**PLYMOUTH UNIVERSITY**

ID: 2

**FACULTY OF SCIENCE AND ENVIRONMENT**

**RESEARCH SCENARIO SHEET** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Name of Principal Investigator**

James White \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Title of Research**

Usability Testing of Software for Computing Project module

NetManager – Network Configuration and Management Tool

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**Introduction:**

NetManager is network configuration and management tool that allows user to store, manage and configure Cisco devices without requiring direct access to the hardware or use of the command line. It features an easy-to-use web interface that connects with network devices to poll information and send configuration. A test network has been setup with two routers to test the application against real hardware.

As part of this usability study, you will be asked to undertake one of two scenarios each containing six tasks and complete a questionnaire about your experiences.

Please ensure you have read and signed the documentation given to you by the investigator before starting the test. If you have any questions, please ask the principal investigator at any time.

**Getting Started:**

To open the application, navigate to the link below:

<http://ec2-18-169-5-34.eu-west-2.compute.amazonaws.com>

You should see the home page appear in front of you.

Here is some vital information that you will need for the test.

**User Credentials:**

* **Username:** UOPTest *(case sensitive)*
* **Password:** uop10590453

**Device List:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Device Name** | **IP Address** | **Username** | **Password** | **Secret** |
| R1 | 192.168.122.100 | admin | cisco | cisco |
| R2 | 192.168.122.200 | admin | cisco | cisco |

**Scenario:**

The main objectives and tasks for this scenario are listed below. Attempt to complete the tasks to the best of your ability and knowledge before filling out the questionnaire below. If you get stuck or have any questions, try the **help page** included in the application or ask the principal investigator.

**Tasks:**

1. Login using the TestUser account
2. Navigate to R2’s device settings
3. Update R2’s security settings with its correct credentials
4. Navigate to R1’s device configuration
5. Configure an IP address on **FastEthernet0/1**
   1. **IP Address:** 10.10.10.1
   2. **Mask:** 255.255.255.0
6. Create a new access list
   1. **Type:** Extended
   2. **Name:** Test
   3. **Command:** permit tcp any any
7. Navigate to **FastEthernet0/1** details page
8. Apply the newly created list to an interface
9. Return to R1’s device configuration and save the configuration (**with a backup**)
10. Navigate to the reports page
11. Download R1’s backup file
12. Log out of the application

**Questionnaire:**

Once you have completed the testing phase, please answer the below questions. This information will only be used to improve the application. Feedback and constructive criticism are encouraged.

1. **How easy was the application to use (1-5)?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Please mark **one** box with a **x** | | | | |
| 1 (Very Hard) | 2 (Hard) | 3 (Fairly Easy) | 4 (Easy) | 5 (Very Easy) |
|  |  |  | **x** |  |

1. **How easy was it to complete the scenario given to you?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Please mark **one** box with a **x** | | | | |
| 1 (Very Hard) | 2 (Hard) | 3 (Fairly Easy) | 4 (Easy) | 5 (Very Easy) |
|  |  |  | **x** |  |

1. **Did you think the overall look and feel of the application was professional?**

|  |  |
| --- | --- |
| Please mark **one** box with a **x** | |
| Yes | No |
|  | **x** |

1. **Did you encounter any errors, bugs or crashes?**

|  |  |
| --- | --- |
| Please mark **one** box with a **x** | |
| Yes | No |
| **x** |  |

1. **If yes, please explain.**

Simple token bug when trying to log in, solved immediately by refreshing the page but still logs in the user.

1. **Do you have any feedback that might improve the application?**

I put **NO** In question because of the look of the application rather then feel. With what the application has got, it provides a well thought out layout and follows a logical path, but some pages could look a little better and perhaps some changes in where some objects are. (example; Why is backups in reports?)

**Conclusion:**

That concludes this usability study. Thank you every so much for taking the time to participate in this study. Your feedback is greatly appreciated.