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|  | **Proposal to the**  **Office of Systems Integration (OSI)**  **Request for Information (RFI) #75001**  **For**  **Agile Development Pre-Qualified (ADPQ) Vendor Pool**  **Usability Testing**  **June 7, 2016** |

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*Strategy! Innovation! Transformation!*

Revision History

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| --- | --- | --- | --- |
| Version | Date | Description of Updates | Author |
| DRAFT | 06/01/2016 | DRAFT version created for review | xFusion |
| 1.0 | 06/07/2016 | Updated with review comments | xFusion |
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# Introduction

Usability testing is critical to the test approach and process in order to deliver a human-centered application with a first-class consumer experience. The usability testing is conducted by a focus group that consists of real end users. For SafeKids, xFusion had one user who impersonated a biological parent of a foster child. The user was involved in the usability testing of the application.

# Usability Test Approach and Details

The Usability testing is conducted to ensure that the User Experience of the application meets the expectations of the real users. It also validates and confirms the UX design principle that we have adopted which is a human-centered design. The goal is to provide a first class consumer experience to the end users that uses a responsive design.

* **User Persona Overview**

In the SafeKids testing process, Piotr Palacz plays the role of a biological parent of a foster child. Piotr is extensively engaged in the usability testing as well as the UAT for the application.

* **Testing Approach**

The testing was done using a set of test scenarios that the xFusion team had created. It was conducted using multiple devices, operating systems and browsers as described below:

* + **Devices**
    - Computers running
    - iPhone
    - iPad
    - Android Phone
    - Android Tablet
    - Windows Mobile
    - Windows Tablet
  + **Operating Systems**
    - Windows
    - iOS
    - Android
  + **Browsers**
    - Internet Explore and Microsoft EDGE
    - Google Chrome
    - Safari on both Mac and Windows
    - Opera
    - Firefox
* **Test Scenarios**

Summarized below are the test scenarios that were used in the testing:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **FEAT** | **User Story** | **Test Case ID** | **Test Case** | **Test Data** | **Expected Result** |
| 1. Manage Parent Profile | **1.1 Create Parent Profile** As a Parent, I want to create my user profile so that I can manage my child(ren)'s profile and communicate to the Case Worker | **1.1** Sign Up | Enter Valid **First Name** and click Sign Up button | • First Name='' | After Entering this Information, System will not allow the user to Sign Up. System will ask the User to provide **Last Name** and **Email.** |
|  |  |  | Enter Valid **First Name**, **Last Name** and click Sign In button | • First Name='' • Last Name='' | After Entering this Information, System will not allow the user to Sign Up. System will ask the User to provide **Email.** |
|  |  |  | Enter Valid **First Name**, **Last Name, Email** and click Sign In button | • First Name='' • Last Name='' • Email='' | After Entering this Information, System will not allow the user to Sign Up. System will ask the User to choose either Email or Text method to receive a code. |
|  |  |  | Enter Valid **First Name**, **Last Name, Email** and select **Email / Text** and click Sign In button | • First Name='' • Last Name='' • Email='' • Email / Text | After Entering this Information, System will not allow the user to Sign Up. System will take the previous Email and send a Code to the Inbox. |
|  |  |  | Enter Valid **First Name**, **Last Name, Email** and select **Email Method,** Click send button and then click Sign In button | • First Name='' • Last Name='' • Email='' • Email( Taken from Previous Entry) | After Entering and sending this Information, System will not allow the user to Sign Up. System will take the previous Email and will send a Code to the Inbox. |
|  |  |  | Enter Valid **First Name**, **Last Name**, **Emai**l and select **Email Method** Enter the **Code** and click Sign In button | • First Name='' • Last Name='' • Email='' • Code= | After Entering this Information, System will not allow the user to Sign Up. System will ask the User to mark the checkbox if the User agrees to the Terms of Use and Privacy Policy. |
|  |  |  | Enter Valid **First Name**, **Last Name**, **Emai**l and select **Email Method** Enter the **Code** and click the checkbox and Sign In button | • First Name='' • Last Name='' • Email='' • Email= • Code= • Select the Checkbox | After Entering this Information, System will allow the user to Sign Up. |
|  |  |  | Enter Valid **First Name**, **Last Name, Email** and select **Text Method,** enter **text** and click **Send,** and then click Sign In button | • First Name='' • Last Name='' • Email='' • Text= | After Entering this Information, System will not allow the user to Sign Up. System will provide a Code to the User's Cell Phone Number. |
|  |  |  | Enter Valid **First Name**, **Last Name**, **Emai**l and select **Text Method** , Enter **Cell Phone Number** Enter the **Code** and click Sign In button | • First Name='' • Last Name='' • Email='' • Text= • Code= | After Entering this Information, System will not allow the user to Sign Up. System will ask the User to mark the checkbox if the User agrees to the Terms of Use and Privacy Policy. |
|  |  |  | Enter Valid **First Name**, **Last Name**, **Emai**l and select **Text Method** Enter the **Code** and click the checkbox and Sign In button | • First Name='' • Last Name='' • Email='' • Text= • Code= • Select the Checkbox | After Entering this Information, System will allow the user to Sign Up. |
|  |  | **1.2** Parent Information | Enter Valid **Middle Name** (Optional)**, Social Security Number** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= | After Entering and sending this Information, System will ask the User to Provide • Gender(Male / Female) • Upload Photo • Home Phone • Work Phone • Mobile Phone • Email(Taken from Previous Entry) • Best time to call • Street Address 1 • Street Address 2 • City • State(CA) • Zip • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  |  | Enter Valid **Middle Name** (Optional)**, Social Security Number, Select Gender** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female | After Entering and sending this Information, System will ask the User to Provide  • Upload Photo • Home Phone • Work Phone • Mobile Phone • Email(Taken from Previous Entry) • Best time to call • Street Address 1 • Street Address 2 • City • State(CA) • Zip • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  |  | Enter Valid **Middle Name** (Optional), **Social Security Number**, Select **Gender**, Upload **User's Photo** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female • Photo | After Entering and sending this Information, System will ask the User to Provide  • Home Phone • Work Phone • Mobile Phone • Email(Taken from Previous Entry) • Best time to call • Street Address 1 • Street Address 2 • City • State(CA) • Zip • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  | **1.3** Contact Information | Enter Valid **Middle Name** (Optional), **Social Security Number**, Select **Gender**, Upload **User's Photo,** Enter at least one of these 3 phone Numbers **Home Phone Number / Work Phone Number/ Mobile Phone Number, Best time to call** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone  • Best Time to Call | After Entering and sending this Information, System will ask the User to Provide  • Street Address 1 • Street Address 2 • City • State(CA) • Zip • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  | **1.4** Home Address Information | Enter Valid **Middle Name** (Optional), **Social Security Number**, Select **Gender**, Upload **User's Photo,** Enter at least one of these 3 phone Numbers **Home Phone Number / Work Phone Number/ Mobile Phone Number, Best time to call, Street Address 1 and Street Address 2** (Optional), **City**, **State** (CA), **Zip,** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone  • Best Time to Call  • Street Address 1='' • City=''  • State(CA)  • Zip='' | After Entering and sending this Information, System will ask the User to Provide  • Mailing Address (Same as above/ Different from home address) • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  |  | Enter Valid **Middle Name** (Optional), **Social Security Number**, Select **Gender**, Upload **User's Photo,** Enter at least one of these 3 phone Numbers **Home Phone Number / Work Phone Number/ Mobile Phone Number, Best time to call, Street Address 1 and Street Address 2** (Optional), **City**, **State** (CA), **Zip,** Select Mailing Address (**Same as above**/ **Different from home address)** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone  • Best Time to Call  • Street Address 1='' • City=''  • State(CA)  • Zip=''  • Same as above | After Entering and sending this Information, System will ask the User to Provide  • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  |  | Enter Valid **Middle Name** (Optional), **Social Security Number**, Select **Gender**, Upload **User's Photo,** Enter at least one of these 3 phone Numbers **Home Phone Number / Work Phone Number/ Mobile Phone Number, Best time to call, Street Address 1 and Street Address 2** (Optional), **City**, **State** (CA), **Zip,** Select Mailing Address (**Same as above**/ **Different from home address)** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone  • Best Time to Call  • Street Address 1='' • City=''  • State(CA)  • Zip=''  • Different Home Address | After Entering and sending this Information, System will ask the User to Provide • Street Address 1= • City= • State= • Zip= • Same as above  • User Name • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  | **1.5** Login Information | Enter Valid **Middle Name** (Optional), **Social Security Number**, Select **Gender**, Upload **User's Photo,** Enter at least one of these 3 phone Numbers **Home Phone Number / Work Phone Number/ Mobile Phone Number, Best time to call, Street Address 1 and Street Address 2** (Optional), **City**, **State** (CA), **Zip, Select Mailing Address (Same as above/ Different from home address),** enter **UserName** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone  • Best Time to Call  • Street Address 1='' • City=''  • State(CA)  • Zip=''  • Mailing Address  • User Name='' | After Entering and sending this Information, System will ask the User to Provide  • Password • Re-Type Password • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  |  | Enter Valid **Middle Name** (Optional), **Social Security Number**, Select **Gender**, Upload **User's Photo,** Enter at least one of these 3 phone Numbers **Home Phone Number / Work Phone Number/ Mobile Phone Number, Best time to call, Street Address 1 and Street Address 2** (Optional), **City**, **State** (CA), **Zip, Select Mailing Address (Same as above/ Different from home address),** enter **UserName, Password and Re-type Password** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone  • Best Time to Call  • Street Address 1='' • City=''  • State(CA)  • Zip=''  • Mailing Address  • User Name='' • Password=''  • Re-type Password='' | After Entering and sending this Information, System will ask the User to Provide  • Secret Question 1 • your answer • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  |  | Enter Valid **Middle Name** (Optional), **Social Security Number**, Select **Gender**, Upload **User's Photo,** Enter at least one of these 3 phone Numbers **Home Phone Number / Work Phone Number/ Mobile Phone Number, Best time to call, Street Address 1 and Street Address 2** (Optional), **City**, **State** (CA), **Zip, Select Mailing Address (Same as above/ Different from home address),** enter **UserName, Password and Re-type Password,** Select **Secret question 1** and enter **Answer** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone  • Best Time to Call  • Street Address 1='' • City=''  • State(CA)  • Zip=''  • Mailing Address  • User Name='' • Password=''  • Re-type Password=''  • Secret question 1 • Answer ='' | After Entering and sending this Information, System will ask the User to Provide  • Secret Question 2 • your answer • Password • Re-Type Password • Submit the Text |
|  |  |  | Enter Valid **Middle Name** (Optional), **Social Security Number**, Select **Gender**, Upload **User's Photo,** Enter at least one of these 3 phone Numbers **Home Phone Number / Work Phone Number/ Mobile Phone Number, Best time to call, Street Address 1 and Street Address 2** (Optional), **City**, **State** (CA), **Zip, Select Mailing Address (Same as above/ Different from home address),** enter **UserName, Password and Re-type Password,** Select **Secret question 1, Secret question 1,** and enter **Answer1 and Answer 2, Code** and click Register button | • First Name( Taken from Previous Entry) • Middle Name(Optional)='' • Last Name( Taken from Previous Entry) • Social Security Number= • Male / Female • Photo • Home Phone Number / Work Phone/ Cell Phone Number  • Best Time to Call  • Street Address 1='' • City=''  • State(CA)  • Zip=''  • Mailing Address  • User Name='' • Password=''  • Re-type Password=''  • Secret question 1 • Answer =''  • Secret question 2 • Answer =''  • Code='' | After Entering this Information, System will ask user to Provide the code written in the box. If the User enters Correct Code then System will allow the Parent to create his Profile. |
|  |  |  | Enter Valid **User Name** and **Password** and click Log In | • User Name='' • Password='' | After Entering this Information, System will allow the user to Log in |
| 2. Set Up Child(ren) Profile | **2.1 Set Up Child(ren) Profile** As a parent I want to log in to my user profile and set up the child(ren) profiles by entering the child(ren) demographics. | **2.1**  Child Information | Enter Valid **First Name** and click Save Button | • First Name='' | After Entering and sending this Information, System will ask the User to Provide  • Middle Name(Optional) • Last Name • Gender • Race/ Ethnicity • Date of Birth • Social Security Number • Upload Photo(Optional) |
|  |  |  | Enter Valid **First Name, Middle Name(optional), Last Name** and click Save Button | • First Name='' • Middle Name(Optional)='' • Last Name='' | After Entering and sending this Information, System will ask the User to Provide  • Gender • Race/ Ethnicity • Date of Birth • Social Security Number • Upload Photo(Optional) |
|  |  |  | Enter Valid **First Name, Middle Name(optional), Last Name,** select **Gender ( Male/ Female)** and click Save Button | • First Name='' • Middle Name(Optional)='' • Last Name='' • Gender | After Entering and sending this Information, System will ask the User to Provide  • Race/ Ethnicity • Date of Birth • Social Security Number • Upload Photo(Optional) |
|  |  |  | Enter Valid **First Name, Middle Name(optional), Last Name,** select **Gender ( Male/ Female), Race/ Ethnicity** and click Save Button | • First Name='' • Middle Name(Optional)='' • Last Name='' • Gender • Race/ Ethnicity | After Entering and sending this Information, System will ask the User to Provide  • Date of Birth • Social Security Number • Upload Photo(Optional) |
|  |  |  | Enter Valid **First Name, Middle Name(optional), Last Name,** select **Gender ( Male/ Female), Race/ Ethnicity, Date of Birth** and click Save Button | • First Name='' • Middle Name(Optional)='' • Last Name='' • Gender • Race/ Ethnicity • Date of Birth | After Entering and sending this Information, System will ask the User to Provide  • Social Security Number • Upload Photo(Optional) |
|  |  |  | Enter Valid **First Name, Middle Name(optional), Last Name,** select **Gender ( Male/ Female), Race/ Ethnicity, Date of Birth, enter Social Security Number** and click Save Button | • First Name='' • Middle Name(Optional)='' • Last Name='' • Gender • Race/ Ethnicity • Date of Birth • Social Security Number= | After Entering and sending this Information, System will Save the Child's Information. |
|  |  | **2.2**  Relationship Information | Enter Valid **First Name, Middle Name(optional), Last Name,** select **Gender ( Male/ Female), Race/ Ethnicity, Date of Birth, Social Security Number, relationship information** and click Save Button | • First Name='' • Middle Name(Optional)='' • Last Name='' • Gender • Race/ Ethnicity • Date of Birth • Social Security Number= • Relationship information= | After Entering and sending this information, System will Save the Child's Information, and update Child's profile accordingly. |
|  |  |  | Enter Valid **First Name, Middle Name(optional), Last Name,** select **Gender ( Male/ Female), Race/ Ethnicity, Date of Birth, Social Security Number, relationship information, proof of Relationship Support Document** and click Save Button | • First Name='' • Middle Name(Optional)='' • Last Name='' • Gender • Race/ Ethnicity • Date of Birth • Social Security Number= • Relationship information= • Proof of Relationship Support Document= | System should allow to upload Birth Certificate and/or Adoption Certificate, and save all other information |
|  |  | **2.3**  Disability Information | Enter Valid **First Name, Middle Name(optional), Last Name,** select **Gender ( Male/ Female), Race/ Ethnicity, Date of Birth, Social Security Number, relationship information, proof of Relationship Support Document, Disability Information** and click Save Button | • First Name='' • Middle Name(Optional)='' • Last Name='' • Gender • Race/ Ethnicity • Date of Birth • Social Security Number= • Relationship information= • Proof of Relationship Support Document= • Disability Type= • Medical and Diagnosis Support Document= | System should allow to update Disability Type, upload Medical and Diagnosis Support Document, and save all other information. System should also allow to add 'Notes', if needed. |
| 3. Facilities Locator | **3.1 Facilities Locator:** As a parent, I want to see facilities available at or near a particular location. | **3.1** Facilities Locator | Enter Valid ZIP code or address and click 'Search'. | Add ZIP code or a valid address | After Entering this information, System will show facilities located at or near this address/ZIP code |
| 4. Message Inbox | **4.1 Message Inbox**: As a parent, I want to see the contact information, and my previous correspondences with the contact/case worker. I should also be able to compose a new email to the contact/case worker. | **4.1** Contact Info | This should have details of the facility that the parent selected (Facility Name, Facility Address, Contact Person, and Case Worker) | • Facility Name='' • Facility Address='' • Contact Person='' • Case Worker=" | Once a parent selects a facility, he should see all the details of that selected facility i.e. Facility Name, Facility Address, Contact Person, and Case Worker |
|  |  | **4.2** Compose New Email | Parent should be able to send either the contact person or the case worker from the selected Facility's contact info. | Send a new email to the Case Worker (Kevin Jones) | Send a new email to the Case Worker (Kevin Jones) |
|  |  | **4.2**  Inbox | This should list all correspondences that a parent made with either the contact person or the case worker |  | After sending an email to the case worker, Kevin Jones, the inbox should list the message, sender, receiver, and the sent time. |