

REFERENCES

1. GENERAL

1.01 This appendix provides references (Bell System documents, books, and articles) that cover the scope of human factors work from theory to practice.

1.02 Whenever this appendix is reissued, the reason(s) for reissue will be given in this paragraph.

BELL SYSTEM DOCUMENTS

Introduction: There are several Bell System documents that provide information concerning human factors technology and its application to information systems development.

REFERENCE	CONTENT
<p><u>Handbook for Writing Procedures</u>, Bell Laboratories, 1981: IDC Select Code 700-242</p>	<p>Provides practical "how to do" information (based on empirical evidence) for writing procedural instructions.</p>
<p><u>Training Development Standards Reference</u>, 1978, AT&T Human Resources Training and Education, IDC Select Codes: Phase I 700-030 Phase II 500-465 Phase III-VII 700-031 thru 700-035</p>	<p>Describes phased process for the development of either a self-instructional or an instructor-led training course. The process is described in terms of standards for documents produced during each phase.</p> <p>Phase I — Project Studies Phase II — Job Study Phase III — Training Design Phase IV — Material Development Phase V — Field Testing Phase VI — Training Introduction Phase VII — Follow-Up Evaluation</p>
<p><u>Guidelines for Coping With Constraints During Training Development</u>, 1980, AT&T Human Resources Training and Education, IDC Select Code 700-204</p>	<p>Provides information to minimize the risk that results when taking shortcuts in the training development process.</p>

NOTICE

Not for use or disclosure outside the Bell System except under written agreement

BOOKS AND ARTICLES

Introduction: The following references provide information concerning human factors technology and its application to computer-based systems.

REFERENCE	CONTENT
Bailey, R. W. <u>An Introduction to Human Performance Engineering</u> , 1982, Englewood Cliffs, NJ: Prentice-Hall	Overview of theory and methods for human factors work in systems design.
Barrett, G.V.; Dambrot, F.H.; and Smith, G.R. <u>The Relationship Between Individual Attributes and Job Design: Revised and Annotated Bibliography</u> , 1975, NTIS ADA031790	Review of the literature on job design and job enhancement.
DeGreen, K. B. <u>System Psychology</u> , 1970, New York: McGraw-Hill	Integrates psychological theory and methods into the design of systems.
Engel, S. E. and Granda, R.E. <u>Guidelines for Man/Display Interfaces</u> , 1975, IBM Technical Report TK 00.2720.	Provides specific guidelines for developing an effective terminal interface.
Galitz, W. O. <u>Handbook of Screen Format Design</u> , 1981, Wellesley, MA: QED Information Sciences	Provides material for developing an effective screen interface. A ready reference for screen design.
Galitz, W. O. <u>Human Factors in Office Automation</u> , 1980, Atlanta, GA: Life Office Management Assn.	Describes behavioral considerations and relevant principles as they relate to office automation.
Gilb, T. and Weinberg, G. M. <u>Humanized Input</u> , 1977, Cambridge, Mass.: Winthrop	Review of design concepts which facilitate data entry.
Howell, W. C. and Goldstein, I. L. <u>Engineering Psychology Current Perspective in Research</u> , 1971, New York: Appleton-Century	Classic research articles in Human Factors Engineering.

BOOKS AND ARTICLES (Contd)

REFERENCE	CONTENT
<p>Lindsey, P. H. and Norman, D. A. <u>Human Information Processing</u>, 1977, New York: Academic Press</p>	<p>Introductory text describing psychological theories relating to information handling and problem solving.</p>
<p>Martin, J. <u>Design of Man/Computer Dialogues</u>, 1973, Englewood Cliffs, NJ: Prentice-Hall</p>	<p>Discussion of different styles of human computer interfaces.</p>
<p>Meister, D. <u>Human Factors Theory and Practice</u>, 1971, John Wiley & Sons</p>	<p>Describes the work of a human factors specialist. Provides guidelines for applying several human factor techniques (task analysis, human/machine interface).</p>
<p>Ramsey, H. R. and Atwood, M. E. <u>Human Factors in Computer Systems: A Review of the Literature</u>, 1979, NTIS ADA075679</p>	<p>Review of the literature on human factors in the design of computer systems.</p>
<p>Ramsey, H. R., Atwood, M. E., and Kirshbaum, P. J. <u>Critically Annotated Bibliography of the Literature of Human Factors in Computer Systems</u>, 1978, NTIS ADA058081</p>	<p>Bibliography. Describes and comments on references for human factors in computer systems.</p>
<p>Van Cott, H. P. and Kinkade, R. G. <u>Human Engineering Guide to Equipment Design</u>, 1972, U.S. Government Printing Office</p>	<p>Excellent general source of recommendations for workspace layout. Some principles of display and control design.</p>