Workflow Management System Usability Test

User Test of the Zamani Workflow system. STUDENT NUMBER: BRDMIC026

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CONTACT: hussein@cs.uct.ac.za **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	E	Expert
How experienced are you at using a computer?	0	0000	
Rate your personal competence in using a Web Browser	Õ	0000	
Rate your understanding of workflow management	0	0000	
3 [4]Do you use a Day Planner or similar tool to manage your day	to day acti	vities.	
Please choose only one of the following:			
• O Yes			
• O 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 table to use the system to execute a series of tasks .	sks in a mu	lti-user environ	ment. Your goal will
Step 1 - Log into the system			
A tab on the browser shoulf 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 th	e questions	s below,	
[1]Did you exceedfully complete all the outstanding tools?			
5 [1]Did you successfully complete all the outstanding tasks? *			
Please choose only one of the following: • • • Yes			
 Yes Two tasks successfully completed 			
One Task successfully completed			
• O 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
It helps me be more effective.	0	0	0	0	0	0	0
It feels unnecessary to use the system	0	0	0	0	0	0	0
It does not meet my expected requirements	0	0	0	0	0	0	0
It helps me be more productive.	0	0	0	0	0	0	0
It feels like I have little control over what is happening with the activities	0	0	0	0	0	0	0
It is useful.	0	0	0	0	0	0	0
I find it difficult to get things done with the system	0	0	0	0	0	0	0
It gives me more control over the activities.	0	0	0	0	0	0	0
It makes the things I want to accomplish easy to get done.	0	0	0	0	0	0	0
It saves me time when I use it.	0	0	0	0	0	0	0
It meets my needs.	0	0	0	0	0	0	0
It does everything I would expect it to do.	0	0	0	0	0	0	0
It takes up a lot of time.	0	0	0	0	0	0	0

$7\,[3]\mbox{Rate}$ the system in terms of Ease of Use

Please choose the appropriate response for each item:

	Strongly Agree	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
There were too many steps involved	0	0	0	0	0	0	0
It is easy to use.	0	0	0	0	0	0	0
It is simple to use.	0	0	0	0	0	0	0
It is user friendly.	0	0	0	0	0	0	0
It requires the fewest steps possible to accomplish what I want to do with it.	0	0	0	0	0	0	0
It is flexible.	0	0	0	0	0	0	0
Using it is effortless.	0	0	0	0	0	0	0
Mistakes are difficult to recover from	0	0	0	0	0	0	0
It is unnecessarily complex	0	0	0	0	0	0	0
I can use it without written instructions.	0	0	0	0	0	0	0
I don't notice any inconsistencies as I use it.	0	0	0	0	0	0	0
It is difficult to use	0	0	0	0	0	0	0

		ongly gree Ag	gree	Somewhat Agree	Neutra	al Somewhat Disagree	Disagree	Strongly Disagree
Both occasional an regular users would l it.	_	0	()	0	0	0	0
I can recover from mistakes quickly ar easily.	_	0			0	0	0	0
It required a lot of eff	fort O	0			0	0	0	0
I can use it successfue every time.		0	()	0	0	0	0
8 [4]Rate the syst	em in te	rms of E	ase (of Learn	ing			
Please choose the appro	priate respo	onse for eac	ch item	:				
	Strongly Agree	' AOPP		mewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
I learned to use it quickly.	0	0	0		0	0	0	0
I easily remember how to use it.	0	0	0		0	0	0	0
I found it difficult to get used to	0	0	0		0	0	0	0
It is easy to learn to use it.	0	0	0		0	0	0	0
I quickly became skillful with it.	0	0	0		0	0	0	0
I could not remember what I needed to do	0	0	0		0	0	0	0
9 [5] Satisfaction i	n using t	the syst	em					
Please choose the appro	priate respo	onse for eac	ch item	:				
	Strong Agree		P	omewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
I am satisfied with it.	0	0	\circ		0	0	0	0
I would recommend in to a friend.	0	0	\circ		0	0	0	0
It is fun to use.	0	0	0		0	0	0	0
It works the way I want it to work.	0	0	0		0	0	0	0
It is wonderful.	0	0	0		0	0	0	0
I felt disappointed with the system	0	0	0		0	0	0	0
I feel I need to have it	. ()	0	0		0	0	0	0
It is pleasant to use.	0	0	\circ		0	0	0	0
The system did not do what I expected.	0	0	0		0	0	0	0

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

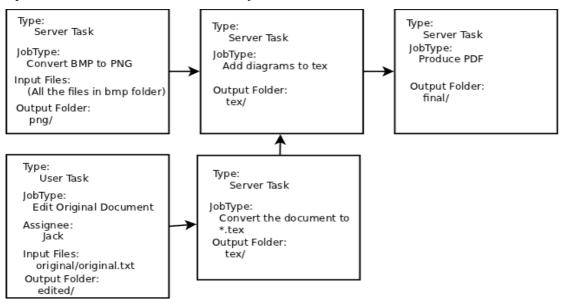
Locate the log out button and log off the system.

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:

- O Yes
- O No

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
It helps me be more effective.	0	0	0	0	0	0	0
It feels unnecessary to use the system	0	0	0	0	0	0	0
It does not meet my expected requirements	0	0	0	0	0	0	0
It helps me be more productive.	0	0	0	0	0	0	0
It feels like I have little control over what is happening with the activities	0	0	0	0	0	0	0
It is useful.	0	0	0	0	0	0	0
I find it difficult to get things done with the system	0	0	0	0	0	0	0
It gives me more control over the activities.	0	0	0	0	0	0	0
It makes the things I want to accomplish easy to get done.	0	0	0	0	0	0	0
It saves me time when I use it.	0	0	0	0	0	0	0
It meets my needs.	0	0	0	0	0	0	0
It does everything I would expect it to do.	0	0	0	0	0	0	0
It takes up a lot of time.	0	0	0	0	0	0	0

$13\,[3]$ Rate the system in terms of Ease of Use

Please choose the appropriate response for each item:

	Strongly Agree	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
There were too many steps involved	0	0	0	0	0	0	0
It is easy to use.	0	\circ	0	0	0	0	0
It is simple to use.	0	0	0	0	0	0	0
It is user friendly.	0	0	0	0	0	0	0
It requires the fewest steps possible to accomplish what I want to do with it.	0	0	0	0	0	0	0
It is flexible.	0	0	0	0	0	0	0
Using it is effortless.	0	\circ	0	0	0	0	0
Mistakes are difficult to recover from	0	0	0	0	0	0	0
It is unnecessarily complex	0	0	0	0	0	0	0
I can use it without	0	0	0	0	0	0	0

	Strongly Agree	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree	Strongly Disagree
written instructions.							
I don't notice any inconsistencies as I use it.	0	0	0	0	0	0	0
It is difficult to use	0	0	0	0	0	0	0
Both occasional and regular users would like it.	0	0	0	0	0	0	0
I can recover from mistakes quickly and easily.	0	0	0	0	0	0	0
It required a lot of effort to use	0	0	0	0	0	0	0
I can use it successfully every time.	0	0	0	0	0	0	0

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.	0	0	0	0	0	0	0
I easily remember how to use it.	0	0	0	0	0	0	0
I found it difficult to get used to	0	0	0	0	0	0	0
It is easy to learn to use it.	0	0	0	0	0	0	0
I quickly became skillful with it.	0	0	0	0	0	0	0
I could not remember what I needed to do	0	0	0	0	0	0	0

${\bf 15}\,[{\bf 5}] \textbf{Satisfaction}$ 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

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Submit your survey.

Thank you for completing this survey.