**Covidien**

**Gateway Remote Service Platform**

Usability Evaluation – Summary

July 18th, 2012

**Review Date**

July 18, 2011

10:00 AM – 12:00 PM Pacific Time

|  |  |  |
| --- | --- | --- |
| **Attendees** | | |
| **Product Support/Observers** | **Netspective** | **Participants** |
| Judy Lukjan | Brian Bone – Facilitator | Michael Ekaireb (RMS) |
| Ashwini Pandey | Amir Jafri | Robert Boyer (RMS) |
|  | Raju Chauhan |  |
|  | John Dougherty |  |

Notes prepared by

Raju Chauhan / July 18th, 2012

Notes approved by

Brian Bone / July 18th, 2012

Screens Reviewed

[A. Screen: Login (Login1) 4](#_Toc330387139)

[B. Screen: Home (Home1) 4](#_Toc330387140)

[C. Screen: User Settings (User Settings1) 4](#_Toc330387141)

[D. Screen: Hardware Catalog (Admin-HWCat1b) 4](#_Toc330387142)

[E. Screen: Add New Hardware to Catalog (Admin-HWCat2) 4](#_Toc330387143)

[F. Screen: Software Catalog (Admin-Software1) 5](#_Toc330387144)

[G. Screen: Add New Software to Catalog (Admin-Software2b) 5](#_Toc330387145)

[H. Screen: Document Catalog (Admin-Doc1) 5](#_Toc330387146)

[I. Screen: Add New Document to Catalog (Admin-Doc1) 5](#_Toc330387147)

[J. Screen: Configuration Management (Admin-ConfigMgmt1) 5](#_Toc330387148)

[K. Screen: Add a New Configuration (Admin-ConfigMgmt3b) 5](#_Toc330387149)

List of screens reviewed and suggested improvements

**Notes**:

1. *Modified screens that included suggestions from the meeting with EBD team on July 13th, 2012 were used for this evaluation.*
2. *Suggested changes are identified by a number in front of them*
3. *General comments made on the screen appear as bulleted list*

# Screen: Login (Login1)

* VTS may need to use this screen to manage the forgot password functionality

# Screen: Home (Home1)

None

# Screen: User Settings (User Settings1)

1. Add a help icon to show password policy details and directions on choosing a password
2. Would the password change reflect on VTS? Yes.

# Screen: Hardware Catalog (Admin-HWCat1b)

1. Show Device Type on the screen and allow to switch content
2. A user may have access to different models of a device (multiple device types)

* This screen lists all hardware associated with the device and specific named configurations (catalog) are built separately

# Screen: Add New Hardware to Catalog (Admin-HWCat2)

* Add device name at the top of the screen (it was present in earlier version)
* Hardware type will be managed by application administrator as they do not change often

1. Remove “Associate the new Hardware with an existing Software item” from this screen. Usually software is developed and associated with compatible hardware after testing is done.

* Software is backward compatible
* New hardware always has new software

# Screen: Software Catalog (Admin-Software1)

1. Add a button and a new screen to allow managing HW & SW compatibility

# Screen: Add New Software to Catalog (Admin-Software2b)

1. Each software is assigned a part number and a revision number

* Part number is different for each supported language

1. Consider changing status from “Testing” to “Limited release”

* Limited release software is available internally and cannot be distributed by laptop agent to customers
* Makes sense to associate compatible hardware on this screen

1. May improve screen to use a treeview to show revisions of software
2. How do you manage SW to HW relationship after closing this screen? (See Screen: Software Catalog above)

# Screen: Document Catalog (Admin-Doc1)

1. Add a flag to identify if the document is for internal use only or can be distributed externally

# Screen: Add New Document to Catalog (Admin-Doc1)

* Current design seems to force selecting all combinations of hardware and software for the document.

1. Separate the list of hardware and software available for selection so that the document can be attached to each component individually and leverages the HW-SW compatibility information setup elsewhere.
2. Add SW/HW type to the list to narrow the search

* Design allows to add marketing documents directly to the device type

# Screen: Configuration Management (Admin-ConfigMgmt1)

* Allows to manage all available configurations of a device that can be installed on a device
* What happens if device configuration does not match any named configuration?
* Configurations are created to reduce warranty work and to verify that the SW and HW are compatible
* It appears that creating a named configuration for all allowed configurations would be too cumbersome to manage
* Management may become easier if configuration is limited to attach associated hardware to the device and by leveraging the HW-SW relationship established earlier

# Screen: Add a New Configuration (Admin-ConfigMgmt3b)

* The screen should be reviewed with “Manufacturing” and “Service” group

1. How are premium features identified on a configuration

* How will temporary data keys installed by sales people managed?