

Assignment 1 Report – ITS

1.1

a) What is your general impression of ITS helpdesk portal (website)?

The website seems to be designed to be a modern take on whatever the previous site seems to be, the visuals and the seemingly modern features are implemented in such a way as to present the site as a modern take on an ITS helpdesk site.

However the actual design of the website is very poorly thought out and extremely redundant, with certain features doing nothing at all. It seems to be designed in such a way as to be complex and modern for the sake of being complex and modern.

b) Which aspects of its design and usability do you find easy (hard)?

The website is designed to be visually similar to how other websites are now being designed, and parts of the site are structured in a very simple and easy to understand way. The functions of this website are defined and easy to understand, e.g. service and support are defined separately, you know that to report an issue you select the 'Report Issue' option while 'Request Service' allows the user to ask for assistance from the IT staff. If these functions were actually functionally different it would be easy to use, however they are basically

But on closer examination there are aspects that do not work at all and show how poorly the site was thought out. There are extreme redundancies and bad design choices that are made in the design of the site that become apparent the more you examine and pick apart the page.

I'll go through the list one by one of each page and the problem I found with the page and how to improve the page

- **Home Page**
 - Completely unneeded, only content are three links below the image, all of which can be found in the navigation bar. Can be fixed by adding more content, a basic explanation of the links above, a guide for user's to choose where they need to go, a logoff button, something more than what is required.
- **Request a Service**
 - Business systems and ARG only provide the user the option to submit service and support feedback, while human resources has no options at all to select and has no other forms that use the human resources area as a form detail. Remove the human resource section and either add more features to ARG and business systems or remove their section entirely.
 - Request a service doesn't explain to the user what service areas they can request in an easy to use manner, User's might get confused if they are looking for some option under Web and Digital Services and can't find it in the Information Technology Services, the system should guide the user by allowing them to first select their service area, then the category their service is under and then the service they want.
 - The button to submit forms in Request a Service is a bad design choice, having it scroll with the user which is distracting and unneeded, seeing as how the button doesn't track completely with the users scrolling, change the button so that it is at the bottom like every other type of form.

- **Report an Issue**
 - Seems to be a service provided under Report an Issue as the breadcrumbs present, however looking at request a service shows that report an issue does not exist in the Information Technology Services page. Remove the breadcrumbs or allow the user to access reporting issues under request a service.
 - Why does the submit button not track along with the user movement like all of the other forms on the other pages. It's better that it doesn't but by not letting the button scroll, it causes inconsistencies that annoy the user.
 - Why is only one contact method allowed for reporting issues? Other pages allow the user to put their email or phone number for contact but not this page? All of the same contact details as the other pages except for one.
 - Having an 'other' contact method is an extremely bad idea. User's might decide they want to be contacted through facebook or twitter for some stupid reason and the user might not get the information they need. It's unlikely, but the option for any contact method is a bad idea.
- **Track Progress/Closed Enquiries**
 - Closed Enquiries is completely redundant, has no features that are not covered by track process, the only difference is that closed enquiries is sorted by closed for the first table and track is sorted by open. Remove Closed Enquiries.
 - Options menu contains the option to add and remove tables that enquiries are sorted by, cluttering the options menu, this should be a separated button possibly called 'add/delete' for each table that adds the options directly to the table.
 - The other options are features that users would want to have applied to every table instead of just the one, users would want the text to wrap or not on all tables or none of them instead of on only one. Separate the options menu from each of the tables and have them apply to all.
 - Options also causes the scroll bar to appear on the right side and the bottom, should be removed.
 - Search button calls a search bar to appear under each column name, and searching under one would only find results for that specific column. The search button should instead call a search bar for all column names instead.
 - What is Number(number)?
 - Some of the features on the burger bar icon next to each column name could be separated, but it isn't as big of a deal as the add/delete option.
- **Profile**
 - Cannot change any of the options/text-fields as are disabled. Cannot choose to disable notifications or email and cannot add phone numbers for contact making it completely redundant to have it in the first place. Either add option to change details or remove this page
 - Also has the same issue with disabled scroll wheels appearing at the edges of the form, suggesting that it's importing from a frame elsewhere, remove this entirely it looks unprofessional.
- **Service and Support Feedback**
 - Link in the top right corner is actually just a link to giving feedback for the ARG service by default, doesn't lead to a generic feedback for Support or Service, which can lead to confusion for users. Create a generic form for submitting feedback instead of sticking it under a specific service area.

- Cannot submit feedback for the services provided on the site, must give the advice on the form submit, allow users to submit feedback directly for services.

Whilst the modern looks and quickly loading pages makes this site seem like a modern take on the ITS Helpdesk site, it is only a cover for the bad and redundant choices that are made when designing a site. This site could be built using only 3 pages/views, requesting a service, reporting an issue and viewing services and issues requested (Possibly even two if service and issue are combined). It's a site that was built to meet development quotas, without thinking about what each quota means, only just slapping on the next requirement as a new page.