

Welcome to Alstom Grid's User Experience Survey.

User eXperience (UX) is a **new team** within the Alstom organization. We are dedicated to improving the experience of Alstom Grid NMS products.

A challenge is ahead of us, and so we are asking for some help from you. With this 10 minute survey, the UX team is interested in learning about you - with a few questions about your background, work environment and attitudes.

Thanks for your help!

Use	er eXperience Survey
1 1	low long have you been in the utility industry?
0	5 years or less
0	
	6 to 15 years
0	More than 15 years
2. \	What company do you work for?
3. I	How many employees are at your company?
0	Under 100
0	100-500
0	501-1000
0	1001-5000
0	5001 or more
4. V	What is your current role(s)? (select all that apply)
	IT
	Engineer
	Technician
	Management
	Analyst
	System Maintenance
	System Operator / Dispatcher
	Trainer
	Other (please specify)

User eXperience Survey 5. What kind of engineer are you? C Transmission / Distribution Line C Substation Design C Renewable Energy ○ SCADA C Energy system Operations Software Electrical Other (please specify)

User e	eXperience Survey
6. Hov	v long have you been in your current role(s)?
○ 5 y	vears or less
○ 6 t	o 15 years
O Mo	ore than 15 years
7. Wha	at's your current title?
8. Sele	ect the roles you've held in the past.
□ En	gineer
□ Te	chnician
□ Ма	nagement
□ An	alyst
□ Sy	stem Maintenance
□ Sy	stem Operator / Dispatcher
□ Tra	ainer
□ Otl	ner (please specify)

User eXperience Survey 9. What type of engineering role have you previously held? C Transmission / Distribution Line C Substation Design C Renewable Energy ○ SCADA C Energy system Operations Software Electrical Other (please specify)

Use	er eXperience Survey
10.	When do you work?
	Days
	Nights
	Weekends
11.	How long is a usual workday?
0	Less than 6 hours
0	7 to 10 hours
0	11 or more hours
12.	Where do you primarily use Alstom Grid's NMS products?
	Server room
	Control room
	Office
	Other (please specify)

User eXperience Survey Control room questions Control room questions 13. How many workstations are in the control room? Number of stations: 14. Do you have a mouse and keyboard for each workstation? ☐ A mouse and keyboard for each workstation ☐ Some workstations share a keyboard ☐ Some workstations share a mouse ☐ Only use keyboards (no mouse) Other (please specify) 15. How many monitors are at each station? 16. What is in your control room? (select all that apply) ☐ TV's ☐ Static mapboards ☐ SCADA-driven mapboard ☐ Video wall

User eXperience Survey
Video wall subquestion
Video wall subquestion 17. Approximately how large is the video wall? (Best guess)
18. What is on the video wall?

Use	r eXperience Survey		
At th	is point, we'd like to ask you about devices you use.		
19.	What devices do you use to perform your	job?	(select all that apply)
	Desktop computers		
	Laptop computers		
	Wireless smartphone (iPhone, Android, Blackberry, W	/indo	ws Phone)
	Tablet (Apple iPad, Android-based tablet, Microsoft Su	urface	e, Amazon Fire or Kindle, etc)
	E-reader (Nook, etc.)		
	Radio		
	Hardwired desk phone		
	Other (please specify)		
20.	What do you personally use OUTSIDE of v	vork	? (select all that apply)
	Apple computer		Android based tablet
	Windows computer		Microsoft Surface tablet
	iPhone		Amazon Fire or Kindle
	Android phone		E-reader (Nook, etc)
	Blackberry		Game console (Xbox 360, PS3, Wii)
	Mobile Phone (non-touch screen)		Handheld game console (PSP, Nintendo DS)
	Windows Phone		Gestural accessory (Kinect, Playstation Move, etc)
	Apple iPad		Hard-wired phone
	Other (please specify)		

21.	How long have you owned a smartphone?
0	2 to 5 years
0	5 or more years
0	N/A
22.	What percentage of the time are you the user of the smartphone?
0	25% or less
0	26-50%
0	51-75%
0	76-100%
0	N/A
23.	How long have you owned a tablet?
0	Less than a year
0	1-2 years
0	3 years
0	N/A
24.	What percentage of the time are you the user of the tablet?
0	25% or less
0	26 to 50%
0	51 - 75%
0	76 - 100%
0	N/A

25. About how many hours a day do you use your smartphone? 2 hours or less O 3 to 6 hours 7 or more O N/A 26. Select all the activities you do on a smartphone □ N/A ☐ Read the news ☐ Browsing the Internet □ Social networking ☐ Reading e-books ☐ Streaming videos ☐ Playing games ☐ Work related activities ☐ Checking email ☐ Listening to music ☐ Sending text messages ☐ Miscellaneous apps ☐ Other (please specify) 27. What are 1-5 smart phone apps you use most often? 1. 2. 3. 4. 5. Now let's get some info about your tablet.

Use	r eXperience Survey
28.	About how many hours a day do you use your tablet?
0	2 hours or less
0	3 to 6 hours
0	7 or more
0	N/A
29.	What do you use your tablet for? (select all that apply)
	N/A
	Read the news
	Browsing the Internet
	Social networking
	Reading e-books
	Streaming videos
	Playing games
	Work related activities
	Checking email
	Listening to music
	Sending text messages
	Miscellaneous apps
	Other (please specify)
30.	What are 1-5 tablet apps you use most often?
1.	
2.	
3.	
4.	
5.	

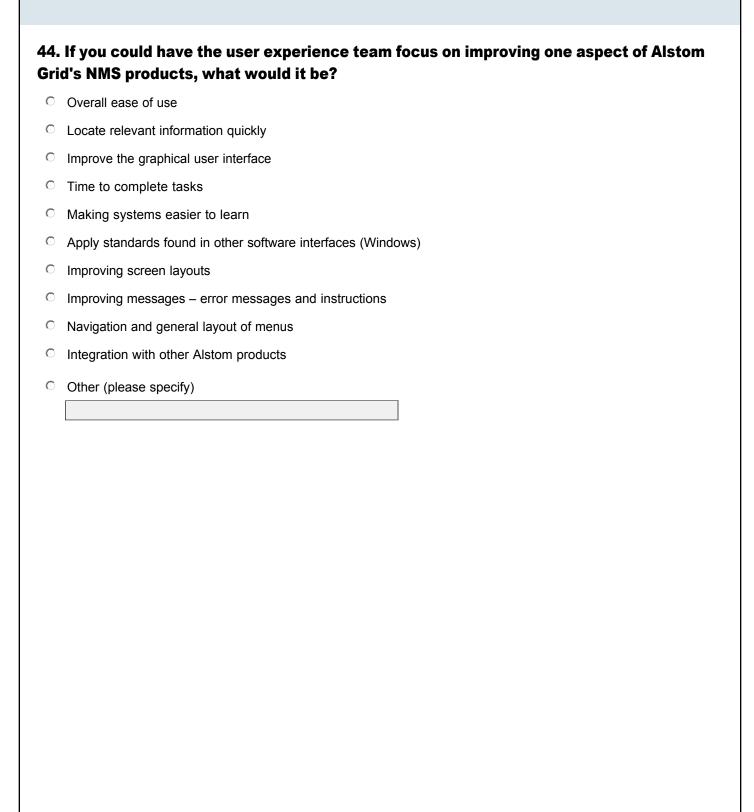
31.	Which smartphone/tablet applications are most useful?
	Utility (calculate, convert, translate, etc.)
	Entertainment (movie trailers, celebrity gossip, radio station guides, etc.)
	Game (puzzles, charades, etc.)
	News (local news, national headlines, technology announcements, etc.)
	Productivity (calendar, to do list, price checker, etc.)
	Search (directions, phone numbers, recipes, etc.)
	Social networking (location check-ins, friend status updates, etc.)
	Sports (sports schedules, scores, headlines, etc.)
	Travel (airplane tickets, tourist guides, public transportation info, etc.)
	Weather (local forecasts, natural disaster updates, etc.)

User eXperience Survey Now we'd like to know what you think about Alstom Grid's NMS products. 32. How long have you been using Alstom Grid's NMS products? C Less than 4 years 5-10 years 11-15 years 16-20 years 21-25 years C 26 years or more 33. About how much of your day is spent using Alstom Grid's NMS products? C 25% or less C 26-50% © 51-75% **76-100%**

User eXperience Survey 34. Distribution - What products have you used? e-terradistribution Network Analysis e-terradistribution Network Optimizer e-terradistribution Network Simulator e-terradistribution Network View e-terradistribution Outage Management ☐ e-terradistribution (IDMS) e-terradistribution Switching Operations e-terrasource e-terraDRBizNet ☐ Other (please specify) 35. Transmission - What products have you used? ☐ e-terraRTU600 e-terraassetcare e-terracontrol ☐ e-terraDRBizNet e-terraphasorpoint □ e-terraplatform (EMS) e-terraplatform Virtualized Solution e-terrarenewableplan e-terrasimulator e-terrasource e-terravision ☐ Other (please specify)

36. Generation - What products have you used? e-terraRTU600 e-terraassetcare e-terracontrol e-terraplatform Virtualized Solution e-terrarenewableplan e-terrasource Other (please specify) description	Use	r eXperience Survey						
e-terraassetcare e-terracontrol e-terraplatform e-terraplatform Virtualized Solution e-terrarenewableplan e-terrasource Other (please specify) 37. Markets - What products have you used? e-terramarket e-terramarket e-terramarket ENTSO-E e-terrasettlements Other (please specify) 38. Oil & Gas - What products have you used? e-terrapipeline	36.	Generation - What products have you used?	?	•				
e-terraplatform e-terraplatform Virtualized Solution e-terrarenewableplan e-terrasimulator e-terrasource Other (please specify) 37. Markets - What products have you used? e-terramarket e-terramarket ENTSO-E e-terrasettlements Other (please specify) 38. Oil & Gas - What products have you used? e-terrapipeline		e-terraRTU600						
e-terraplatform e-terraplatform Virtualized Solution e-terrarenewableplan e-terrasimulator e-terrasource Other (please specify) e-terramarket e-terramarket e-terramarket ENTSO-E e-terrasettlements Other (please specify) 38. Oil & Gas - What products have you used? e-terrapipeline		e-terraassetcare						
e-terraplatform Virtualized Solution e-terrarenewableplan e-terrasimulator e-terrasource Other (please specify) 37. Markets - What products have you used? e-terramarket e-terramarket e-terramarket ENTSO-E e-terrasettlements Other (please specify) 38. Oil & Gas - What products have you used? e-terrapipeline		e-terracontrol						
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Other (please specify) 37. Markets - What products have you used? e-terramarket e-terramarket ENTSO-E e-terrasettlements Other (please specify) 38. Oil & Gas - What products have you used? e-terrapipeline		e-terrasimulator						
37. Markets - What products have you used? e-terramarket e-terramarket ENTSO-E e-terrasettlements Other (please specify) specified by the second of the the s		e-terrasource						
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Other (please specify) 38. Oil & Gas - What products have you used? e-terrapipeline		e-terramarket ENTSO-E						
38. Oil & Gas - What products have you used? □ e-terrapipeline		e-terrasettlements						
□ e-terrapipeline		Other (please specify)						
□ e-terrapipeline								
□ e-terrapipeline	38.	Oil & Gas - What products have you used?						
Other (please specify)								
		Other (please specify)						
		(presses epicony)						

	er experience	Curvey								
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40		: of f	Aletere Cride NIM	S d42						
40.	Not at all	Neutral	or Alstom Grid's NM: Somewhat important	Very important	Critical					
	0	O	O	©	O					
	How much cust	omization is ma	de to the interfaces	of your Alstom Gri	d's NMS					
	Not at all	Very little	Somewhat	Fully customized	I don't know					
	O	O	O	O	•					
12 .	What about Als	tom Grid's NMS	products impresses	s you? (select all th	at apply)					
	Available functions									
	Ability to find releva	nt information quickly	,							
	Graphical user inter	face								
	Time it takes to cor	nplete tasks								
	Uses standards found in other software interfaces I use									
	N/A									
	Other (please specify)									
		•								
43.	What about Als	tom Grid's NMS	products disappoint	s vou? (select all t	hat apply)					
	Available functions			,						
	Ability to find releva	nt information quickly	1							
	Graphical user inter									
	Time it takes to cor									
	Hard to learn even	with basic training								
		_	oftware interfaces I use							
	N/A									
	Other (please speci	fv)								
	Janes (ploade apeol	.1/								



45. Have you used products from Alstom Grid's NMS competitors? Yes	Jser eXperience Survey						
Af. Please indicate how Alstorm Grid's NMS products compare to our competitors: Much worse Slightly worse Neutral Slightly better Much better N/A Overall Ease of Use C C C C C C C C C C C C C C C C C C C							
Af. Please indicate how Alstorm Grid's NMS products compare to our competitors: Much worse Slightly worse Neutral Slightly better Much better N/A Overall Ease of Use C C C C C C C C C C C C C C C C C C C	45. Have you used	products fr	om Alstom G	rid's NMS (competitors?		
46. If yes, which ones: 47. Please indicate how Alstor Grid's NMS products compare to our competitors: Much worse Slightly worse Neutral Slightly better Much better N/A Overall Ease of Use C C C C C C C C C C C C C C C C C C C		•			•		
A7. Please indicate how Alstorm Grid's NMS products compare to our competitors: Much worse Nighty worse Neutral Nighty better Much better N/A Overall Ease of Use C C C C Relevant information is located quickly C C C C Graphical user interface C C C C C Time to complete tasks C C C C C System is easy to learn C C C C C Earnor messages and instructions C C C C C Error messages and instructions C C C C C Navigation and general layout of menus C C C C C C Find the factor of th	C No						
A7. Please indicate how Alstorm Grid's NMS products compare to our competitors: Much worse Nighty worse Neutral Nighty better Much better N/A Overall Ease of Use C C C C Relevant information is located quickly C C C C Graphical user interface C C C C C Time to complete tasks C C C C C System is easy to learn C C C C C Earnor messages and instructions C C C C C Error messages and instructions C C C C C Navigation and general layout of menus C C C C C C Find the factor of th	46 If was which or						
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Overall Ease of Use C C C C C Relevant information is located quickly C C C C C Graphical user interface C C C C C Time to complete tasks C C C C C System is easy to learn C C C C C Standard software interfaces C C C C C Screen layouts C C C C C Error messages and instructions C C C C C Navigation and general layout of menus C C C C C Integration with other C C C C C			~				
Overall Ease of Use C C C C C Relevant information is located quickly C C C C C Graphical user interface C C C C C Time to complete tasks C C C C C System is easy to learn C C C C C Standard software interfaces C C C C C Screen layouts C C C C C Error messages and instructions C C C C C Navigation and general layout of menus C C C C C Integration with other C C C C C	47. Please indicate	e how Alsto	———— m Grid's NMS	products	compare to ou	ır competito	rs:
Relevant information is located quickly Graphical user interface Time to complete tasks System is easy to learn Standard software interfaces Composition of the standard software interfaces Screen layouts Composition of the standard software interfaces Screen layouts Composition of the standard software interfaces Relevant information is complete to compl							
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Error messages and instructions Navigation and general layout of menus Integration with other C C C C C C C C C C C C C C C C C C C		O	0	O	0	O	O
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Strongly disagree Disagree Neutral Agree Strongly agree N/A 19. How often do you consult user documentation for Alstom Grid's NMS products? Not at all Occasionally Frequently All the time 50. How do you view user documentation for Alstom Grid's NMS products? Printed document PDF Online Call customer support N/A Other (please specify) Embedded help with product (Help menu, F1) Product web sites Forums Wikis Books Printed materials Web search engines Customer support		er eXperiend									
19. How often do you consult user documentation for Alstom Grid's NMS products? Not at all Occasionally Frequently All the time Comparison of Alstom Grid's NMS products? Printed document PDF Online Call customer support N/A Other (please specify) Embedded help with product (Help menu, F1) Product web sites Forums Wikis Books Printed materials Web search engines Customer support											
A9. How often do you consult user documentation for Alstom Grid's NMS products? Not at all Occasionally Frequently All the time C C C C 50. How do you view user documentation for Alstom Grid's NMS products? Printed document PDF Online Call customer support N/A Other (please specify) Embedded help with product (Help menu, F1) Product web sites Forums Wikis Books Printed materials Web search engines Customer support	18.	Error message	es in Alstom	Grid's NMS prod	ucts communi	icate action(s) y	ou can take.				
49. How often do you consult user documentation for Alstom Grid's NMS products? Not at all Occasionally Frequently All the time C C C C 50. How do you view user documentation for Alstom Grid's NMS products? Printed document PDF Online Call customer support N/A Other (please specify) Embedded help with product (Help menu, F1) Product web sites Forums Wikis Books Printed materials Web search engines Customer support	Str	ongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A				
Not at all Occasionally Frequently All the time 50. How do you view user documentation for Alstom Grid's NMS products? Printed document PDF Online Call customer support N/A Other (please specify) Embedded help with product (Help menu, F1) Product web sites Forums Wikis Books Printed materials Web search engines Customer support		O	0	O	O	O	0				
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50. How do you view user documentation for Alstom Grid's NMS products? Printed document PDF Online Call customer support N/A Other (please specify) Embedded help with product (Help menu, F1) Product web sites Forums Wikis Books Printed materials Web search engines Customer support			(-		у А					
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Online Call customer support N/A Other (please specify) Indicate the support of	50.	How do you v	iew user doc	cumentation for A	Alstom Grid's	NMS products?					
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51. When using other software, how do you access documentation/help? Embedded help with product (Help menu, F1) Product web sites Forums Wikis Books Printed materials Web search engines Customer support	0	N/A									
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Other (please specify)		Other (places and	ecify)								
		Other (please spe									

USE	ser eXperience Survey			
	. Are you:			
0	Female			
0	Male			
53.	. What is your age?			
0	30 or younger			
0	31-50			
0	Over 50			
54.	Select which you've completed:			
0	High school degree or equivalent (e.g., GED)			
0	Some college but no degree			
0	Associate or Bachelor degree			
0	Master's or Doctoral degree			
0	Other (please specify)			
55.	. Do you have any of the following certificatio			
	System Operator (Reliability, Balance, and Transmission)			
	Power Generation			
	Substation Operations and Maintenance			
	Distribution System Operations (Operators and Dispatche			
	Monitor, Control, and Communications			
	Design and Management			
	NERC System Operator Certification			
	Other (please specify)			

User eXperience Survey				
FO MIL of NEDO a settle of out of the second				
	What NERC certification(s) do you have?			
	Reliability			
	Balancing, Interchange, and Transmission			
	Transmission			
	Balancing and Interchange			
	Other (please specify)			

User eXperience Survey			
57. Comments for UX? Tell us about your experiences using Alstom Grid software.			
58. Share my comment?			
Yes, share within Alstom Grid.			

User eXperience Survey				
If you would be willing to share the URL with others in your organization, we would greatly appreciate it.				

User eXperience Survey 59. In the future, we'd like to continue to offer you opportunities to provide feedback. What activities are you willing to participate in? ☐ Product surveys (online) ☐ Usability Testing (local or remote) ☐ Day in a Control Room (local visit by UX) ☐ Interviews (via phone) ☐ Feedback sessions (local or remote) ☐ Receive email notifications about other UX activities ☐ None ☐ Who should we contact to arrange a UX visit? 60. Please enter your contact information (optional). Name: Phone: Email:



WE APPRECIATE YOUR HELP.