# Humans and Automation: System Design and Research Issues

By Thomas B. Sheridan

## CONTENTS

Preface

**PART I: BACKGROUND**

*Chapter 1. INTRODUCTION*
  - Human Factors: What Is It (Are They)?
  - What Is Automation?
  - A Preview of the Critical Issues of Humans and Automation

*Chapter 2. HUMAN INTERACTION WITH AUTOMATION IN VARIOUS CONTEXTS*
  - Aircraft and Air Traffic Control
  - Automobiles and Highway Systems
  - Trains
  - Ships
  - Spacecraft
  - Teleoperators for Hazardous Environments, Motion Rescaling, and Other Nonroutine Tasks
  - Virtual Reality for Training and Entertainment
  - Nuclear Power Plants and Process Control
  - Manufacturing of Discrete Products
  - Hospital Systems
  - Command and Control in Defense and Civilian Emergencies
  - Office Systems
  - Education
  - The "Smart" Home

**PART II: DESIGN OF HUMAN-AUTOMATION SYSTEMS**

*Chapter 3. THE ANALYSIS AND DESIGN PROCESS*
  - The Role of the Human Factors Professional
  - Human-Machine Task Analysis: Goals and Constraints
  - Human-Machine Function Allocation
  - Large System Organization
  - Optimization
  - Handbooks, Guidelines, and Standards

*Chapter 4. HUMAN PERFORMANCE IN RELATION TO AUTOMATION*
  - Nominal Performance of Humans: Speed and Accuracy
  - Robustness, Adaptivity, and Self-Pacing in Continuous Tasks
  - Situation Awareness
  - Trust
  - Mental Workload
  - Human Error
  - Human-Machine System Reliability Analysis

*Chapter 5. DISPLAYS AND DECISION AIDS*
  - Display Dedication, Integration, and Flexibility
  - Ecological Displays, Compatibility, Animation, and Virtual Reality
  - Interaction through Icon and Menu Displays, Voice and Haptic Inputs
  - Alarms and Warnings, and the Problem of Monitoring for Abnormalities
  - Displays to Aid with Monitoring and Procedures
  - Model-Based Predictor Displays to Aid with Control
  - Decision Aids for Satisficing

*Chapter 6. SUPERVISORY CONTROL*
  - Etiquette of Conversing with a Decision Aid
  - The Ultimate Decision Aid

*Chapter 7. SIMULATION, TESTING, AND EVALUATION*
  - Human-Automation Design as an Empirical Activity
  - Human-in-the-Loop Simulation
  - Estimation Theory as a Metaphor for Using Simulation in the Research and Design Process
  - Caveats on Designing Experimental Tests
  - Virtual Engineering
  - Evaluation

**PART III: GENERIC RESEARCH ISSUES**

*Chapter 8. TECHNICAL ISSUES OF HUMANS AND AUTOMATION*
  - System Complexity: How to Cope
  - Monitoring: A Job Nobody Wants
  - Giving and Taking Advice
  - How Far to Go with Automation
  - Ultimate Authority: When and by Whom
  - Human-Centered Automation: What Does It Mean?
  - Limits of Modeling and Prediction in Human-Automation Systems

*Chapter 9. SOCIAL ISSUES OF HUMANS AND AUTOMATION*
  - Social Benefits of Automation
  - Human Irrationality
  - Alienation of the Individual
  - Alienation of the Community
  - Education Needs

*Chapter 10. SYSTEM MANAGEMENT AND EDUCATION*
  - System Management
  - Education

## REFERENCES

Appendix A. ELEMENTS OF THE MOST IMPORTANT NORMATIVE MODELS

1. Probability and Some Probabilistic Tests
2. Information
3. Utility Function (Objective Function)
4. Discrete Decisions
5. Continuous Control

Appendix B. SAMPLE PROBLEMS AND SOLUTIONS ON NORMATIVE MODELS

1. Problems on Topics Covered in Appendix A
2. Solutions to Problems Stated in Appendix B

AUTHOR INDEX

SUBJECT INDEX