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## Program Specialist – Usability Survey

Infiniti needs your help to perform Usability testing on our Tax Department Knowledge Management Tool (KMT). We are using this Usability Survey to guide usability testing to determine if we have effectively and efficiently implemented the KMT to satisfy your needs to execute your daily job activities. Our aim has been to design a knowledge management tool that is intuitive, easy-to-use, and that makes you more efficient at your job.

The following pages contain job functions (tasks) for you to perform using the KMT. Please attempt to use the KMT to help you perform each task and then fill out the survey to provide us usability feedback. We will then use this feedback to improve the KMT.

Your Name: P. Parker

Your Role in the Tax Dept: Tax Specialist Personal Income Tax Audit

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## 1. Contribute a new knowledge article

a. Were you able to complete the task without any errors:

Y / N

If no, please explain why:

b. Were the steps to complete the task easy to perform?

Very Easy

Easy

OK

Not Easy

c. How likely would you be able to complete the task easily in the future?

Very Likely

Likely

50/50

Not Likely

d. How quickly were you be able to complete the task?

Less than expected  
More

As Expected

More than Expected    Much

e. Please provide comments or suggestions based on your experience with the KMT:

- EASY TO USE
- UPLOADED QUICKLY



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## 2. Review a knowledge article submitted by an auditor

a. Were you able to complete the task without any errors:

Y / N

If no, please explain why:

b. Were the steps to complete the task easy to perform?

Very Easy

Easy

OK

Not Easy

c. How likely would you be able to complete the task easily in the future?

Very Likely

Likely

50/50

Not Likely

d. How quickly were you able to complete the task?

Less than expected

As Expected

More than Expected    Much More

e. Please provide comments or suggestions based on your experience with the KMT:

- Worked seamlessly
- Workflow easy to use

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