

Musa OP for UBST

Question: Over the last few years, all of us have been using Zoom quite extensively. Develop an OP to perform UBST on Zoom to ensure its reliability, assuming that you have all the support and data you need. In particular, pay attention to the choices of data collection methods (measurement, survey, or expert opinion), OP-development methods (Musa-1, Musa-2 or your own method), and justify your choices.
(Make up numbers, whenever necessary, to complete your OP construction.)

Answer:

Musa-1 OP:

Customers of Zoom:

Business, Education, Personal, Other

Customer Type	Weight
Business	0.40
Education	0.35
Personal	0.20
Other	0.05

Users of Zoom:

Basic, Professional, Business

User Type	User Profile by Customer Type				Overall User Profile
	Business	Education	Personal	Other	
Basic	0.05	0.70	0.90	0.50	0.47
Professional	0.15	0.25	0.10	0.40	0.1875
Business	0.80	0.05	0.00	0.10	0.3425

Since the application remains operational for everyone to use since it was made available, it doesn't seem prudent to consider system modes.

Functions:

Share Video, Share Audio, Share Screen, Send Message in Chat, Send File in chat

Function	Usage Profile by User Type			Overall Usage Profile
	Basic	Professional	Business	
Share Video	0.35	0.20	0.50	0.373250
Share Audio	0.35	0.40	0.45	0.393625
Share Screen	0.10	0.20	0.05	0.101625
Send Message	0.15	0.05	0.00	0.079875
Send File	0.05	0.15	0.00	0.056125

I have developed an OP to perform UBST on Zoom by using the Musa-1 method. Having used Zoom, personally, while in college and at work I was comfortable in stating Personal, Business and Education as the three main types of customers for Zoom. Similarly, having used the basic account personally and for college and the professional account while working helped narrow down the types of users for Zoom's customers.

The data collection for this OP needs to be conducted via surveys of different users and gathering expert opinions from Zoom's Product Evangelists and Product Managers to better understand the split of different types of users and the functionality they use. I suggest using surveys because they reach out to a big audience and are also generally answered by ardent users of an application. Furthermore, I suggest using expert opinions to help cross-validate the data gathered from the surveys and to help with follow-up actions to OP creation.

From the assumed data, we can see that to maintain their software's reliability Zoom needs to ensure that they pay close attention to testing the Video and Audio sharing as these two functionalities are most frequently used by all kinds of users. Further testing efforts need to be directed towards Screen-share functionality to maintain the reliability standard set by Zoom.