

Team 12:

Travis Robinson

Heidi Binder -Vitti

Tamur Khan

Kyle Johnson

Research and Insights

Research Goals

The goal of our research is to find out the user's opinion on the strengths and weaknesses of the ServiceNow form. In particular, we need to know what usability issues the user currently faces with the existing form. This could include an unintuitive design, unnecessary or redundant datafields, a lack of general utility, buggy or frustrating interfaces or other unforeseen issues. We also need to know what the user currently likes about the ServiceNow form, so those aspects of the form can be kept and used in other areas.

We need to know what hardware, software, and internet capabilities users will have, so we know what issues are due to user limitations and what issues are caused by the ServiceNow form. It also gives design limitations on what can be done based on typical user hardware.

We also want feedback from potential users who do not have prior experience with ServiceNow forms to research the learnability of the forms. This will give us data on where a new user gets stuck when using the form and what the user finds troublesome or unintuitive. This will help us design a form that is intuitive and easy to learn.

How We Answered the Question of Our Research Goals

To find answers to our research goals, we chose to follow two separate methods. First we chose to interview current users, focusing on how they use ServiceNow forms, the challenges they face with these forms, what they believe are strengths of the form, their personal hardware and software setup and how it affects their experience of ServiceNow .

The interview was conducted in a conference room where the interviewees sat next to each other and the interviewer sat facing them. The interview was conducted with multiple users in separate sessions to get feedback about different opinions and allow for triangulation.

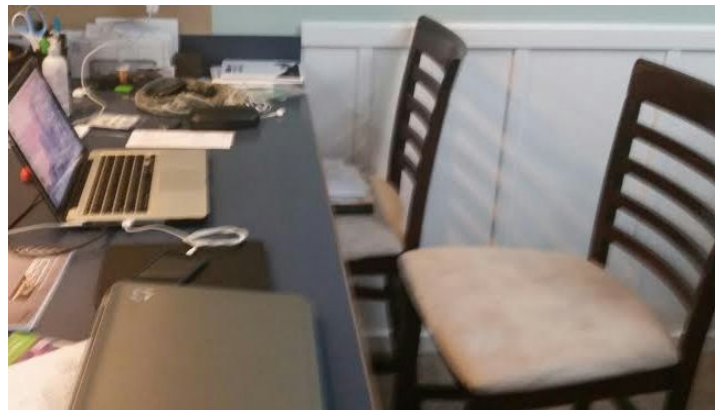


Questions Asked of Current Users:

- How long have you been using ServiceNow for?
 - Follow up: Are you using the latest version of ServiceNow and the ServiceNow UI? (dublin, eureka, fuji/ UI11, 12, 14, 15 etc.)
 - Has the form changed over time? For better or worse?
 - If it did change, how significant is the learning curve?
- How often do you face slow load times?
 - Follow up: What browser/browser version do you use?
 - Do you use any browser plugins? Why? Can this feature be built into ServiceNow?
 - Do you use VPN (Virtual Private Network)? Does that affect performance?
- Does the form abide by Section 508 compliance for disabled users? How?
- What devices do you use? Desktop, laptop, tablet, phone etc?
- How often do you use ServiceNow forms on a weekly/daily basis?
- After creating a form, how often do you reference it?
- What aspects of the form do you use more than others? Why?
- What parts of the form do you think work well?
 - Follow up: What is it you like about this feature?
- What parts of the form do you find challenging?

- Follow up: Do you run into any bugs? Any frustrating experiences?
- How would you like to see them changed?
- How readable is the form?
 - Follow up: Does relevant information stand out? How could readability be improved?
- Have you used forms for a ServiceNow competitor?
 - Follow up: If so, how is it compared to ServiceNow's form?

Our second method was to observe a potential user in his usage of the form, and to ask him follow-up questions on how well he was able to figure out and use the ServiceNow form. This observation was conducted in the participant's kitchen, which included two laptops and side-by-side chairs so the participant could be observed, guided, or assisted when necessary by the observer:



Tasks Assigned For Observation:

- Create a new form with information we give the user
 - Ask HR about the amount the company will meet 401k buy-in
- Close form
- Open existing form
- Edit an existing form
 - Ask additional questions about what retirement options exist beyond 401k
- Locate specific information on an existing form
 - Who the form is assigned to

- The status of the incident
- If there are any attached documents
- The most recent activity on the form, etc

Follow-Up Questions Asked:

- How would you rate your level of computer literacy?
- Did you get stuck trying to complete any of the tasks? If so, where?
- Were you able to figure out how to complete the task on your own?
- From a first impression, what aspects of the form seemed most difficult for you to use?
- What aspects of the form were the easiest to understand?

Using multiple methods of interviews and observation, as well as two different researchers from our group, allowed us to fulfill our triangulation needs.

The people in the space

1. Who are they, what are they like?

- Interviews: The ServiceNow users are Chuck, Nathan, Shirley, Ryan and Dave. All have been using the ServiceNow products for between 1 and 3 years. They all seem like friendly, sociable people with opinions on the usability of ServiceNow, how it can be improved, and what is working fine for it.
- Observation: For the observation, we got Jacob, branch manager of the Lebanon, OR branch of US Bank to do a trial run of ServiceNow. He is moderately familiar with computer use, using routine functions for his daily work. He is also familiar with a number of different business softwares, as well as the typical reporting and paperwork needs that a business has, and how this reporting is usually done.

2. What are they doing?

- Interviews: The interviewees are in a conference room, providing insight into their use of ServiceNow and their opinions of its performance.
- Observation: For this observation Jacob will be using the ServiceNow form to ask a question of HR, close the form, reopen it to add to his question, and locate information that is found on the form. (See Tasks Assigned For Observation, above)

3. How are they doing it?

- Interviews: They are in a group setting; the interviewer will ask a question and they will answer. Sometimes they will agree with what the other interviewee said, other times they don't and will provide their own dissenting opinion.
- Observation: He performed the tasks within his home, using his personal computer. He was given each task one at a time, and on completing was given the next task to be performed. The observer was there and provided clarification of instructions or to assist when requested, but otherwise only spoke to provide the next task. To perform it he used an Apple Computer, within his kitchen.

4. What do their emotions, purposes, reactions seem to be, and (if field interview) what did they say?

- Interviews: The interviewees seemed to be willing and happy to participate, and had a number of valuable opinions on the ServiceNow forms. On the whole, they seemed to be happy with the ServiceNow form. They feel that it would be nice if the user could customize the form layout for their own needs and uses, but that too much customizability could cause issues for support personnel. The form also needs to be clean and clutter free, needs to be easier to navigate and reference, and needs to have improved consistency, especially where pop-ups and navigating to other pages is concerned.
- Observation: Jacobs reactions and emotions varied from pleasantly surprised to mildly annoyed or confused. His confusion was primarily focused on things that the form did that seemed unintuitive. For example, rather than being allowed to type in a location, he had to go through a pop-up menu to select it. He also expressed confusion on what name he needed to put on the form; if it was his name or the name of the person he was submitting to. He was pleased with other features when they were discovered, such as all comments on the form being saved at the bottom of it, and the forms auto-answer feature for the question he asked.

5. What problems do they encounter with their activities?

- Interviews: The only problem in the interviews were in the first one when the recording cut out due to technical issues and in the second one when one of the interviewees misunderstood a question. Otherwise, the interview was straight-forward with no significant difficulties.
- Observation: The only problems he had were with the flow of the form and with the form not being intuitive to use. He seemed to have some trouble when first using the form and not knowing what all of the data fields did or were used for, and at first glance couldn't find the comments that he had made previously. The comments were later found in a 'newsfeed' at the bottom of the form. The flow was primarily difficult for him due to not

knowing what all the data fields for, so not knowing what needed to be put into these fields.

The objects (technological and otherwise) in the space and with the people

1. What are the functional elements of the objects?

- Interview: A conference room with conference chairs around a giant conference table. The conference room overlooks a parking lot and trees surrounding the building and is located in the second floor. There is a projector and a projector screen and giant windows on two sides. A recording device was placed in the middle of the conference table to capture the audio of all users.
- Observation: Bar-style kitchen counter, two personal laptops (one Mac and one Windows) to access ServiceNow and take notes, two wooden chairs with padding.

2. What are the decorative elements?

- Interview: There is a poster emphasizing security best practices in the conference room. There is a whiteboard, a projector and a projector screen.
- Observation: Miscellaneous items normally expected in a kitchen such as a spice rack, mail stack, and a fruit bowl. None of these items would be particularly distracting or detract from the task, except to possibly clutter the workspace.

3. Which objects do people look for (perhaps to somehow interact with)?

- Interview: There were no objects and the conference room was relatively empty. None of the interviewees pulled out their phone at any stage or had their computers.
- Observation: The laptops were used to access ServiceNow and to take notes during the observation. The test subjects smart-phone was also nearby, but was not used during the observation. His glasses were also at hand, but not used or necessary. Otherwise, there were no objects that would especially draw the user to them, aside from as a distraction (the miscellaneous objects mentioned above).

4. Which objects do people bring with them that matter to the activities they are trying to do?

- Interview: They did not bring anything personal with them as they didn't need to refer to anything during the interview.
- Observation: Personal laptops were used to access ServiceNow and to take notes during the observation. While not needed for testing ServiceNow, there were other objects in the space that could have been detrimental, such as the smart-phone and the stack of mail providing a distraction.

The environment: spaces, architecture, lighting etc

What is the layout? What is the environment like? How does it influence the activities people engage in?

- Interview: The conference room had a big table surrounded by office chairs. There were giant windows on two sides with a view of a parking lots and trees. What's inside the conference room wasn't visible from the outside. The conference room was in an office but since the conference room was booked there weren't any distractions or people accidentally entering the room. The room was lit by fluorescent lights in the ceiling and sunlight coming through the big windows.
- Observation: A well-lit kitchen with a bar-style counter with plenty of space for the laptops. Visibility is good with the only distractions being things like a stack of mail and a smart-phone. The chairs were set up side-by side to allow the observer to follow the participants actions and assist when necessary.

Interview Observations

Interviews with current ServiceNow users

Interview 1

Interviewer: Tamur Khan

Interviewees: Chuck, Nathan, Shirley

All 3 work at ServiceNow and are current users of ServiceNow

How long have you been using ServiceNow for?

M1: 2.5 years

M2: 1.5 years

W: 1 year

Follow up: Are you using the latest version of ServiceNow and the ServiceNow UI? (dublin, eureka, fuji/ UI11, 12, 14, 15 etc.)

M1: latest version of fuji - used berlin when he started

M2: fuji latest patch - started with dublin

W: fuji latest release - started with eureka

All using latest UI

Has the form changes over time? For better or worse?

M1: Yes, the UI has been through a significant number of overhauls. We're on (*short pause to think*) our 3rd UI since I started and the look and feel has changed dramatically. I say overall. Individual forms may vary slightly on their visual presentation in terms of their styling but the overall bigger picture of how you navigate through the UI, the features that are available, sidebars, extra functionality has changed pretty dramatically.

Do you think the changes are for the better?

M2: I would say it's for the better. A big part of a company like this is staying modern. You can't stagnate. You have to make sure that you're making changes. It's one of those things where at first it stings when a change comes in because you're used to something but once you get used to it you're happy you made the change eventually. Our forms are definitely more robust now than they were in the earlier UI releases.

//Insight: Needs a modern look

Could you talk more about being modern?

M2: The look and the feel of the form was very grey on white on black before. Just very standard colors. It looked fairly dated. With eureka we came out with our first pretty major change to the form with the way that it looks. It made it pop a lot more. It made it look like it was a lot more current. You'd be able to make comparisons to other similar types of products.

M1: I think a key issue too is that as UI has evolved we've gotten standardization throughout the UI. Whereas in my early days the catalog team might build part of the UI differently than say instance might look. Now there's a consistent look and feel across the platform whereas when I first started there was not because of the independent development teams.

W: It's definitely cleaner than the UI I started with. The UI I started with had various different icons which a lot of times it's nice to see that level of detail but it made the interface really busy looking. Now it's more streamlined. All the modules have stars for favorites or the ability to flag favorites so it gives you a cleaner look and feel.

//Insight: Comparable to other products, needs standardization and consistency of form, have a clean look,

If it did change, how significant is the learning curve? Is there a learning curve?

M2: absolutely (*laughing*)

M1: One of the things I appreciate being in support is kind of a double edged sword, yes it's nice to get a new UI but the amount of traffic from our customers increases fairly dramatically when

we change the UI because the users are used to a certain way of doing things and now those things are pain points. I'll give you an example: In the platform we used to have these pickers at the top that let them change certain features of the UI on the fly and they moved those off to a configuration icon where you had to click the icon and then get to these pickers. That was a huge thing to our customers because before I didn't have to go hunting for it, they were right there on top of the UI and now they're embedded on a list that I have to access separately. Some customers pushed back even though it was a nicer look and feel and was consistent because users didn't know where to look for things. That caused some pain.

W: Another thing is if you provided in an earlier release where they can see it, users want it to still be there or have the option to hide it, but not to have it taken away all together.

//Insight: Make UI updates easy to learn, customers like to have some configuration options

Is it configurable?

M1: You can switch out of the entire UI but you cannot just change that one feature to be like it was. You give up all or nothing.

How often do you face slow load times?

M1: Several times a week. Our production system we do all our ticketing on is a very busy system. It's used company wide. Lots of traffic, lots of reporting going on. Lots of other teams doing different things on it functionally. It sometimes has some scaling challenges.

Do you feel the slow loading times are because of just the traffic?

M1: Yeah, it feels to me like it's just overloaded.

M2: On the newer UI the load time is a lot more than what it was with the older UIs. With a cleaner look/feel, more robust customization options, you also garner a longer load time.

W: In the UI, you do have the option to hide related lists so you don't show them initially when you render the forms. I think that was an effort to try to help with that.

//Insight: Balance new features and look with load times

Follow up: What browser/browser version do you use?

M1: Chrome

M2: Chrome, the latest built. I usually take the beta build of the new ones that are getting released. Firefox is my backup browser.

W: I load IE, just kidding (*all laugh*).

Do you use any browser plugins?

M1: I use a plugin called Lazarus: Form Recovery. I've run into issues where my session can time out and I lose my updates and writing on a form. The plugin saves this data, so you can navigate back to the form and not lose your update.

M2: I also use Lazarus but also use Firebug for troubleshooting JavaScript that runs in browsers. It's not necessarily related to ServiceNow forms.

Can this feature be built into into ServiceNow?

M1: It probably can but this is something a developer would probably have more insight into.

Do you use VPN? Does that affect performance?

M2: I am on VPN for most of the day and don't see any impact on the performance or loading speed compared to when I am not on VPN.

Does the form abide by Section 508 compliance for disabled users? How?

M1: Yes, ServiceNow is compatible with Section 508 and accommodates users with disability. Blind users cannot use the mouse, so every item on the form can be configured to be selectable for blind users.

M2: ServiceNow also supports several text-to-speech software. I recently worked with a user who utilized a text-to-speech software with ServiceNow.

What devices do you use? Desktop, laptop, tablet, phone etc?

M1: We primarily use laptops, but we also have tablets and phones to test ServiceNow works with them properly.

W: ServiceNow has a mobile interface that's different from the desktop interface but I personally don't use it very often.

How often do you use ServiceNow forms?

M1, M2, W: (in unison) All day!

What percentage of your day do you spend interacting with the form?

M1: When working in ServiceNow, we almost entirely work with the form.

After creating a form, how often do you reference it?

W: I personally deal with forms created by other users. But if I do create a form, I reference it occasionally to check for updates.

M2: When I create a form, I am the caller and as the caller I get emails when the form is updated. If I get an email, I open up the form again to see if any action is required from me.

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Interview 2

Interviewer: Tamur Khan

Interviewees: Ryan and Dave

How long have you been using ServiceNow for?

M1: 1 year

M2: 2 years

Follow up: Are you using the latest version of ServiceNow and the ServiceNow UI? (dublin, eureka, fuji/ UI11, 12, 14, 15 etc.)

M1: Fuji - started with dublin UI11

M2: Fuji (*seemed confused at first*) - Started with calgary UI11

Has the form changes over time? For better or worse?

M2: Yes, mostly from icon design to flat design - more contrast makes it better to see on mobile devices, that's why they did it

If it did change, how significant is the learning curve?

M1: (*answered quickly*) About the same, I didn't find a learning curve to it. (*a few moments later, added:*) More scrolling is involved. Elements are bigger and spaced farther apart now

How often do you face slow load times?

M2: (*brief hesitation, as if thinking*) Not often but it's noticeably slower just because we're using new web technologies.

What technologies?

M2: Angular, it's just slow. They're pushing most stuff to the client

Do you feel the form is slow in general?

M1: I would say no, most of the time it's slow it's my own fault. I've got additional related lists or too much on a form. Something of that nature. For just vanilla forms it's pretty snappy.

Follow up: What browser/browser version do you use?

Both: Chrome, the latest version

Do you use any browser plugins?

M1: Several

M2: The new tab one and I think that's it. Right click and open a new frame in a new tab

M1: A couple of other angular plugins

M2: Oh, yeah. I use that one too

M1: I think (*sounds like he's trying to remember*) I have an Evernote plugin but I don't actually use it. And there's a couple more, I'd have to let you know

Why? Can this feature be built into ServiceNow?

M2: Not new tab, it's a browser thing

Do you use VPN? Does that affect performance?

(*brief pause*)

M1: I'm always on VPN, didn't notice a difference when switched from never using VPN to always using VPN

M2: There's not a noticeable difference (in performance)

Do you think slow internet could slowness with ServiceNow?

M1: Definitely

M2: Definitely. I don't think so much with UI11 but with UI15, absolutely.

M1: It depends on what we mean by slow, if we're talking about slow modern internet speeds, no probably not, but if we're down below 2-3 megs/sec I could see it.

Because it could take a long time for the client?

M2: Yeah because on UI11 a lot of things are processed on the server not on the client. UI15 it's almost 50/50

Does the form abide by Section 508 compliance for disabled users? How?

M2: Yeah, we have to

M1: Wasn't that big a thing for us recently to be 508 compliant?

If a user reports that something isn't 508 compliant will ServiceNow try to fix that?

both: yes (*immediate answer*)

M1: I've worked on at least one of those

How do you think it's compliant?

M2: From what I know 508 is that tab feature, if not I have no idea

M1: Yeah, I have no idea

M2: I thought it was so the whole website can function without using a mouse

What devices do you use? Desktop, laptop, tablet, phone etc?

M2: Mainly just a laptop

M1: Yeah a computer, and I use a phone frequently but I don't use our mobile interface, I don't use our developed mobile portal because it's done horribly but I'll load the desktop sit on my phone.

How often do you use ServiceNow forms on a weekly/daily basis?

M2: Form? Every day for the last 2 years

What percentage of work involves using form?

M2: 90%

M1: I'll check it several times a day as cursory glance to see if something I'm working on has been done or something I'm stuck on has changed but I'm not on there replying to posts *(M1 had originally thought the interviewer was asking about forums, not forms)*

When you're actually using ServiceNow form?

M2: Only about 10% because all I use it for is updating tickets

M1: From an administrative capacity?

Just form layout, how often do you interact with it?

M1: all the time

M2: 20-25% Depends. Everything we do touches a ServiceNow form

M1: almost 100% using or reading ServiceNow forms

M2: yeah

(M2 was slightly confused about this part of the interview. At this stage I paused the interview and had a more casual and technical conversation about what my school project is about and what exactly do we mean by interacting with the form. Both agreed that almost all their work in ServiceNow is with forms.)

After creating a form how often do you reference it?

(long pause)

M2: usually never

M1: yeah *(seems to be thinking about it)*

How often do you open a form and submit it?

M2: all the time

How often do you reference it again?

M2: depends on the type of ticket, but every once and awhile

M1: yeah, unless you open an incident for yourself then you're in it several times over the lifespan of an incident.

//Insight: Forms should be easy to access for later updates

What aspects of the form do you use more than others? Why?

M2: *(short pause)* Probably the comments

M1: Comments, regular text entry *(to update users)*, yeah. Also the hovers to get customer contact information.

//Insight: Comments within form need to be easy to add, find and view

What parts of the form do you think work well?

(pause)

M2: I'm trying to think of what stands out

M1: I'm biased because my history is with a product that didn't really work on the web. It was ridiculous, nothing worked the way expected. From that perspective, I'm absolutely infatuated with ServiceNow and our forms. No major sticking points with the forms themselves.

M2: The only thing I don't like is the load related lists feature (*M1 agreed*). That's the only thing that sticks out that I don't like. I should have the option to do it.

M1: I would like to see more flexibility in the layout of the page. I don't like that we're stuck at two columns and it's decided where that stuff goes. I can't say move this over and put the label above it, it's just put on there and it stays there.

M2: That'd be good, user preference for how you want your form laid out

M1: Well not even from a user perspective, from an admin perspective

M2: Yeah

M1: if I'm building this form, I have everything outside of a split that expands the entire width of the form or I have stuff in a split that the platform decides how wide it's going to be and the orientation of the labels and all that. I would like to see more flexibility there.

//Insight: Customization of Form would be nice

Some positives about the form?

M2: I think it reads good (*M1 agree*)

M1: Consistency, the forms are all going to look the same

M2: Yeah, uniform

M1: The forms are always going to be the same from instance to instance

Would making the forms more customizable harm consistency?

M1: Well from whose perspective right. From a support perspective it'd be a nightmare, but from an admin or end user perspective whose only using one instance, you know...

M2: I think if we did that I don't think many people would actually take advantage of it (making forms more customizable)

M1: That's true it would be a small subset

M2: People would usually just use what they were given

M1: Reference click throughs bug the hell out of me

M2: (*seemed surprised by this*) I like the click throughs. I can't stand the popups.

M1: I don't know if it's a high thing or... I think its endemic the records going to save when you click the click through

//Insight: Consistency for support reasons is useful for the form, navigation of the form needs to be improved (example, pop-ups on only some parts of the form)

The reference icons next to the reference field, so in some cases it pops up in some cases it takes you to a new page. That's what you're referring to?

M1: yeah, the saving of the form before it takes you to a new page. And some -- are we talking about navigation?

Yeah, sure.

M1: In ServiceNow the (navigation) stack gets messed up occasionally

M2: Yeah, really easily

M1: Yeah, so you'll be in an incident and you'll hit a reference indicator into another form, you come back from there to the form you were on. You go back from there and instead of taking you back to the right place it takes you to the reference.

M1: If you hit update, so you're in your incident and you reference out to something else and then you hit back (within the ServiceNow form) there and then you hit update on your incident you get back to the list *(not sure if this is exactly what he said, interviewees were talking over each other)*

How readable is the form?

M2: It's clean and readable. I think that's why we went to UI15. It took a lot of the clutter out of it and the crazy stuff we had going on. Some people did like green and blue and we just made it all uniform.

Follow up: Does relevant information stand out?

M2: I think it's better in fuji than it was in eureka because they made the dots (mandatory field indicators) brighter than they were. That's better. I think that was the only glaring issue I remember in UI14 (the last version)

How often do you run into bugs when working with the form? How often does something unexpected happens or you lose data or an update?

M2: It depends on if the timeout is set ridiculously low

M1: Yeah, as a result of form, probably not regularly

M2: The only thing I can think of is the reference *(click throughs?)*

M1: That's not even so much a loss of data

M2: It's saving what's there

Have you used forms for a ServiceNow competitor?

M1: Yeah, HP service management

Follow up: If so, how is it compared to ServiceNow's form?

M1: It doesn't work as well. It was more customizable, very customizable for every field. The system would try and usually fail to render it online. It worked great in a java based eclipse client but online their rendering agent was horrible. If you stuck to simple things it probably would have been okay, but because it was so customizable there were a lot of rendering issues.

M2: I used Rally. Probably our competitor with our project management module. Rally was actually pretty good. It was just a lot slower than ServiceNow, but in terms of similarities, it was very similar to UI11 (when he used it 3/4 years ago) and very similar to ServiceNow. Rally was very slow.

Do you think someone needs to be computer literate to work with the form?

M1: No

M2: Yes. It depends on how you define computer literate, my mom can barely turn on the computer.

Someone comfortable using amazon to shop and checkout, would they be comfortable?

Is it intuitive, do you need to be aware of how it works?

M1: As long as we're not talking about process, yeah, I think anyone who can browse anything...

M2: If we're talking about record producing then I would say yes, because they're pretty straight forward. If it was something like in a form probably not. They would probably need some sort of training but if it was just a straight record producer, somethings broken how do I fix it I think end user is fine

Observation Results:

Notes Taken During Observation:

Questions on which field did what-template, etc

Surprised that the form provided answer at the bottom of the form

- question was what does the company match for 401k?
- After typing in question the form provided the answer at the bottom

Questioned what is submit vs ready for work

Seemed annoyed at the pop up for location

Confused about if he's filling out name for himself or who it goes to (both my impression and a question he asked, referring to Opened For data field)

Confused about form not saving description

Needed guidance on how to find the form to open it

Seemed surprised at finding comments under form

- Liked having them there, but was initially annoyed that they weren't in the box he he put them in (both observation and user statement)

//Insight: Put comments closer to the top where they're easier to find instead on very bottom where they need to be scrolled to

Found status assigned on the bottom under comments after scrolling through whole page

- Didn't seem difficult to find, but didn't expect to scroll through whole page to find it

//Insight: Put status of form closer to top so it's easier for user to find and quicker to be updated

Found no attached documents, didn't seem to struggle finding them

Found who form was assigned to easily

Answers to Follow Up Questions:

1) How would you rate your level of computer literacy?

They rated themselves as a 3 on a 1 to 5 scale. They know their way around and can manage basic functions.

2) Did you get stuck trying to complete any of the tasks? If so, where? Were you able to figure out how to complete the task on your own?

They wouldn't say they were stuck. It wasn't intuitive but they were able to figure it out during the process, and were fine once they had figured it out. They didn't know what many of the data fields were used for - the watchlist was cited as an example. They also didn't know what the difference was between the worknotes and submit.

//Insight: Reduce jargon or implement tool-tips to explain what data fields are for, form as is has good learnability

3) From a first impression, what aspects of the form seemed most difficult for you to use?

From a first impression, the flow of the form was the most difficult to use. They weren't sure who the information was being supplied for, and where it was coming from or going to; specifically the field 'Opened For'. However, it wasn't seen as difficult once it was figured out over time. They thought the news feed at the bottom of the form was a cool feature, even though it didn't save comments in the box they were written in.

//Insight: 'News feed' is a good feature, but should be near top to easily update user on changes

4) What aspects of the form were the easiest to understand?

The prefills and look-ups were the easiest since they had easily recognizable symbols. The news feed at the bottom of the form was easy to understand as well, once it was reached.

//Insight: More emphasis on the utility of the 'news feed,' but should be closer to top of form

Research Insights

All of the current users were using the latest release version (fuji) and Chrome as their internet browser. They have all been using ServiceNow for 1 - 2.5 years.

From interview 1:

A consistent look and feel is important. The interviewees liked having a standard look across the board for all forms. Having something that looks modern and can be compared to similar services is also important. A form that is not too cluttered and has a clean look is favorable. The forms are not as learnable as the interviewees would like. It's especially important that any updates to the UI are easy for users to figure out and that commonly used features are not changed or moved significantly. Letting the user configure the layout of their forms to show what they find most useful could be an option to make things easier for users. Any new updates need to be careful to balance new features/look with a fast load time.

From interview 2:

Forms that are opened by a user should be easily accessible so they can return to it to update or comment. Comments should be easy to add and view. Making forms customizable for administrative people would be a nice feature, but it's more important that the forms are uniform from a support perspective. Navigation through the forms needs to be improved. Some parts of the form caused the user to go to a new page when clicked even though the form is still being edited and other parts open popups. This should be consistent.

From observation:

The user especially liked the news feed found at the bottom of the form since it was easy to understand and answered their questions. The problem was they didn't see it until they reached the end of the form. It may be more helpful to include this feature at the top of the form, rather than at the bottom, so it can be viewed and referenced from the start and serve as a quick way to stay up-to-date and informed. This is also true for the status assigned for the template; the user expected to find it earlier in the form, but only found it after scrolling all the way through.

While the user found the flow of the form difficult to follow at first, they were able to "figure it out" and were fine with it once they were over the learning curve. This implies that the form has good learnability. These insights were made clear in the participant's answers to questions 3 and 4. Other difficulties arose with fields the user didn't understand, such as 'Opened For' or 'Watchlist'. A reduction in jargon, or tool-tips for definitions/explanations would help improve the usability.