

## Heuristic Evaluation (you can add more subsections to each area)

Let's have one done by tomorrow (2/2/18) evening.

### 1. Visibility of system status

#### a. Specific conflict: notifications

Description: When you create or delete a service, the notifications shrink to the top right corner, instead of a progress bar and notice at the center of window.

Severity (1=low, 5=terrible): 1      2      3      4      5

### 2. Match between system and the real world

#### a. Specific conflict: order of menu

Description: When you click on more services on the left, the items under each category shall follow alphabetical order.

Severity (1=low, 5=terrible): 1      2      3      4      5

#### b. Specific conflict: terminology of services

Description: Some of the service names are fancy, but do not make any sense to new users, like Cosmos DB, Azure AD B2C, Load Balancer, etc.

Severity (1=low, 5=terrible): 1      2      3      4      5

#### c. Specific conflict: item categorization

Description: There is a major category called "DATABASES", but MySQL databases is under "ADD-ONS" category. The whole item categorization is terribly confusing.

Severity (1=low, 5=terrible): 1      2      3      4      5

### 3. Consistency and standards

#### a. Specific conflict: add and create

Description: "Add" and "Create" do the same thing. Why providing such two options?

Severity (1=low, 5=terrible): 1      2      3      4      5

#### b. Specific conflict: marketplace

Description: I thought the marketplace only introduces all products, but it also leads you to create new services.

Severity (1=low, 5=terrible): 1      2      3      4      5

#### c. Specific conflict: advisor and help

Description: Confusing options for new users: are they the same?

Severity (1=low, 5=terrible): 1      2      3      4      5

### 4. Error prevention

#### a. Specific conflict:

Description:

Severity (1=low, 5=terrible): 1      2      3      4      5

#### b. Specific conflict:

Description:

- Severity (1=low, 5=terrible): 1      2      3      4      5
5. Recognition rather than recall
    - a. Specific conflict:
 

Description:

Severity (1=low, 5=terrible): 1      2      3      4      5
    - b. Specific conflict:
 

Description:

Severity (1=low, 5=terrible): 1      2      3      4      5
  6. Flexibility and efficiency of use
    - a. Specific conflict: **service creation order**

Description: **When you create a new service, “resource group” must be created at first. But for new users, they might have no idea what a “resource group” is.**

Severity (1=low, 5=terrible): 1      2      3      4      **5**
    - b. Specific conflict: **services menu**

Description: **When you click on more services on the left, all major categories shall be all viewed at once, with items in a dropdown or expanded menu. Instead you must keep scrolling down to look for all major categories.**

Severity (1=low, 5=terrible): 1      2      3      **4**      5
  7. Aesthetic and minimalist design
    - a. Specific conflict: **font size**

Description: **The major categories on the services menu have very small font size.**

Severity (1=low, 5=terrible): 1      2      **3**      4      5
  8. Help users recognize, diagnose, and recover from errors
    - a. Specific conflict: **no undo**

Description: **When you accidentally remove an item from dashboard, there is no undo option.**

Severity (1=low, 5=terrible): 1      2      3      **4**      5
  9. Help and documentation
    - a. Specific conflict: **text arrangement of tutorial**

Description: **No numberings, no bullet points, only black texts and codes spam all over the page, discouraging new users to keep reading.**

Severity (1=low, 5=terrible): 1      2      **3**      4      5
    - b. Specific conflict: **information buttons**

Description: **When you create a service, the little “i” icons next to the service provide very limited resources for help.**

Severity (1=low, 5=terrible): 1      2      **3**      4      5