Outage UI User Test

26 – 30 April 2019

Methodology

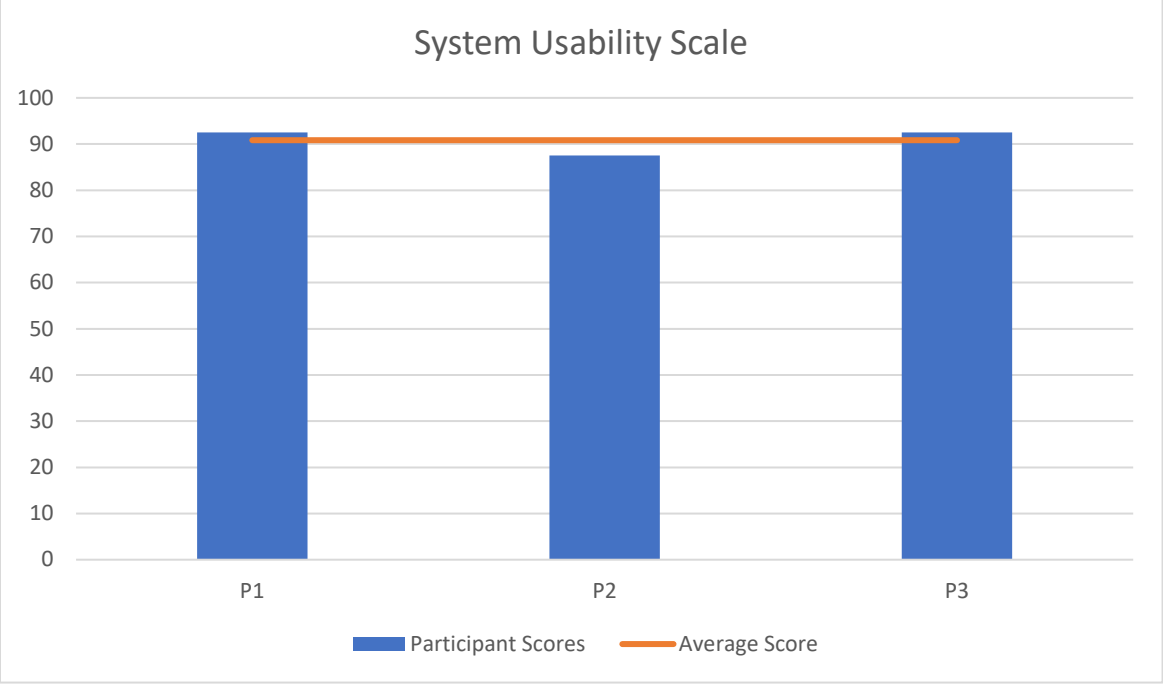
This was a moderated behavioral user test asking three participants to use a new user interface to trigger outage notifications in Radmin. The sessions were live streamed via Skype meeting to a small team of developers and observers while the test moderator and a single observer were in a separate room with the participants.

Each participant was asked to complete three tasks (Script, Appendix I). The completion rate of each task was measured as the participants worked. A task could be passed (P), passed with difficulty (W) or failed (F). Participants were also asked the rate the difficulty of each task using the Single Ease Question. After the participants completed all three tasks they were asked to complete the System Usability Scale questionnaire.

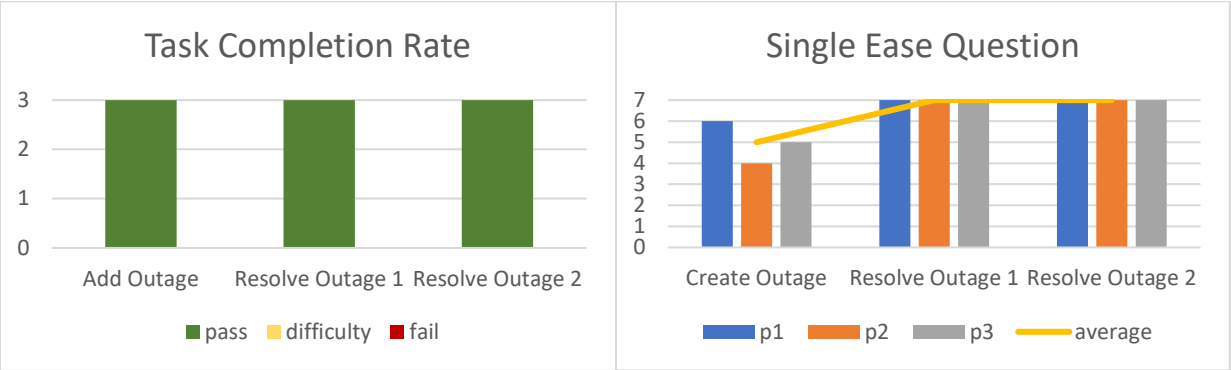
Results

The **System Usability Scale (SUS)** (Appendix II) is a post-test measurement of perceived usability. Participants are asked ten questions, each with a five-point Likert scale from "Strongly Disagree" to "Strongly Agree." The scores are graded to generate a score from zero to 100. A score of 68 is considered "above average."

Average SUS: 90.83



Overall, the design tested very well with our participants. The per task breakdown reveals some issues they encountered. The Task Completion Rate graph shows that all tasks were passed without difficulty. Looking deeper, the Single Ease Question revealed some issues.



The **Single Ease Question (SEQ)** is a post-task measurement of perceived usability on a scale from one (very hard) to seven (very easy). Participants scored tasks two and three as seven, meaning very easy. Task one, however, had an average score of five, suggesting some difficulties related to creating outages.

Some of the difficulty with creating outages may lie in Radmin's brand structure. The relationship between Parent Brands, Base Products, Brands and Branded Products can be challenging to understand. A larger issue was the lack of communication in the UI explaining to the participant what the UI was doing.

"It's not very clear," one participant said.

Otherwise the prototype performed well. Participants were pleased to be able to multi-select affected items, saying "I can select more than one. I like that."

Resolving outages was much simpler. All participants passed and all participants' SEQ scores were seven, or "very easy." Of the three participants, two suggested a "resolve all" or "multi resolve" feature but liked that it was possible to resolve individual outages on a one by one basis, even if the outages had begun at the same time.

Overall, the process scored very well, as indicated by the SUS. "I didn't have to dig very far," one participant said, "it's clean."

Recommendations

There was some desire among the participants to treat this UI as a hub for all things outage, where they could post notes, store a chronological chain of events, notify an email distribution and track the full life cycle of an outage, including the ability to audit who triggered an outage and view past outages.

Some of the recommendations might be considered for future features, a few will be implemented in the next design.

Creating an Outage:

- Triggering an outage notifies internal email distro and stores the chronological chain of events.
- Allow notes to be added to an outage at varying times.
- Include “INC Number” (incident number).
- Nothing says outage – say something about “outage notice”

Resolving an Outage:

- Acknowledge modal – change the wording to be more friendly
- Resolve all / multi-resolve
- Internal logging / audit trail

APPENDIX I: TEST SCRIPT

Outage configuration

26 April 2019

Thanks for taking the time to participate today. We're going to be looking at a new feature. I'd like you to think aloud as you work through the tasks I give you. This is not a test of you or your abilities and there are no wrong answers.

It's important you give me your open and honest feedback, even negative feedback; no one's feelings will be hurt by the things you say.

SEQ:

"On a scale of one to seven, seven being the easiest and one being the most difficult, how would you rate that task?"

TASK ONE:

Brand1 (obviously a cool brand) is having an issue with some of their products in our system. Please setup an outage for the products "Cool Card 2" and "Cool Card 6."

SEQ	PWF

NOTES

QUESTION:

Overall, how was adding an outage?

TASK TWO:

Later you find out that COOL CARD 1 is no longer having any issues. Resolve the outage.

SEQ	PWF

NOTES

TASK THREE:

SEQ	PWF

Now COOL CARD 6 is back up. Resolve the outage.

NOTES

Overall, how do you feel about this workflow?

APPENDIX II: SYSTEM USABILITY SCALE

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
1	I think that I would like to use this system frequently.	☐	☐	☐	☐	☐
2	I found this system unnecessarily complex.	☐	☐	☐	☐	☐
3	I thought this system was easy to use.	☐	☐	☐	☐	☐
4	I think that I would need the support of a technical person to be able to use this system.	☐	☐	☐	☐	☐
5	I found the various functions in this system were well integrated.	☐	☐	☐	☐	☐
6	I thought there was too much inconsistency in this system.	☐	☐	☐	☐	☐
7	I would imagine that most people would learn to use this system very quickly.	☐	☐	☐	☐	☐
8	I found this system very cumbersome to use.	☐	☐	☐	☐	☐
9	I felt very confident in using this system.	☐	☐	☐	☐	☐
10	I needed to learn a lot of things before I could get going with this system.	☐	☐	☐	☐	☐