



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!**



# User eXperience Survey

## 1. How long have you been in the utility industry?

- ☐ 5 years or less
- ☐ 6 to 15 years
- ☐ More than 15 years

## 2. What company do you work for?

## 3. How many employees are at your company?

- ☐ Under 100
- ☐ 100-500
- ☐ 501-1000
- ☐ 1001-5000
- ☐ 5001 or more

## 4. What is your current role(s)? (select all that apply)

- ☐ IT
- ☐ Engineer
- ☐ Technician
- ☐ Management
- ☐ Analyst
- ☐ System Maintenance
- ☐ System Operator / Dispatcher
- ☐ Trainer
- ☐ Other (please specify)

## 5. What kind of engineer are you?

- ☐ Transmission / Distribution Line
- ☐ Substation Design
- ☐ Renewable Energy
- ☐ SCADA
- ☐ Energy system
- ☐ Operations
- ☐ Software
- ☐ Electrical
- ☐ Other (please specify)

# User eXperience Survey

## 6. How long have you been in your current role(s)?

- ☐ 5 years or less
- ☐ 6 to 15 years
- ☐ More than 15 years

## 7. What's your current title?

## 8. Select the roles you've held in the past.

- ☐ IT
- ☐ Engineer
- ☐ Technician
- ☐ Management
- ☐ Analyst
- ☐ System Maintenance
- ☐ System Operator / Dispatcher
- ☐ Trainer
- ☐ Other (please specify)

## 9. What type of engineering role have you previously held?

- ☐ Transmission / Distribution Line
- ☐ Substation Design
- ☐ Renewable Energy
- ☐ SCADA
- ☐ Energy system
- ☐ Operations
- ☐ Software
- ☐ Electrical
- ☐ Other (please specify)

# User eXperience Survey

## 10. When do you work?

- ☐ Days
- ☐ Nights
- ☐ Weekends

## 11. How long is a usual workday?

- ☐ Less than 6 hours
- ☐ 7 to 10 hours
- ☐ 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?**



# User eXperience Survey

At this 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, Windows Phone)
- ☐ Tablet (Apple iPad, Android-based tablet, Microsoft Surface, Amazon Fire or Kindle, etc)
- ☐ E-reader (Nook, etc.)
- ☐ Radio
- ☐ Hardwired desk phone
- ☐ Other (please specify)

## 20. What do you personally use OUTSIDE of work? (select all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Apple computer                  | <input type="checkbox"/> Android based tablet                               |
| <input type="checkbox"/> Windows computer                | <input type="checkbox"/> Microsoft Surface tablet                           |
| <input type="checkbox"/> iPhone                          | <input type="checkbox"/> Amazon Fire or Kindle                              |
| <input type="checkbox"/> Android phone                   | <input type="checkbox"/> E-reader (Nook, etc)                               |
| <input type="checkbox"/> Blackberry                      | <input type="checkbox"/> Game console (Xbox 360, PS3, Wii)                  |
| <input type="checkbox"/> Mobile Phone (non-touch screen) | <input type="checkbox"/> Handheld game console (PSP, Nintendo DS)           |
| <input type="checkbox"/> Windows Phone                   | <input type="checkbox"/> Gestural accessory (Kinect, Playstation Move, etc) |
| <input type="checkbox"/> Apple iPad                      | <input type="checkbox"/> Hard-wired phone                                   |
| <input type="checkbox"/> Other (please specify)          |   |

# User eXperience Survey

## 21. How long have you owned a smartphone?

- ☐ 1 year or less
- ☐ 2 to 5 years
- ☐ 5 or more years
- ☐ N/A

## 22. What percentage of the time are you the user of the smartphone?

- ☐ 25% or less
- ☐ 26-50%
- ☐ 51-75%
- ☐ 76-100%
- ☐ N/A

## 23. How long have you owned a tablet?

- ☐ Less than a year
- ☐ 1-2 years
- ☐ 3 years
- ☐ N/A

## 24. What percentage of the time are you the user of the tablet?

- ☐ 25% or less
- ☐ 26 to 50%
- ☐ 51 - 75%
- ☐ 76 - 100%
- ☐ N/A

# User eXperience Survey

## 25. About how many hours a day do you use your smartphone?

- ☐ 2 hours or less
- ☐ 3 to 6 hours
- ☐ 7 or more
- ☐ 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.

# User eXperience Survey

## 28. About how many hours a day do you use your tablet?

- ☐ 2 hours or less
- ☐ 3 to 6 hours
- ☐ 7 or more
- ☐ 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?**

- ☐ Less than 4 years
- ☐ 5-10 years
- ☐ 11-15 years
- ☐ 16-20 years
- ☐ 21-25 years
- ☐ 26 years or more

## **33. About how much of your day is spent using Alstom Grid's NMS products?**

- ☐ 25% or less
- ☐ 26-50%
- ☐ 51-75%
- ☐ 76-100%

## 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)

# User eXperience Survey

## 36. Generation - What products have you used?

- ☐ e-terraRTU600
- ☐ e-terraassetcare
- ☐ e-terracontrol
- ☐ 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
- ☐ Other (please specify)



# User eXperience Survey

## 39. Are you satisfied with the ease of use of Alstom Grid's NMS products?

Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 40. How important is ease of use for Alstom Grid's NMS products?

Not at all	Neutral	Somewhat important	Very important	Critical
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 41. How much customization is made to the interfaces of your Alstom Grid's NMS products?

Not at all	Very little	Somewhat	Fully customized	I don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 42. What about Alstom Grid's NMS products impresses you? (select all that apply)

- ☐ Available functions
- ☐ Ability to find relevant information quickly
- ☐ Graphical user interface
- ☐ Time it takes to complete tasks
- ☐ Easy to learn with some basic training
- ☐ Uses standards found in other software interfaces I use
- ☐ N/A
- ☐ Other (please specify)

## 43. What about Alstom Grid's NMS products disappoints you? (select all that apply)

- ☐ Available functions
- ☐ Ability to find relevant information quickly
- ☐ Graphical user interface
- ☐ Time it takes to complete tasks
- ☐ Hard to learn even with basic training
- ☐ Does not use standards found in other software interfaces I use
- ☐ N/A
- ☐ Other (please specify)

**44. If you could have the user experience team focus on improving one aspect of Alstom Grid's NMS products, what would it be?**

- ☐ Overall ease of use
- ☐ Locate relevant information quickly
- ☐ Improve the graphical user interface
- ☐ Time to complete tasks
- ☐ Making systems easier to learn
- ☐ Apply standards found in other software interfaces (Windows)
- ☐ Improving screen layouts
- ☐ Improving messages – error messages and instructions
- ☐ Navigation and general layout of menus
- ☐ Integration with other Alstom products
- ☐ Other (please specify)



# User eXperience Survey

## 48. Error messages in Alstom Grid's NMS products communicate action(s) you can take.

Strongly disagree      Disagree      Neutral      Agree      Strongly agree      N/A

☐      ☐      ☐      ☐      ☐      ☐

## 49. 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)

## 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
- ☐ Other (please specify)

# User eXperience Survey

## 52. Are you:

- ☐ Female
- ☐ Male

## 53. What is your age?

- ☐ 30 or younger
- ☐ 31-50
- ☐ Over 50

## 54. Select which you've completed:

- ☐ High school degree or equivalent (e.g., GED)
- ☐ Some college but no degree
- ☐ Associate or Bachelor degree
- ☐ Master's or Doctoral degree
- ☐ Other (please specify)

## 55. Do you have any of the following certifications?

- ☐ System Operator (Reliability, Balance, and Transmission)
- ☐ Power Generation
- ☐ Substation Operations and Maintenance
- ☐ Distribution System Operations (Operators and Dispatchers)
- ☐ Monitor, Control, and Communications
- ☐ Design and Management
- ☐ NERC System Operator Certification
- ☐ Other (please specify)

## User eXperience Survey

### 56. 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:

*Thank you!*

WE APPRECIATE YOUR HELP.