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**Hello,**

**The TurbaTech Team needs your assistance in testing our semester project for ITEC472 – Software Engineering III.**

We are conducting a usability study on **functionality our system OpenHack. The system will be interpreted into python to be compatible with the OpenStack framework. The system will only work on servers that are running OpenStack and are allowed by a user or system admin. When running, the system will shut down random process on a specific server.**

We collect some personal identification information (e.g., email address, gender) in this survey. You can be assured that your responses will be kept CONFIDENTIAL at all times. Data will be kept on a secure server, and only the members of our evaluation team will have access to it. We will not be making any personal assessments about you as an individual. We are only interested in average group data over a large number of respondents. In doing so, we will be able to **provide the client with a version of OpenHack that is compatible with Rackspace’s OpenStack framework. They will also provide the client with a reporting functionality to monitor the effect of Chaos Monkey(OpenHack) on their systems, as well as the health of those systems after Chaos Monkey(OpenHack) has been unleashed.**

The surveys should take you about **15 minutes** to complete. **Please answer every question**.

A number of questions in this survey may appear to be repetitive. Unfortunately, to meet our objectives, this is necessary. Please be patient with us and answer each question.

Participation in this survey is completely voluntary. If you have any concerns about this survey, or for further information, you may contact:

|  |  |
| --- | --- |
| **Dr. Tracy Lewis-Williams**  **Department of Information Technology**  **Radford University**  **Radford, VA 24142-6933**  **tlewis32@radford.edu** | **OpenHack**  Michael Bristol  Philip Knouff  Randy Akers  Gerald Ottman  William Whelchel |

By providing your initials at the end of this line, you signify that you consent to being a participant in this research. (PLEASE legibly PRINT YOUR INITIALS). \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section One: Demographics**

|  |  |  |
| --- | --- | --- |
| **complete the following information about yourself** | | |
| **Email Address:** | |  |
| **Gender:** | Male Female | |
| **Position:** | Faculty Staff Administrator Other | |

**Section Two: Usability Survey**

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| --- | --- | --- | --- | --- | --- |
| Select your response to the following statements based on **The Purpose of OpenHack:** | **STRONGLY DISAGREE** | **DISAGREE** | **NEITHER AGREE NOR DISAGREE** | **AGREE** | **STRONGLY AGREE** |
| OpenHack has an ethical purpose |  |  |  |  |  |
| OpenHack is beneficial to helping server admins |  |  |  |  |  |
| OpenHack is unnecessary |  |  |  |  |  |
| OpenHack is for educational purposes |  |  |  |  |  |
| OpenHack has educational value |  |  |  |  |  |
| OpenHack serves a purpose |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Select your response to the following statements based on **The Look & Feel of OpenHack:** | **STRONGLY DISAGREE** | **DISAGREE** | **NEITHER AGREE NOR DISAGREE** | **AGREE** | **STRONGLY AGREE** |
| I thought OpenHack was easy to use |  |  |  |  |  |
| I would use OpenHack frequently |  |  |  |  |  |
| I felt very confident using OpenHack |  |  |  |  |  |
| I found the various functions in OpenHack to be well integrated |  |  |  |  |  |
| I thought there was too much inconsistency in OpenHack |  |  |  |  |  |
| I found OpenHack unnecessarily complex |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- |
| Select your response to the following statements based on  **The Security/Reliability of OpenHack** | **STRONGLY DISAGREE** | **DISAGREE** | **NEITHER AGREE NOR DISAGREE** | **AGREE** | **STRONGLY AGREE** |
| I found OpenHack very cumbersome to use |  |  |  |  |  |
| Connecting to OpenStack was easy and simple |  |  |  |  |  |
| No crashes occurred during the execution of OpenHack |  |  |  |  |  |
| I am able to recover quickly from a crash |  |  |  |  |  |
| I am able to recover easily from a crash |  |  |  |  |  |
| The functionality of OpenHack do what they are supposed to do |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Select your response to the following statements based on  **The Error Handling of OpenHack** | **STRONGLY DISAGREE** | **DISAGREE** | **NEITHER AGREE NOR DISAGREE** | **AGREE** | **STRONGLY AGREE** |
| OpenHack ran with no trouble |  |  |  |  |  |
| OpenHack gives error messages that clearly tell me how to fix problems |  |  |  |  |  |
| OpenHack adequately logs errors |  |  |  |  |  |
| Logs are easily understood |  |  |  |  |  |
| Logs are easily located |  |  |  |  |  |
| Technical support quickly resolved my issues |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Select your response to the following statements based on  **The Overall Functionality of OpenHack** | **STRONGLY DISAGREE** | **DISAGREE** | **NEITHER AGREE NOR DISAGREE** | **AGREE** | **STRONGLY AGREE** |
| I needed to learn a lot of things before I could properly use OpenHack |  |  |  |  |  |
| I am able to efficiently complete the goals of OpenHack |  |  |  |  |  |
| I was able to quickly learn to use OpenHack |  |  |  |  |  |
| I like using the interface of OpenHack |  |  |  |  |  |
| OpenHack has all functions and capabilities I expect it to have |  |  |  |  |  |
| Overall, I am satisfied with Openhack |  |  |  |  |  |

**Section Three: General Comments**

**Please provide positive feedback on the following questions.**

List the most negative aspects(s) of OpenHack:

1.

2.

3.

List the most positive aspect(s) of OpenHack:

1.

2.

3.

How can we improve OpenHack:

What other functionality’s can be added to increase performance and the usability of OpenHack:

**GENERAL COMMENTS ABOUT THE SYSTEM:**