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 you 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: _____

Your Role in the Tax Dept: _____

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:

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 be 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:

3. Search for a Knowledge Article on a specific area of tax code for review

    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   As Expected   More than Expected   Much More

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