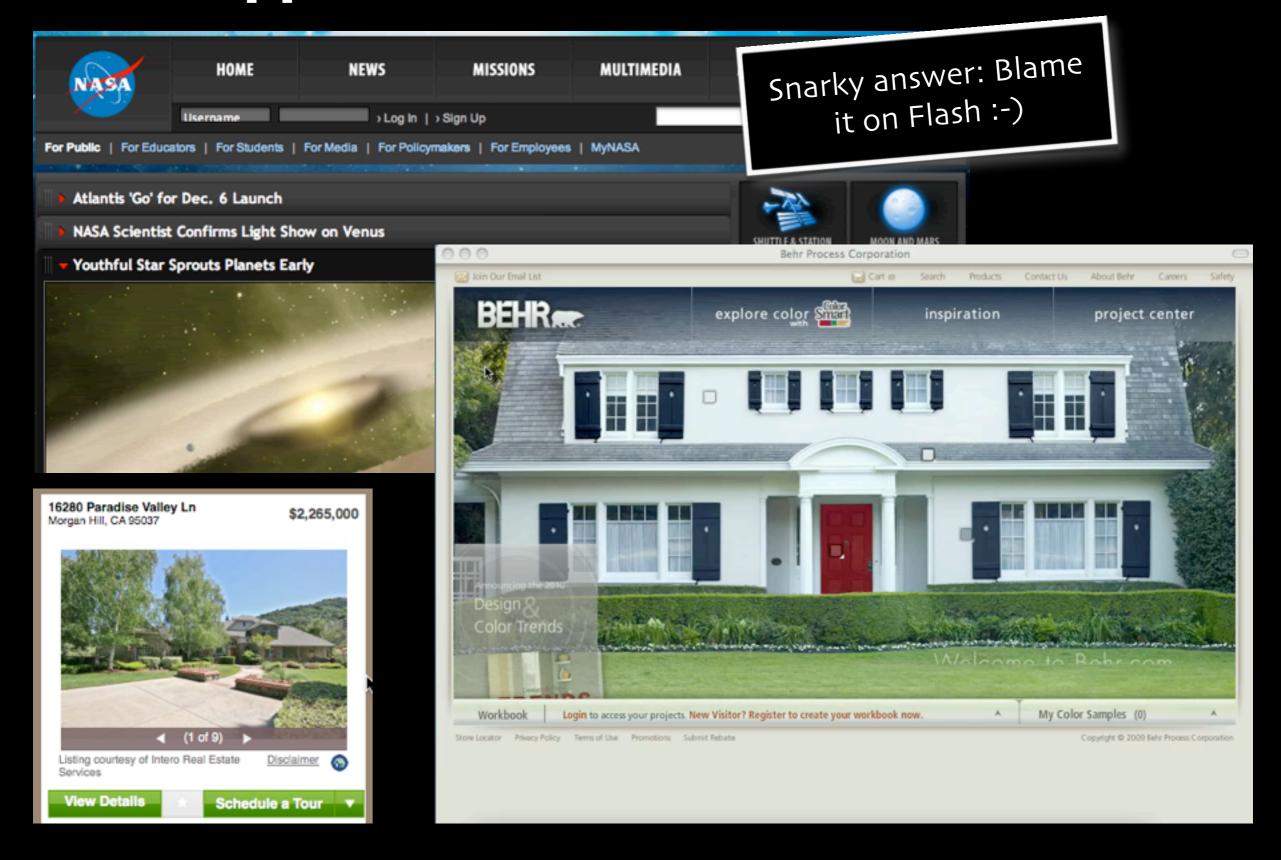








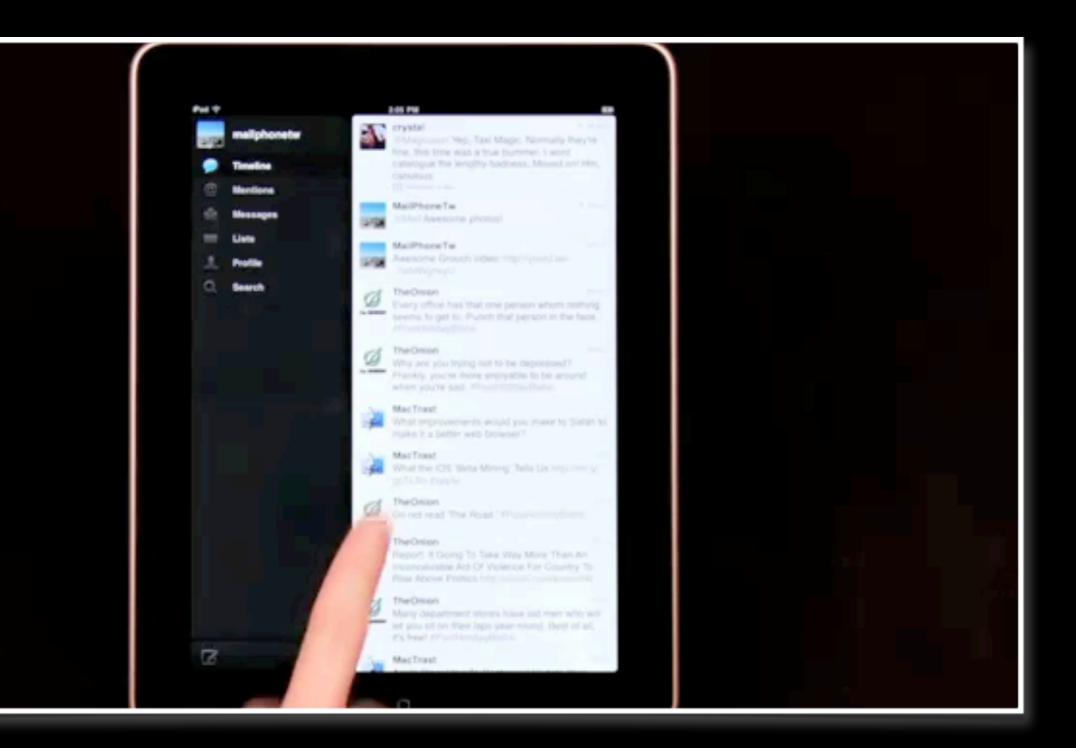




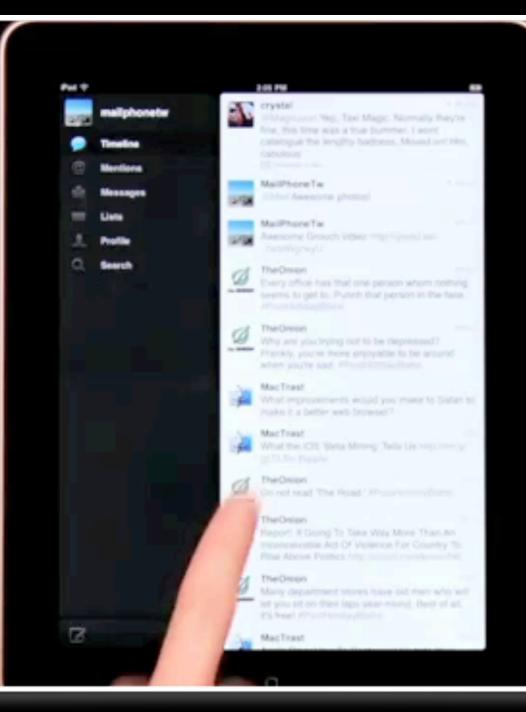


Web Apps Seem Prone to This



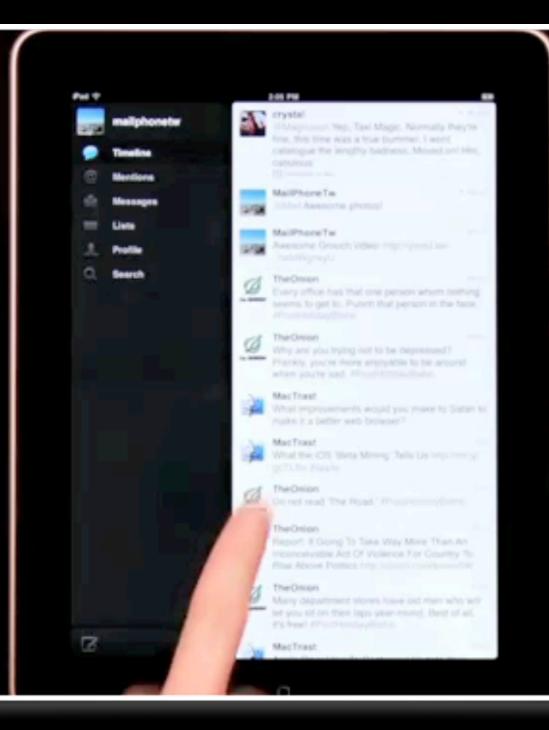






Reveal relationships

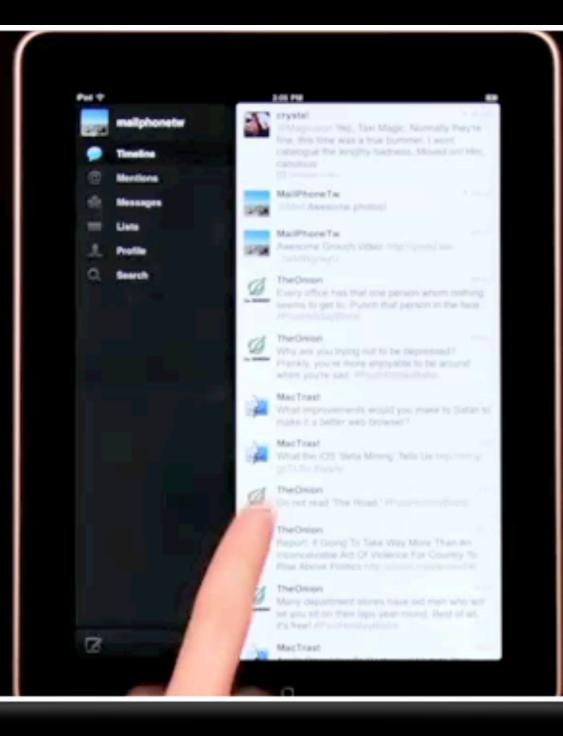
Improve responsiveness



Reveal relationships

Improve responsiveness

Show state change

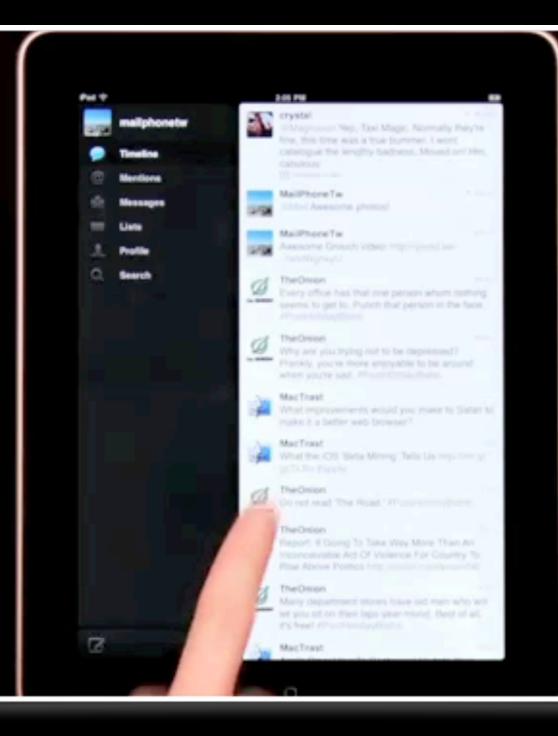


Reveal relationships

Improve responsiveness

Show state change

Focus attention



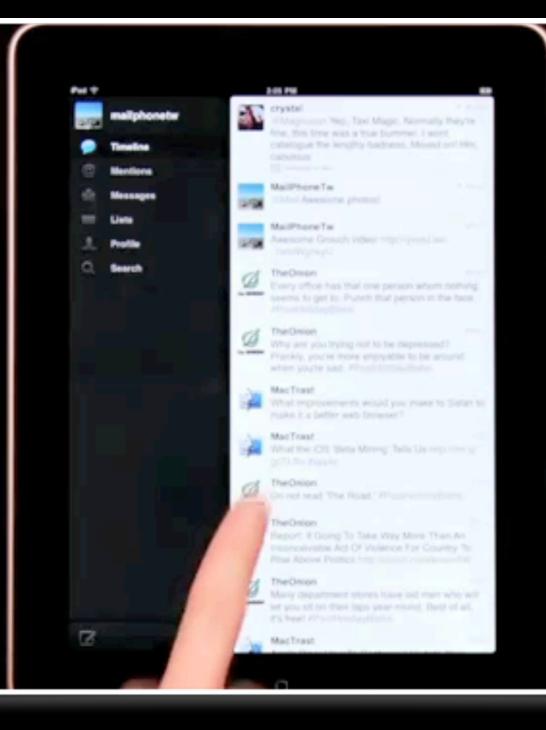
Reveal relationships

Improve responsiveness

Show state change

Focus attention

Create delight



Reveal relationships

Improve responsiveness

Show state change

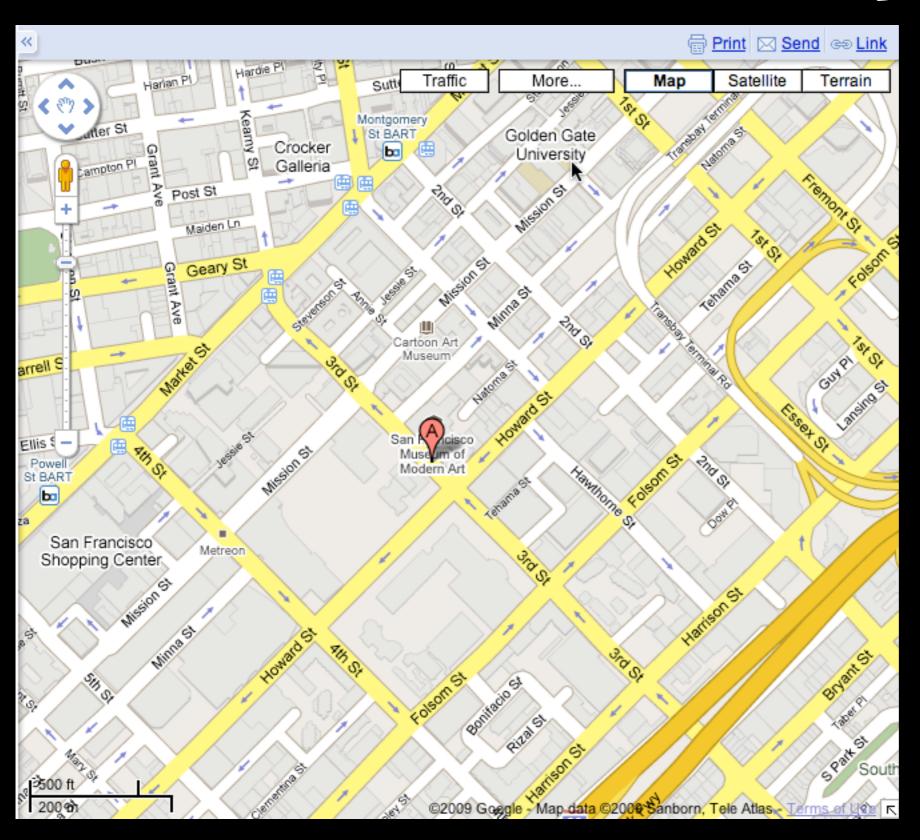
Focus attention

Create delight

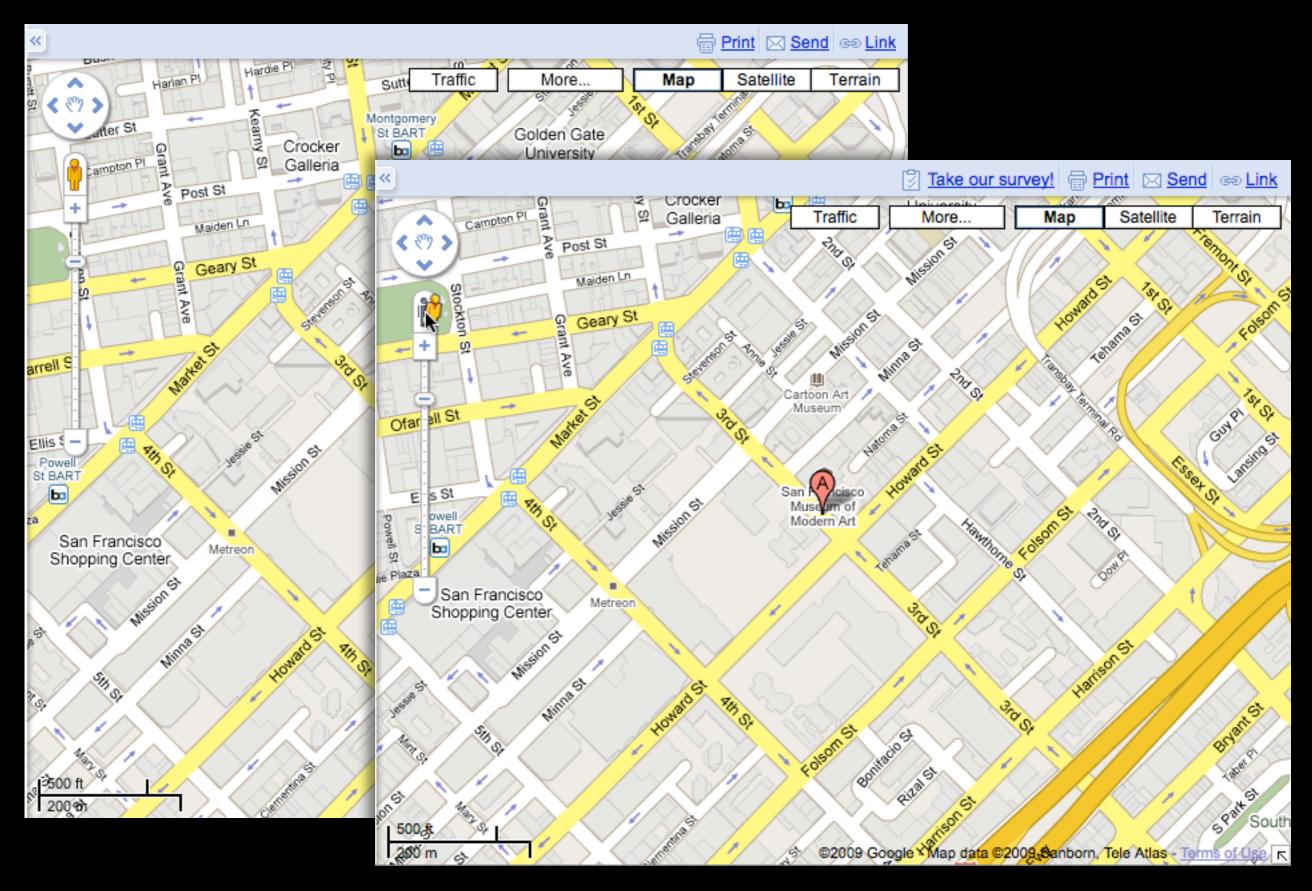
Simulate physicality

Use Invitations to Create Responsiveness

Just in Time Invitations at Drag Moments



Just in Time Invitations at Drag Moments

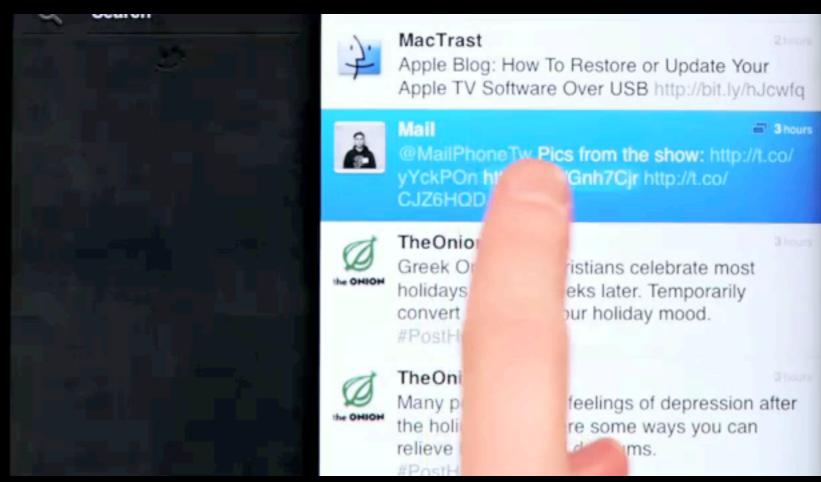


Invitations at Touch-Hold Moments



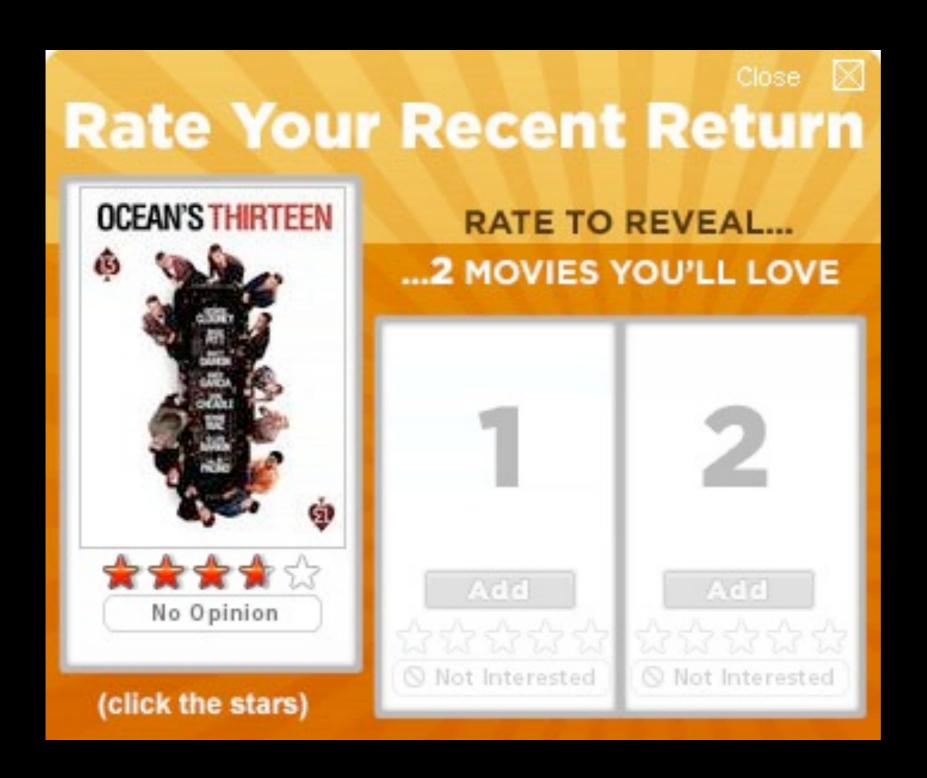
Invitations at Touch-Hold Moments



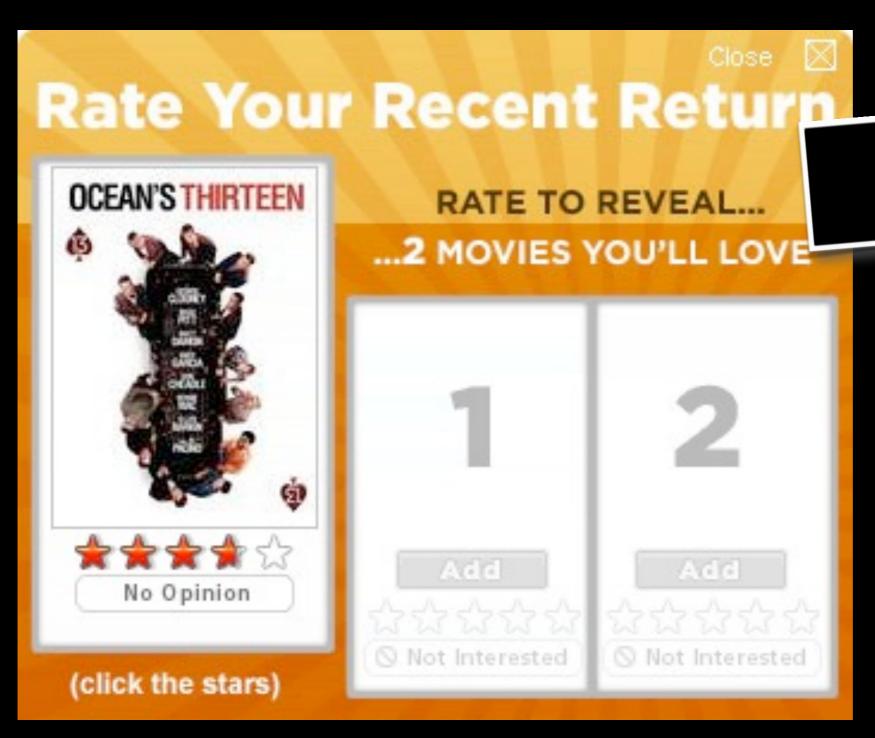


Invitations at Reward Moments

Invitations at Reward Moments



Invitations at Reward Moments



Major source of obtaining ratings

Be Snappy to Be Responsive

Performance is Not Always a Given

NETFLIX

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X View more suggestions

Emotional Movies











Performance is Not Always a Given

NETFLIX

We had to perform magic to get our Webkit core to do this one transition

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X View more suggestions

Emotional Movies











Performance is Not Always a Given

NETFLIX

We had to perform magic to get our Webkit core to do this one transition

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New Arrivals

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For Entry Price Point devices we have to turn off animation progressively











X View more suggestions

Emotional Movies











	Input	
Web	Pointer Indirect	
Tablet/ Mobile	Fingers Direct	
TV	Remote Indirect	

	Input	Animation	
Web	Pointer Indirect	Make Indirect Input Feel More Direct	
Tablet/ Mobile	Fingers Direct	Make Direct Input Feel Real	
TV	Remote Indirect	Make Indirect Input Feel More Direct Reinforce the Cinematic	

	Input	Animation	Invitations
Web	Pointer Indirect	Make Indirect Input Feel More Direct	On hover
Tablet/ Mobile	Fingers Direct	Make Direct Input Feel Real	At touch/hold endpoints
TV	Remote Indirect	Make Indirect Input Feel More Direct Reinforce the Cinematic	Static hints (usually once an item is selected)

	Input	Animation	Invitations	Performance
Web	Pointer Indirect	Make Indirect Input Feel More Direct	On hover	Less of a consideration
Tablet/ Mobile	Fingers Direct	Make Direct Input Feel Real	At touch/hold endpoints	Can be a consideration
TV	Remote Indirect	Make Indirect Input Feel More Direct Reinforce the Cinematic	Static hints (usually once an item is selected)	Definitely an issue on some low-end devices

TV Experiences...

TV Experiences...

Instant Queue











Bella

2006 PG-13 1h 31m



Two lost souls -- Nina, a pregnant, unmarried waitress, and Jose, an introspective cook with a tragic past -- find solace in each other as their lives become unpredictably linked throughout the course of one incredible day.

Recently Watched











Cast: Eduardo Verástegui,

Tammy Blanchard...

Categories: Drama, Indie Dramas

Director: Alejandro Gomez

Monteverde

Emotional Dramas



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★ Suggestions For You

Movies, TV shows, actors, directors, genres Q

Genres ▼

New Arrivals

Starz Play

Instantly to your TV

You recently watched:

See all

Danny Phantom: Ssn 2: Reality Tr ...

Heroes: Ssn 1: Homecoming

Alice in Wonderland





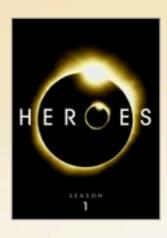


Play Next

Resume

Resume

Bill, rate what you've seen to reveal suggestions just for you



Rate Heroes: Season 1

Haven't Seen It

Suggestion

Suggestion

Suggestion

Suspenseful Conspiracy Action & Adventure

See all >

Your taste preferences created this row.

> Suspenseful Action & Adventure

As well as your interest in...

24: Season 2



Chain Reaction



Westbound



Boxer's Adventure



NETFLIX

Watch Instantly

Browse DVDs

Your Queue

★ Suggestions For You

Genres ▼

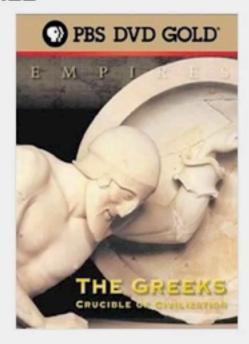
New Arrivals

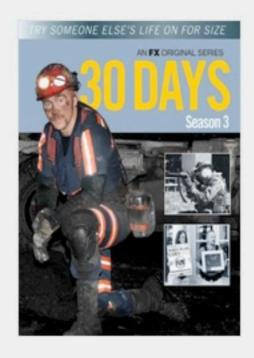
Starz Play

Instantly to your TV

TOP 10 FOR BILL







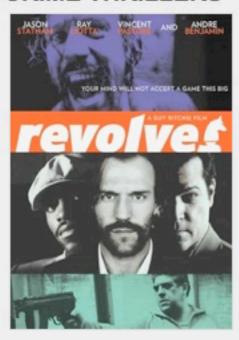




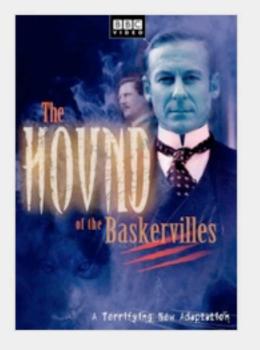


BRITISH CRIME THRILLERS













CRITICALLY-ACCLAIMED DARK ACTION & ADVENTURE

Watch Instantly

New Arrivals

Browse DVDs Your Queue

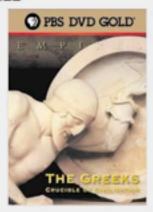
Instantly to your TV

* Suggestions For You

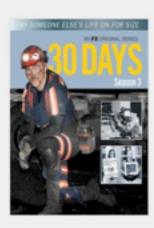
Movies, TV shows, actors, directors, genres Q.

TOP 10 FOR BILL





Starz Play











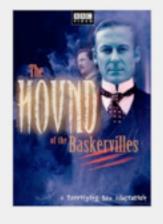


BRITISH CRIME THRILLERS



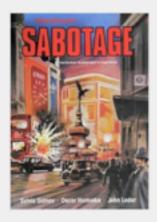


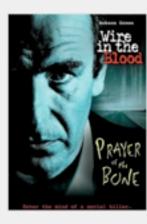














CRITICALLY-ACCLAIMED DARK ACTION & ADVENTURE



HAMBURGER HILL













Can Influence Website Experience





Presentation

billwscott.com/share/presentations/2011/wamtphl

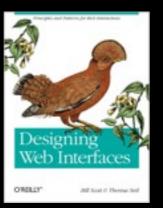
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