

Usability and Usefulness Checklist - Enterprise Systems

- New
 - Planning
 - Define the goals of this pilot, implementation or upgrade. Gather information regarding those goals from a variety of perspectives, including programmers and all types of end-users (if there is more than one type. For example, student vs faculty view in pathway)
 - Develop a tentative outline of the order in which different software modules must be developed
 - Create documentation that outlines how many other systems are impacted by a change to this program. Make a list of people that need to be contacted about those changes.
 - Develop a project plan with staffing requirements from all projects impacted by this change
 - Communicate the project plan with other project managers impacted by this change
 - Security
 - Initial scan
 - Minimum guidelines
 - Testing
 - HCI Component
 - Usability Testing
 - Outline the specific goals for that particular product (not sure if all of the goals that you listed at the top of the document will apply to each product)
 - Determine the usability testing timeframe
 - Determine the target audience for that product and a recruitment plan (there might be multiple target audiences for some of the products like Peoplesoft). How many test subjects are enough for each different type of target audience?
 - Load and Automated Testing
 - Assessment
 - List internal goals for this particular pilot, implementation or upgrade
 - Write goals in a format that is compatible with some form of measurement (for example, this particular upgrade will yield a 40% decrease in the number of user clicks to desired website destination)
 - Have an assessment plan written before software implementation or upgrade. Assessment plan should include:
 - Defined beginning and end
 - Clear definitions of what is being measured and who is measuring it
 - A final report with a pre-defined list of outcome measures (as defined in the assessment plan)
 - Communications

□ Maintenance

• Planning

- Define the goals of this pilot, implementation or upgrade. Gather information regarding those goals from a variety of perspectives, including programmers and all types of end-users (if there is more than one type. For example, student vs faculty view in pathway)
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□ Security

- Annual re-scans
- Incremental testing plan based on site changes
- Minimum guidelines

□ Testing

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□ Assessment

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- Communications
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- Upgrade
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