

# Workflow Management System Usability Test

User Test of the Zamani Workflow system.

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## BSc Computer Science Honours Project:

TITLE: Workflow Management

AIM: To create a system that can easily create and facilitate the workflow of Geomatics based research project

## 1 -- INTRODUCTORY STATEMENT

Zamani Workflow is a system built to create and support workflows within the Zamani Project

<http://www.zamani-project.org/> This system is used to manage the tasks associated with the process of creating the digital heritage artifacts. These tasks are a mix between manual user tasks and tasks that can be fully automated and run on a server.

Two main focusses exists

- Manage the tasks that each user has to complete.
- Building workflows

To manage user tasks, a web interface is used to indicate the status of the task on the desktop of the user. The tasks assigned to users are however, not performed on the web interface.

## 2 -- PURPOSE

This survey will analyse Zamani Workflow

## 3 -- TASKS

- Complete tasks in an existing workflow
- Set Up a simple workflow, that can be executed.

***\*\*These tasks will be detailed on the next stages of the survey***

## 4 -- ENVIRONMENT & DURATION

You will perform the task will be performed in a lab environment. During this period your actions will be noted and you will be timed in the completion of the tasks. Time to complete the tasks are user-dependent and may take around 20 minutes.

## 5 -- CONFIDENTIALITY

If you consent to participate in this evaluation, your personal information will be kept confidential. Any information you provide in the survey or the test repository is kept confidential between you and the researcher. You may also request the removal of any items you deposit.

## 6 -- STATEMENT OF CONSENT

"I acknowledge that I have read the above explanation of this evaluation. I understand that the collected data from this survey will be analysed and used to evaluate the mentioned system. I also understand that the researcher will not disclose my personal information. By selecting the option 'next' below I agree to participate in this evaluation."

There are 16 questions in this survey

### Background Information

This section obtains some background information on you.

#### 1 [1]How old are you \*

Please write your answer here:

•

#### 2 [2]Please rate your experience with in the following

Please choose the appropriate response for each item:

	Novice				Expert
How experienced are you at using a computer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate your personal competence in using a Web Browser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate your understanding of workflow management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 3 [4]Do you use a Day Planner or similar tool to manage your day to day activities.

Please choose **only one** of the following:

- ☐ Yes
- ☐ No

#### 4 [5]What is your field of study?

Please write your answer here:

### Complete a simple Task

One of the goals of the Zamani workflow system is to facilitate user tasks in a multi-user environment. Your goal will be to use the system to execute a series of tasks .

#### Step 1 - Log into the system

A tab on the browser should be open waiting for you to log in.

- Username: user\_test1
- Password: usertest

#### Step 2 - Complete the three outstanding tasks

There are 3 outstanding tasks listed. Complete the tasks then answer the questions below,

#### 5 [1]Did you successfully complete all the outstanding tasks? \*

Please choose **only one** of the following:

- ☐ Yes
- ☐ Two tasks successfully completed
- ☐ One Task successfully completed
- ☐ No

#### 6 [2]

**Rate the system in terms of usefulness in the following categories.**

Please choose the appropriate response for each item:



	Strongly Agree	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
Both occasional and regular users would like it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can recover from mistakes quickly and easily.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It required a lot of effort to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can use it successfully every time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8 [4]Rate the system in terms of Ease of Learning

Please choose the appropriate response for each item:

	Strongly Agree	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
I learned to use it quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I easily remember how to use it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found it difficult to get used to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to learn to use it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I quickly became skillful with it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could not remember what I needed to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9 [5]Satisfaction in using the system

Please choose the appropriate response for each item:

	Strongly Agree	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
I am satisfied with it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend it to a friend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is fun to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It works the way I want it to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is wonderful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt disappointed with the system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I need to have it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is pleasant to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The system did not do what I expected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10 [6]Any general comments on completing the outstanding tasks.

Please write your answer here:

### Set up a simple workflow

A second part of the system is to build interactive workflows.

#### Step 1 - Log out of system

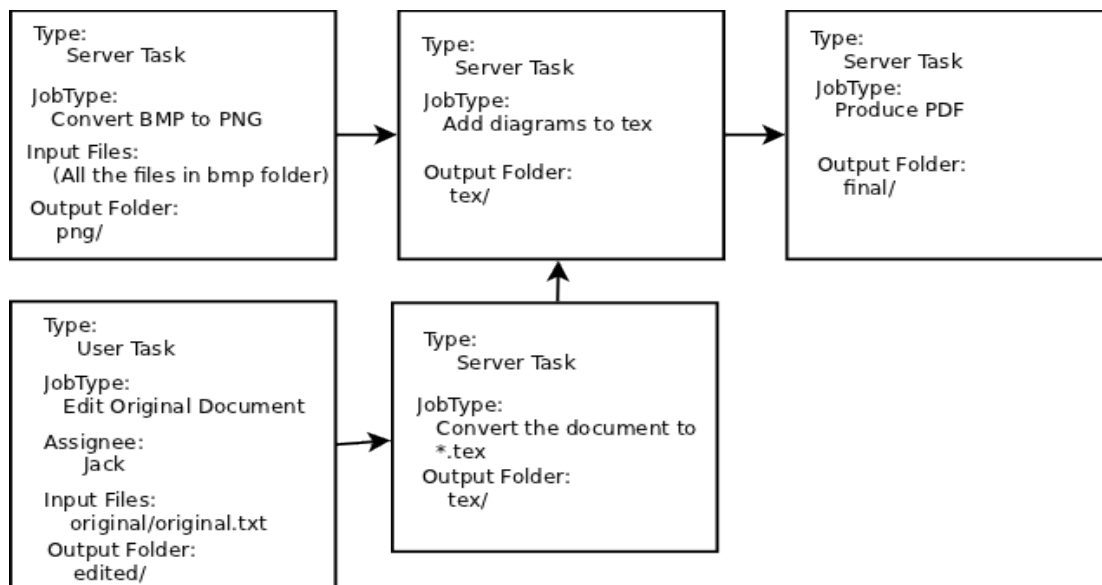
Locate the log out button and log off the system.

#### Step 2 - Log in with a new account

- Username: user\_test2
- Password: testpassword

#### Step 3 - Set up the a sample work flow

Open the site called "UCT Site" and use the system to recreate the workflow below:



11 [1]Could you successfully set up the workflow as it was described. \*

Please choose **only one** of the following:

- ☐ Yes
- ☐ No

12 [2]

**Rate the system in terms of usefulness in the following categories.**

Please choose the appropriate response for each item:

[illegible]

### 13 [3]Rate the system in terms of Ease of Use

Please choose the appropriate response for each item:

[illegible]

	Strongly Agree	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
written instructions.							
I don't notice any inconsistencies as I use it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is difficult to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Both occasional and regular users would like it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can recover from mistakes quickly and easily.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It required a lot of effort to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can use it successfully every time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 14 [4]Rate the system in terms of Ease of Learning

Please choose the appropriate response for each item:

	Strongly Agree	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
I learned to use it quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I easily remember how to use it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found it difficult to get used to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to learn to use it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I quickly became skillful with it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could not remember what I needed to do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 15 [5]Satisfaction in using the system

Please choose the appropriate response for each item:

**16 [6]Any general comments on building the workflow**

Please write your answer here:

Thank you very much for participating, if you have any comments or concerns please email me at [michiel@baird.za.net](mailto:michiel@baird.za.net)

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1970/01/01 – 02:00

Submit your survey.

Thank you for completing this survey.