|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Req’mt Facet: | Usability | Performance | Features | Processing |

|  |  |
| --- | --- |
| **MUST** include and/or support the following requirements: | |
| 1. | *Covered for confidentiality* |
| 2. |
| 3. |
| 4. |

|  |  |
| --- | --- |
| **SHOULD** include and/or support the following requirements: | |
| 1. | *Covered for confidentiality* |
| 2. |
| 3. |
| 4. |

|  |  |
| --- | --- |
| **COULD** include and/or support the following requirements: | |
| 1. | *Covered for confidentiality* |
| 2. |
| 3. |

|  |  |
| --- | --- |
| **WILL NOT** include and/or support the following requirements: | |
| 1. | *Covered for confidentiality* |
| 2. |
| 3. |
| 4. |
| 5. |
| 6. |

|  |  |
| --- | --- |
| **Describing the User** | |
| Personal Details | Name:  Age:  *Covered for confidentiality*  Role:  Experience in Industry: |
| Professional Record | *Covered for confidentiality* |
| Technical Skills and Preferences | *Covered for confidentiality* |
| **Identifying User Motivations** | |
| Goals | *Covered for confidentiality* |
| Discomforts and/or Irritations | *Covered for confidentiality* |

**Table n:** Task n: Step n Test Outcomes

|  |  |  |
| --- | --- | --- |
| *Current Screen View:* ***\*Users device interface\**** | | |
| *Frame* | *Heuristic Outcome* | *Outcome Comments* |
| **Does the user know what needs to be done?** | **Yes** | User knows they want to go to the app |
| **Can the user see a control to do that?** | **Yes** | Yes, the app will be shown on the user’s device for them to open |
| **Is it obvious how the control works?** | **Yes** | It is *highly* likely that this will be a button on the user’s mobile device, however this depend on the device used. |
| **Does the user understand the feedback they have been given?** | **Yes** | The application opens on the device. Yes, they understand the result of this action |

|  |  |  |
| --- | --- | --- |
| **Does the user know what needs to be done?** | **?** | This is unclear… Does a user know that they should actively sign out of their account before closing the app? Might they think that simply ‘going home’ on the device is enough? |

|  |  |  |
| --- | --- | --- |
| **Does the user understand the feedback they have been given?** | **Yes** | Now both *“\*\*\*\*\*\* \*\*\* \*\* \*\*\*\*\*”* and *“\*\*\*\*\*\* \* \*\*\*\*\*”* show as text boxes and are more predictable for users. |

|  |  |  |
| --- | --- | --- |
| **Is it obvious how the control works?** | **Unable to Fix** | The ‘DateTime’ fields cannot be fixed owing to the nature of the builder. Both 16:00 and 04:00 are shown in the spinner results as:  ---“29-04-2018 04:00”---  This is not a TSQL error. |

|  |  |  |
| --- | --- | --- |
| ***Legend*** | ***Key*** | ***Notes*** |
| page9image2924292960 | **Positive Finding** | *“Works well. Approach is recommendable”* |
| page11image2925567312 | **Minor Problem** | *“Minor dissatisfaction; noticeable delays; or superficial difficulties”* |
| page9image2882230592 | **Major Problem** | *“Substantial delays; or moderate dissatisfaction”* |
| page9image2882286432 | **Functional Problem** | *“Bug. The product does not work as specified”* |
| page9image2882272112 | **Good Idea** | *“A suggestion from the test participant or the moderator that could lead to a significant improvement of the user experience”* |

|  |  |  |
| --- | --- | --- |
| Test Stage | Test Actions(s) | Test Outcomes(s) |
| Initial Thoughts of Application | *Covered for confidentiality* | page9image2924292960  page11image2925567312 |

**Table n**: Participant n: Scenario n

|  |  |  |
| --- | --- | --- |
| Test Stage | Test Actions(s) | Test Outcomes(s) |
| Scenario *n* | *Covered for confidentiality* | page9image2924292960  page9image2924292960  page9image2924292960  page11image2925567312  page9image2882286432page9image2924292960  page9image2924292960 page9image2882230592  page11image2925567312 |