



IT CORPORATE
May 2018

HUE SYSTEM METRICS

Enterprise IT

Honeywell
THE POWER OF **CONNECTED**

Team



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Bringing Measurable Value to Systems and Services

- As Honeywell increases investment in HUE, we need to demonstrate that we bring measurable value to the systems and services for which we design user interfaces.
- Usability metrics will be collected using the System Usability Scale (SUS).
- SUS is a simple five point, ten-item Likert scale that measures usability in terms of the effectiveness, efficiency and satisfaction for users of a product, device, service, website or app.

Item	1	2	3	4	5
Right		2	() -1		2
Nine		4	5 - ()		2
Ten		2	() -1		3
			5 - ()		3
					3
					28

TOTAL RAW SCORE

Total raw score 28 X 2.5 = 70 SUS score /100

Matching adjective

= almost good

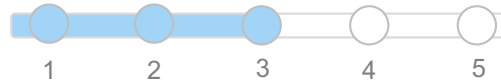
Mean of SUS scores/related adjective

- 92 = best imaginable
- 85 = excellent
- 72 = good
- 52 = Ok/fair
- 38 = poor
- 25 = worst imaginable

“System Usability Scale [is] a reliable, low-cost usability scale that can be used for global assessments of systems usability.”

John Brooke, SUS inventor

The 10 SUS Statements



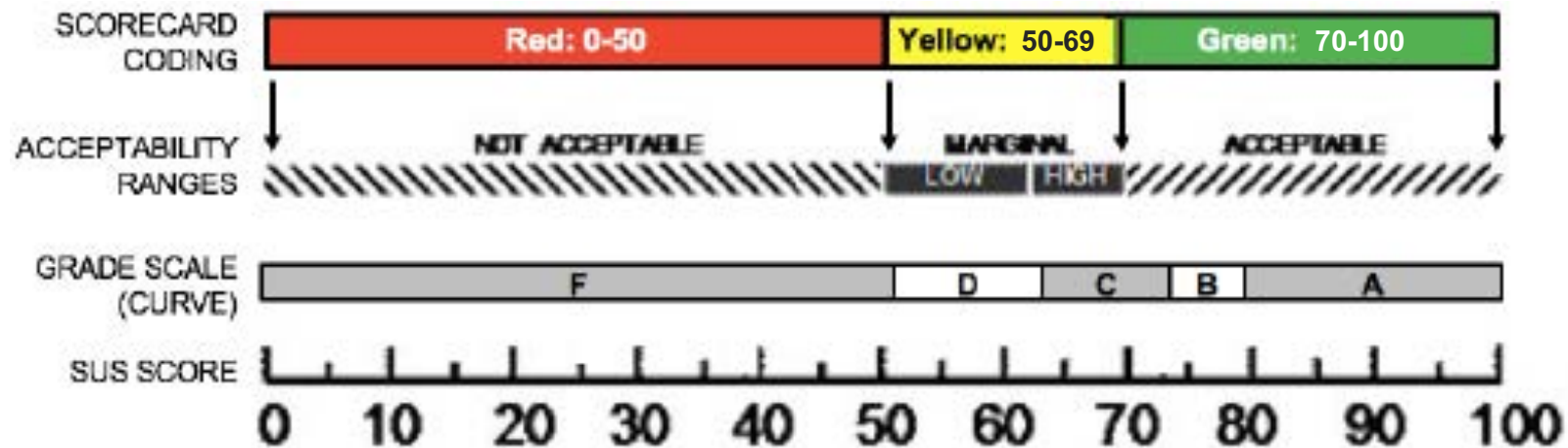
The statements cover a variety of aspects of the system such as the need for support, training and complexity.

1. I think that I would like to use this software frequently.
2. I found the software to be simple.
3. I thought this software was easy to use.
4. I think that I could use this software without assistance.
5. I found the various functions in this software worked well together.
6. I thought the software provided a consistent look and feel in all areas.
7. I would imagine that most people would learn to use this software very quickly.
8. I found this software very intuitive to use.
9. I felt very confident using this software.
10. I could use this software without having to learn anything new.

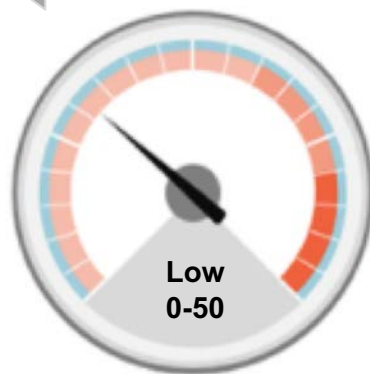
SUS Scorecard

The System Usability Scale is not diagnostic and does not identify specific usability problems but it will give you a red or green light to know how badly the site usability needs work.

The average System Usability Scale score is 70. If the score is under 70, then there are probably serious problems with website usability that should be addressed.

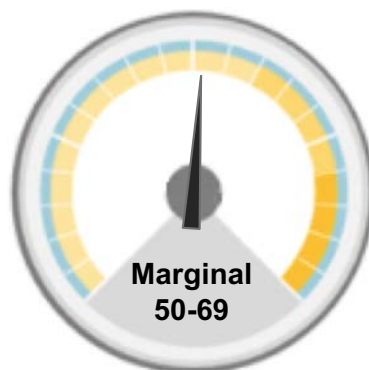


SUS Survey Process Overview



NOT ACCEPTABLE

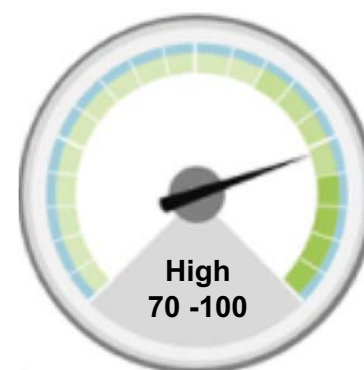
- Heuristic Evaluation
- Usability Testing
- SUS Survey rerun after any significant UI / UX enhancements



MARGINAL

- Heuristic Evaluation
- *Usability Testing
- SUS Survey rerun after any significant UI / UX enhancements

*On Request



OK | GOOD | EXCELLENT

70-73 74-79 80-100

OK 70-73

- Heuristic Evaluation*

Good / Excellent 74+

- SUS Survey rerun after any significant UI / UX enhancements

*On Request

SUS Survey Frequency and Implementation

Survey Frequency

For the initial phase, SUS Survey will be deployed across all existing IT systems to provide a baseline score. Post-deployment, SUS will be run on any system where changes to functionality have been made in order to measure improvement.

SUS Use Cases

- The SUS Intercept Survey will be displayed when the user exits the.
- The survey will be displayed in every session to the user, unless
 - The user selects the “Do not show this window again” checkbox
 - The user submits a completed survey
- The user can close the pop up window (without completing the survey) but the survey will be displayed the next time they exit the system

SUS Survey and National Data Laws

The implementation of SUS requires monitoring of specified systems in order to deploy the intercept survey.

The SUS survey will be deployed globally *with the exception of Germany* where national laws strictly regulate the collection and use of data.

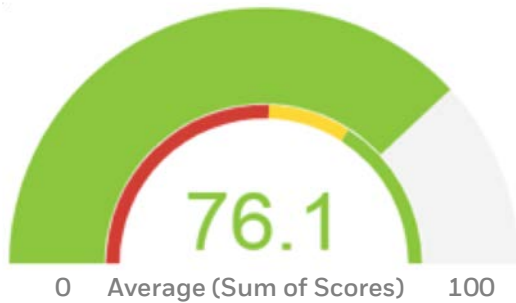


KEY IT Systems

IT Direct	IT Service Portal	Steve Reece (T)
CA PPM (3000 users)	Demand and Project Mgt (SAP PS)	Chirag Shukla(T)
Vrops (VMWare - COTS - 50-100 hardcore users (<500))	Infrastructure Monitoring	Paul Fries (T), Ernesto Elizondo
Catch Point (COTS - 40-50 users)	Application Monitoring	Paul Fries (T), Dave Ralston
Online PDT-27	Export Compliance for IT Assets	Andre Martin (David Morales Hernandez – IT Project Lead)
AgilePoint	Replacement for Digital Forms	Chandra Pathakoti, Manish Chopra, Venkata Rao
nGenius (100-150)	Replacement for BMW - Bandwidth management, application management	Paul Fries (T), Manuel Ayala (SLP)
Firewall Rule Requests (To be replaced Q3 by AlgoSec)	Renew and submit new firewall requests	Eric Brinkman (T), Don Lloyd (Tulsa)
IT Service Level Management (ITSML) (20+ users)	SUS Survey sent via email by Emma	Emma (Emmanuelle) LeClair (FRA)
IT Financial Management (ITFM)	***On hold - looking at new system to replace ITFM***	Dan L Klein (T)
SOW Tool - Process Statements of Work	Finance - 5-6 HON users, 3 per supplier (approx 20 total)	Ben Juarez (T), Al Reyes (MP)
Accolade	Project Portfolio Management (August deployment)	
SAP PS (Project System)	Replacement for CA PPM - Demand and Project Mgt	Yunjie Duan (MP)
Digital Workplace (DWP)		

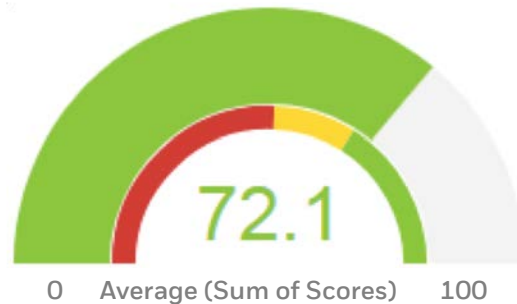
SUS Survey Results

IT Support Portal



421 surveys completed
SUS assessment: B - Acceptable

IT Help Now



502 surveys completed
SUS assessment: C - Marginal (High)

Catchpoint



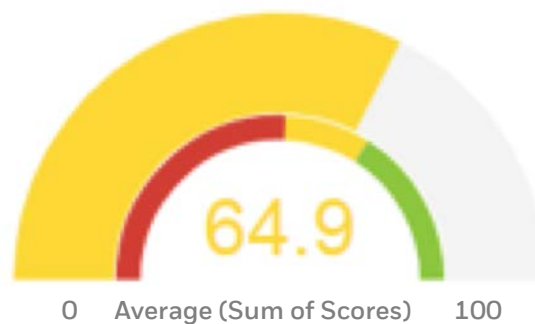
20 surveys completed
SUS assessment: C - Marginal (High)

VROPS



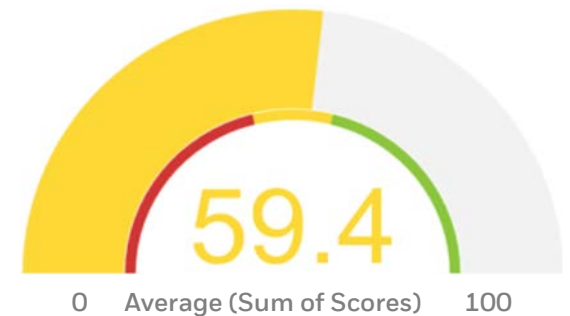
70 surveys completed
SUS assessment: C - Marginal (High)

Get IT



400 surveys completed
SUS assessment: C - Marginal (High)

N-Genius



20 surveys completed
SUS assessment: D - Marginal (Low)

SUS Survey Results (cont.)

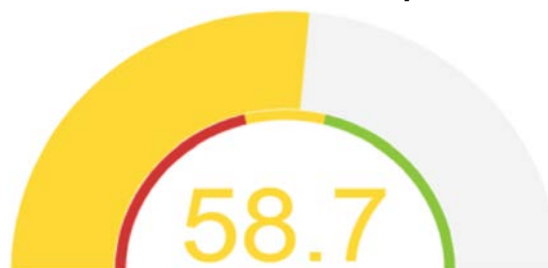
ITSLM



0 Average (Sum of Scores) 100

19 surveys completed
SUS assessment: D - Marginal (Low)

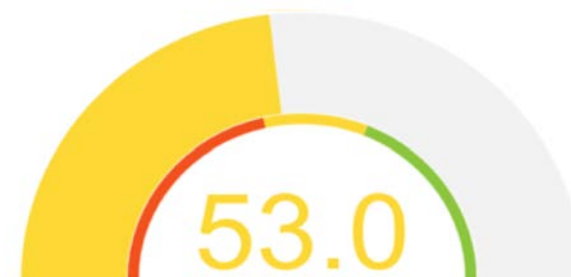
Firewall Rule Request



0 Average (Sum of Scores) 100

103 surveys completed
SUS assessment: D - Marginal (Low)

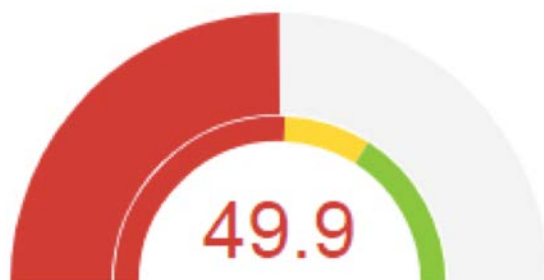
PDT-27



0 Average (Sum of Scores) 100

20 surveys completed
SUS assessment: D - Marginal (Low)

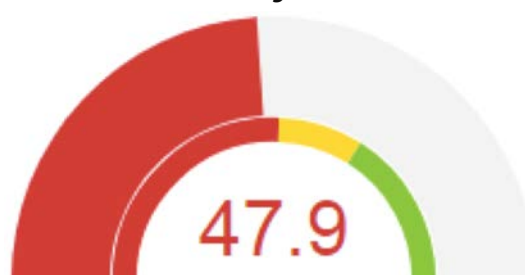
CA PPM



0 Average (Sum of Scores) 100

92 surveys completed
SUS assessment: F - Not Acceptable

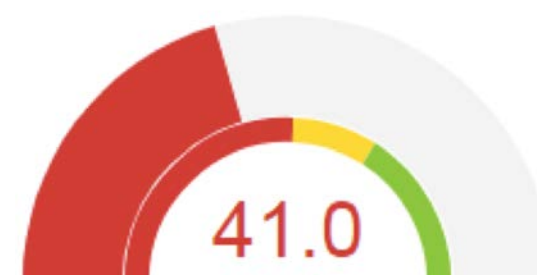
Remedy



0 Average (Sum of Scores) 100

601 surveys completed
SUS assessment: F - Not Acceptable

Act IT



0 Average (Sum of Scores) 100

47 surveys completed
SUS assessment: F - Not Acceptable

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Conclusions and Next Steps

- While SUS is a good indicator of usability, it does not help identify the usability problems with the system being reviewed or what to fix.
- For identifying usability problems, any of the usability inspection methods like usability testing or heuristic evaluation can be adopted.
- For IT systems scoring below 70, IT Hue will follow up with the App Owner to schedule a heuristic evaluation to identify usability issues and make recommendations for UX improvements.
 - IT HUE will partner with the App Owner to determine a timeframe for UX improvements to be implemented and then re-run the survey.

Communication Strategy

- Timeline: SUS survey deployment start date and duration for collection of baseline metrics
- Global email communication to IT stating purpose and objectives