

Table A9-3: Normalized CPT for variable – Failure Information Provided

| Variable | Failure Information Provided | | Failure Information Provided (Output Probability) | | | | | | | | | | | |
|---------------|------------------------------|--------------------|---|------|----------|--------|-----------|------|----------|--------|------------|------|----------|--------|
| Input Factors | User's knowledge level | User's skill level | Correct | | | | Incorrect | | | | Incomplete | | | |
| Sr. No. | States | | Max. | Min. | Centroid | N-Cent | Max. | Min. | Centroid | N-Cent | Max. | Min. | Centroid | N-Cent |
| 1 | High | High | 0.99 | 0.90 | 0.95 | 0.95 | 0.00 | 0.00 | 0.00 | 0.00 | 0.10 | 0.01 | 0.06 | 0.05 |
| 2 | High | Medium | 0.90 | 0.85 | 0.88 | 0.88 | 0.00 | 0.00 | 0.00 | 0.00 | 0.15 | 0.10 | 0.13 | 0.12 |
| 3 | High | Low | 0.85 | 0.80 | 0.83 | 0.83 | 0.12 | 0.00 | 0.06 | 0.06 | 0.15 | 0.08 | 0.12 | 0.11 |
| 4 | Medium | High | 0.90 | 0.75 | 0.83 | 0.83 | 0.10 | 0.05 | 0.08 | 0.08 | 0.20 | 0.00 | 0.10 | 0.10 |
| 5 | Medium | Medium | 0.80 | 0.70 | 0.75 | 0.75 | 0.10 | 0.10 | 0.10 | 0.10 | 0.20 | 0.10 | 0.15 | 0.15 |
| 6 | Medium | Low | 0.75 | 0.60 | 0.68 | 0.68 | 0.10 | 0.10 | 0.10 | 0.10 | 0.30 | 0.15 | 0.23 | 0.23 |
| 7 | Low | High | 0.60 | 0.50 | 0.55 | 0.55 | 0.15 | 0.10 | 0.13 | 0.13 | 0.35 | 0.30 | 0.33 | 0.33 |
| 8 | Low | Medium | 0.45 | 0.40 | 0.43 | 0.43 | 0.25 | 0.20 | 0.23 | 0.23 | 0.40 | 0.30 | 0.35 | 0.35 |
| 9 | Low | Low | 0.25 | 0.20 | 0.23 | 0.22 | 0.25 | 0.20 | 0.23 | 0.22 | 0.60 | 0.55 | 0.58 | 0.56 |

Table A9-4: Normalized CPT for variable – Analyst's Knowledge Level

| Variable | Analyst's Knowledge Level | | Analyst's Knowledge Level (Output Probability) | | | | | | | | | | | |
|---------------|---------------------------|----------------------------|--|------|----------|--------|--------|------|----------|--------|------|------|----------|--------|
| Input Factors | System know-how | No. of calls handled succ. | High | | | | Medium | | | | Low | | | |
| Sr. No. | States | | Max. | Min. | Centroid | N-Cent | Max. | Min. | Centroid | N-Cent | Max. | Min. | Centroid | N-Cent |
| 1 | Good | Large | 0.95 | 0.93 | 0.94 | 0.94 | 0.07 | 0.05 | 0.06 | 0.06 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | Good | Medium | 0.90 | 0.80 | 0.85 | 0.85 | 0.20 | 0.10 | 0.15 | 0.15 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | Good | Few | 0.80 | 0.75 | 0.78 | 0.78 | 0.25 | 0.20 | 0.22 | 0.23 | 0.00 | 0.00 | 0.00 | 0.00 |
| 4 | Inadequate | Large | 0.70 | 0.60 | 0.65 | 0.65 | 0.20 | 0.20 | 0.20 | 0.20 | 0.20 | 0.10 | 0.15 | 0.15 |
| 5 | Inadequate | Medium | 0.55 | 0.50 | 0.53 | 0.51 | 0.30 | 0.20 | 0.25 | 0.24 | 0.30 | 0.20 | 0.25 | 0.25 |
| 6 | Inadequate | Few | 0.20 | 0.10 | 0.15 | 0.15 | 0.40 | 0.30 | 0.35 | 0.35 | 0.60 | 0.40 | 0.50 | 0.50 |