Executive Summary

In this document I have mentioned the results and conclusion from a recent test that was conducted to find out about the usage of the ticketing app.

I took the help from 7 other employees from Hameem to act as testers and simulate the roles of support users, users, admin for the app. Daylong testing session was conducted. Towards the end a standard Likert scale based survey was conducted using google form to gauge the sentiments of the testers after using the app. Also, open ended feedback was taken from the testers.

The results were mostly positive with most of the testers okay with the ease of use, effectiveness, difficulty and user interface of the system. Some of the criticisms levied at the app where confusion regarding the work "tickets" used in the app and the lack of an email notification system.

So, email notification was included back into the app and also 4 alternative words were generated that can be used in place of the word "tickets". I am awaiting decision to select one work and then will update the word "tickets" in the app. Also, I have attached a plan for conducting a pilot test at the very end if this test results are approved.
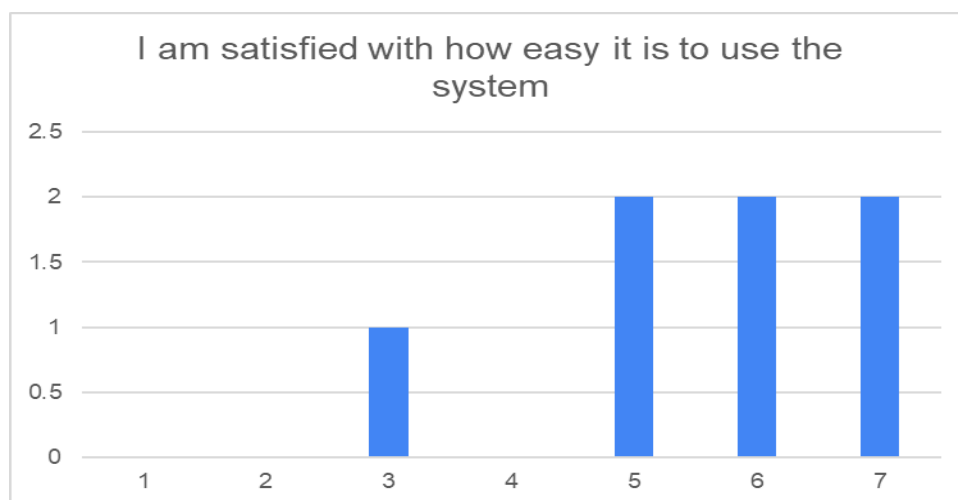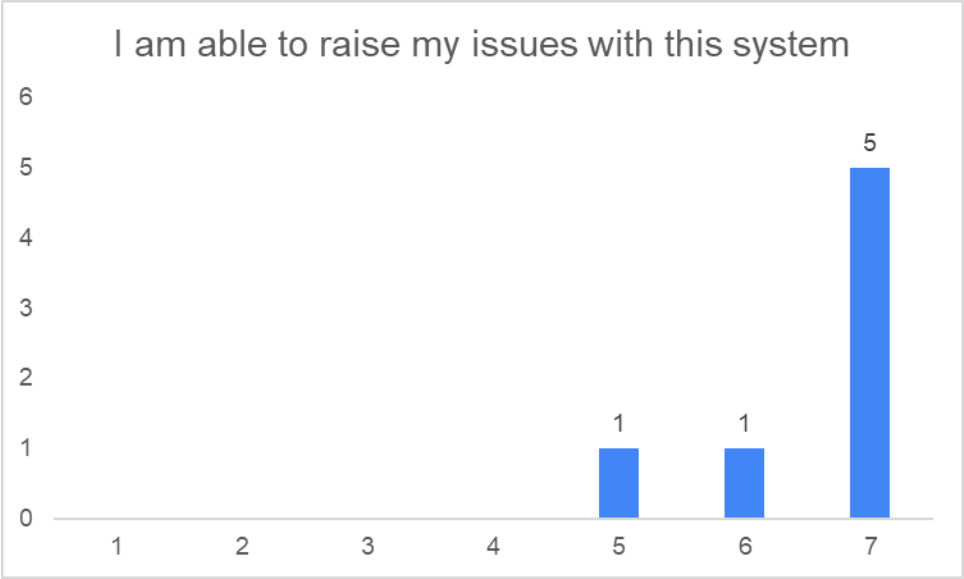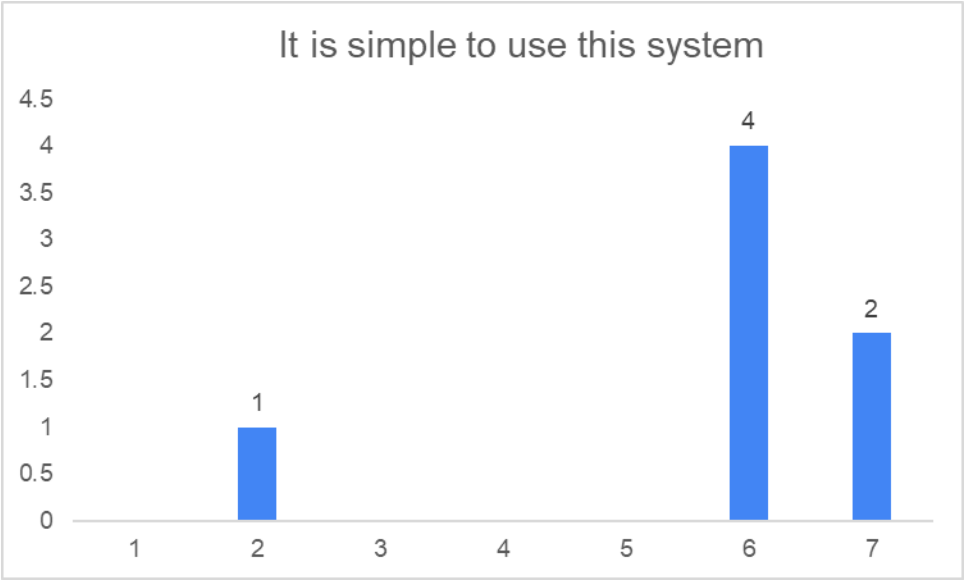
Introduction

A test was conducted to find out about any problems or issues in the app. Below is listed the participants of the test and their roles while testing:
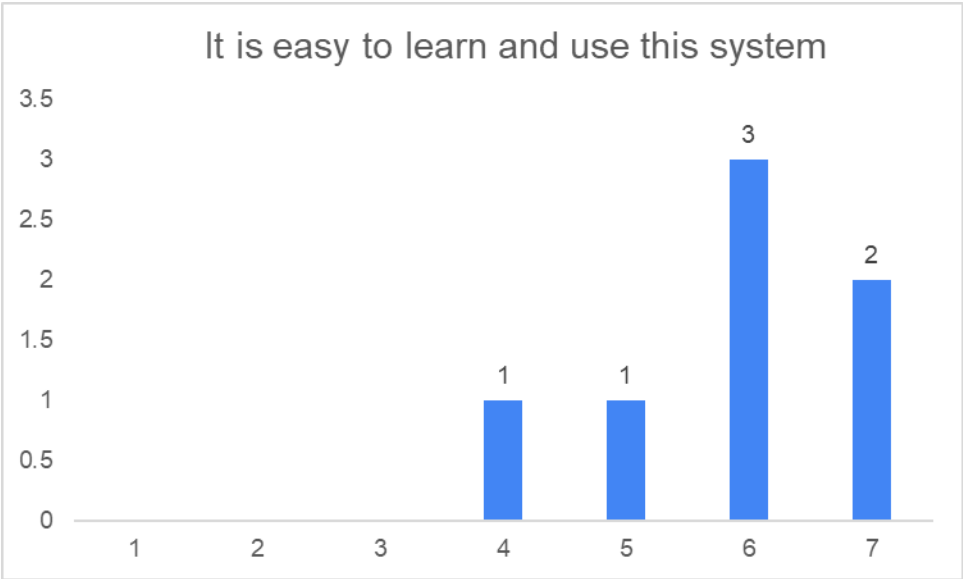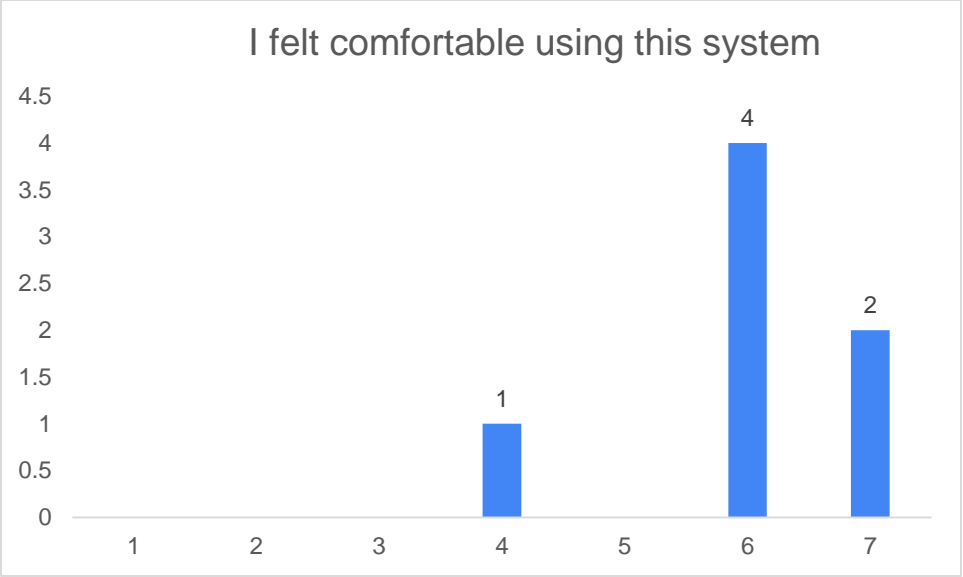
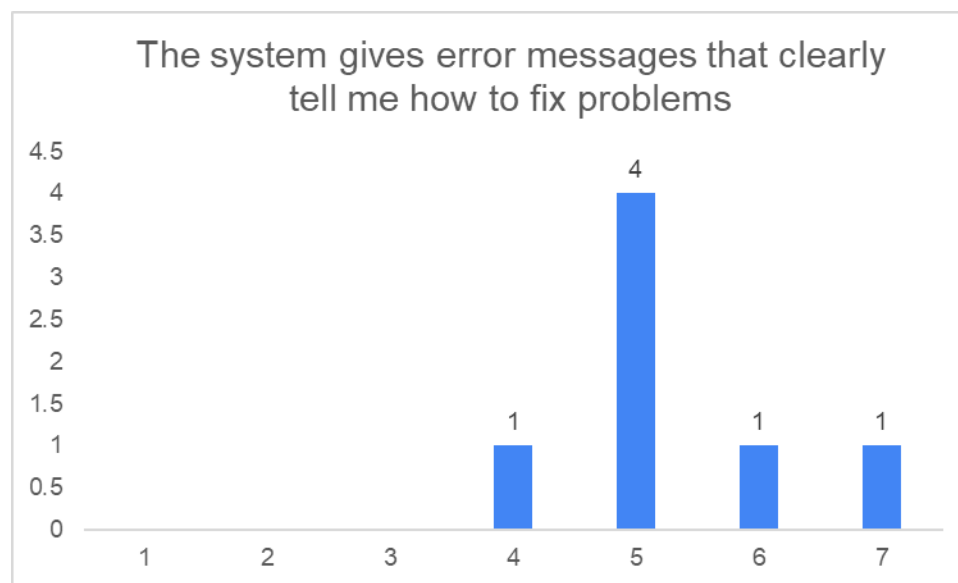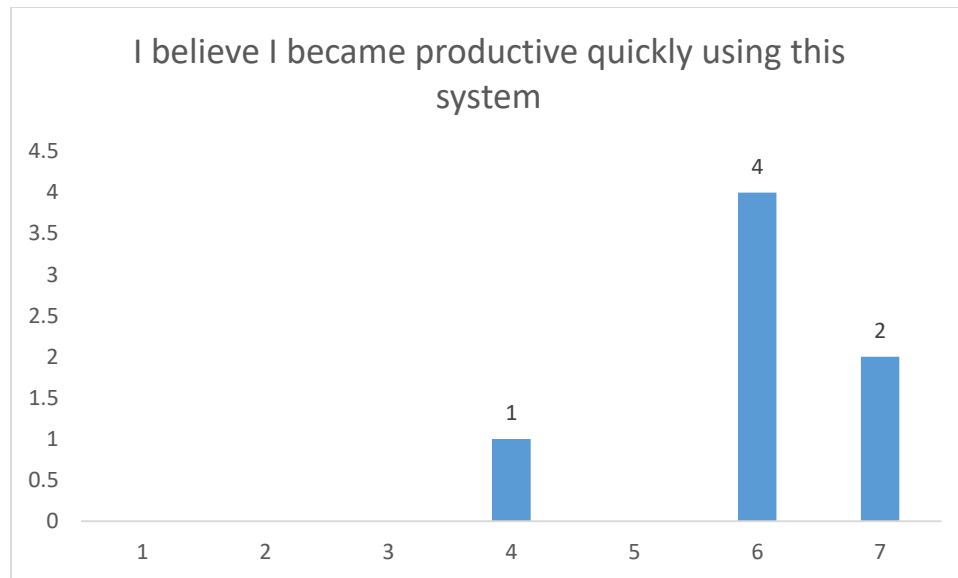| Name	Designation	Role
Syed Shibly Ekram	Coordinator	Support User/user
Ahmed Nafi-Us-Saleehin	MTO	Normal user
Elahi Siyam	Officer	Support User
Taif Bin Islam	Officer	Support User
Nourin Zaman	MTO	Ticketing Manager
Md Golam Muktadir Asif	MTO	Admin
Rabiul Islam	Officer	Support User
Raihan Ahmed	Officer	Normal user

During testing all the testers played their specified roles and also raised tickets themselves. In total 19 tickets were raised. The testing period began from 10:00 am 19th October and finished at 5:00pm 19th October. During the end of the test a google form was used to gather information about the app. Below are the google form results. The survey was a standard usability form used to find out about the effectiveness, ease of use, design and the usability of a software. It consists of 13 Likert scale questions ranging from 1 to 7 with 1 denoting "strongly disagree" while 7 denoting "strongly agree". Also, there was one extra open ended question where the participants provided their personal feedback regarding the app. Below the results of the survey is shown:

Findings

It is simple to use this system

Rating	Count
2	1
6	4
7	2

I am able to raise my issues with this system

Rating	Count
5	1
6	1
7	5

I felt comfortable using this system

	1	2	3	4	5	6	7
Count				1		4	2

It is easy to learn and use this system

	1	2	3	4	5	6	7
Count				1	1	3	2

I believe I became productive quickly using this system

Rating	Count
1	0
2	0
3	0
4	1
5	0
6	4
7	2

The system gives error messages that clearly tell me how to fix problems

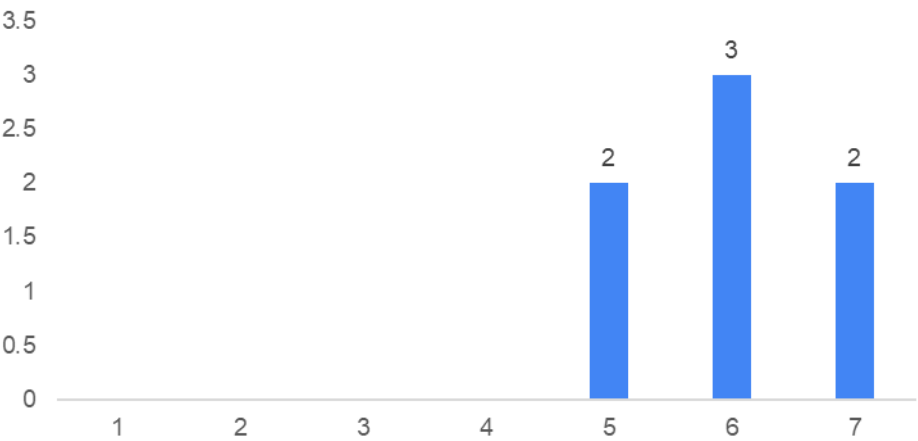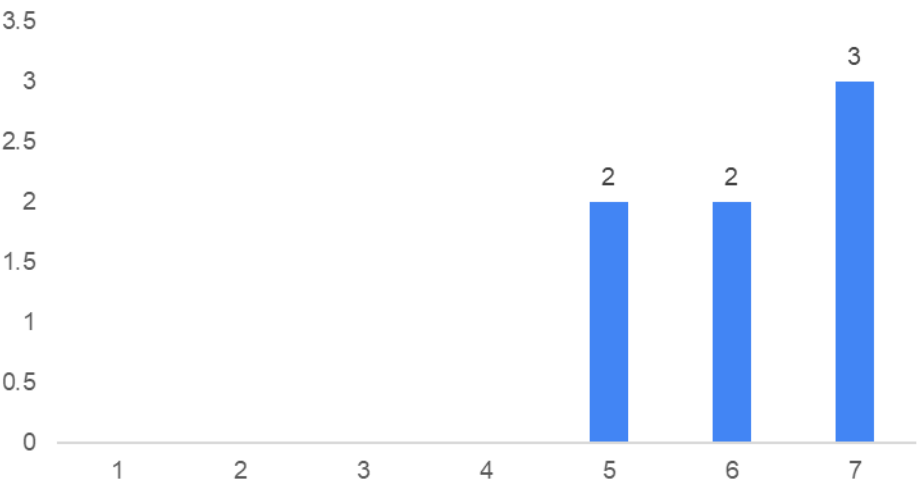| Rating	Count
1	0
2	0
3	0
4	1
5	4
6	1
7	1

Whenever I make a mistake using the system, I recover quickly and easily

Rating	Count
1	0
2	0
3	0
4	0
5	2
6	3
7	2

It is easy to find the information that I needed

Rating	Count
1	0
2	0
3	0
4	0
5	2
6	2
7	3

The organization of information on the system screens are clear

1	2	3	4	5	6	7
			1		4	2

The interface of this system is pleasant

1	2	3	4	5	6	7
	1				2	4
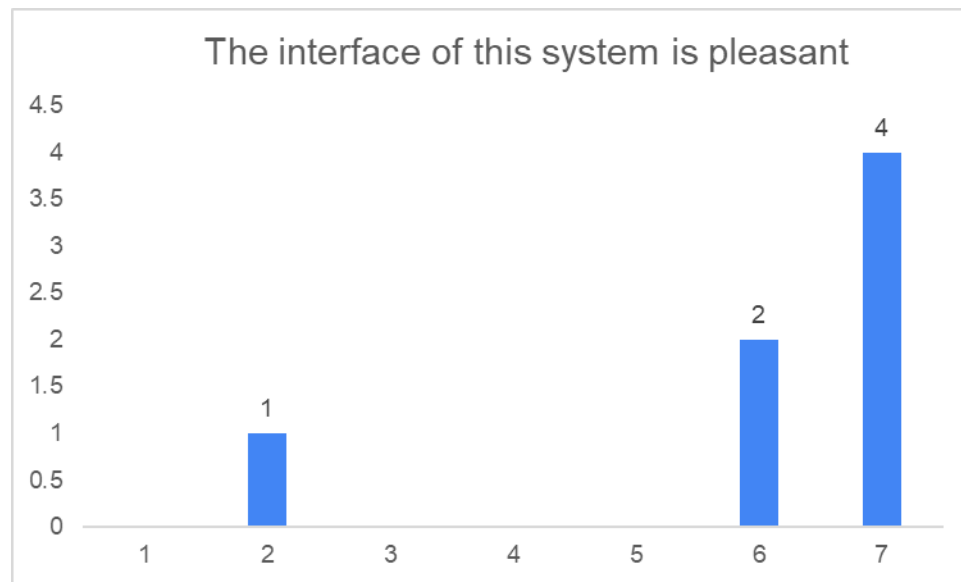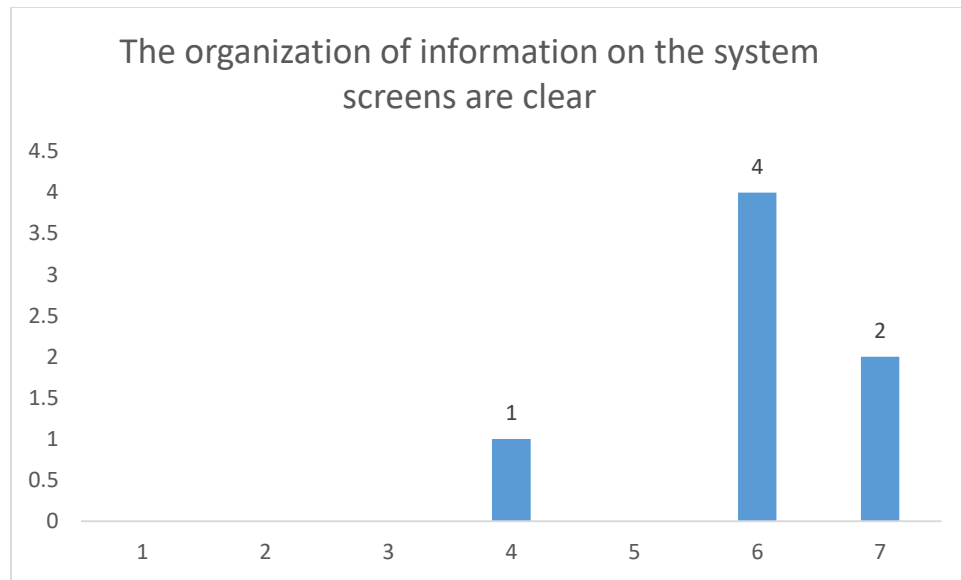
The system has all the functions and capabilities that I expect it to have

Rating	1	2	3	4	5	6	7
Count					1	3	3
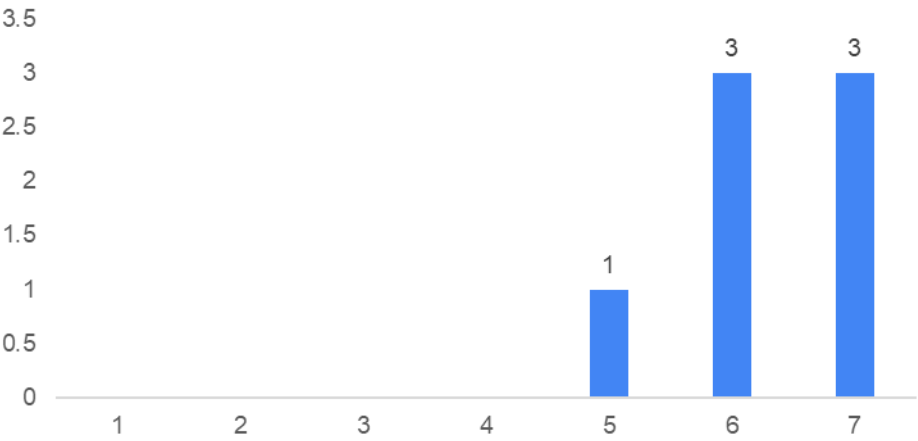
Overall, I am satisfied with this system

Rating	1	2	3	4	5	6	7
Count				1		4	2
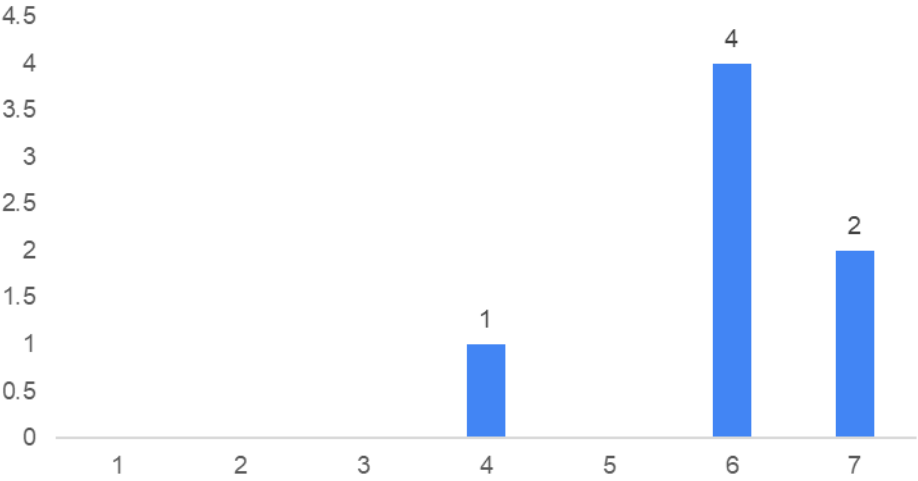
Please share your feedback/criticisms about the website:

7 responses

Average

Great initiative so far.

This is a good initiative. If this is implemented, It will be very helpful.

Initially it seems to me user friendly. But it will be more convenient if overall content would have been designed based on our real user. For example, it could have been used issues/problems in lieu of ticket cause of that most of our stakeholders may face difficulties to understand this word pattern. Last but certainly not least, it is truly a decent endeavor to automate our system.

The system is easy to use. But I think it would be better if email notification is activated.

Overall a very good system. It can easily guide an user to the solution.

The system is very good and quite satisfactory

Findings and Analysis

From analyzing the Likert scale responses, it can be seen that most of the testers had a positive impression regarding the app. However, 1 user consistently gave negative points in many of the questions. As this kind of app is new in Hameem group and most people here have never used such a thing inside an organizational context it is understandable that found some of the things confusing hard to grasp.

From seeing the feedback, three main issues arise:

- One user was skeptical about the testing environment and felt that real usage of the app will truly reveal about the effectiveness of the app.
- One user said that the term ticketing is confusing and should be replaced with something more understandable by the people of this organization
- One user said that including an email notification system will be better.

Corrections

Based on the responses some corrective actions were taken:

- Email notification system was included
- Four replacement terms for the word "tickets" was selected. They are: problems, issues, difficulties, tokens. I am awaiting decision from Mushfique Sir and Imran Sir to give me a decision regarding this. I prefer the term issues as it is simple and something most people here would understand.

Next Steps

If given approval, I would like to conduct a pilot test of this app. Below is my action plan of conducting the pilot test:

Work	Things to do	Time
Train HR and Admin to use the app as normal users	Take training classes in the training room	Half days
Train IT to use the app as support users	Train the IT either in training room or in person	Half day
Publish circular to all Admin and IT personnel about using the app for pilot testing indicating also things they need to keep in mind	Make the circular and email	1 day
Pilot test the app	Monitor any issues that arise and fix it	7 days
Gather Feedback and Figure Out Improvement areas	Make surveys and take feedback, Conduct a focus group discussion	2 days
Analyze Data	Analyze the data and come up with future plans	1