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**NFC Asset Management System**

**Usability Test 1 Plan**

**7 February 2014**

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## OBJECTIVES & gOALS

The objective of this user test is to gather substantial feedback from our end-users with regard to the usability of the system. The goals of this user test are listed as follows:

1. Identify usability problems with the Android application and web console
2. Collect data (both qualitative and quantitative)
3. Determine if the end-users are satisfied with the system
4. Gather general feedback of the system holistically

## SCope

The following functionalities would be covered during the user test:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Android App Function** | **Admin** | **General Employee** | **Supervisor** | **Auditor** | **Maintenance Crew** |
| Login | **√** | **√** | **√** | **√** | **√** |
| Read Tag Information | **√** |  |  |  |  |
| Register Asset | **√** |  |  |  |  |
| Update Asset Details | **√** |  |  |  |  |
| Delete Asset | **√** |  |  |  |  |
| Write-off Asset | **√** |  |  |  |  |
| Make Loan Request |  | **√** |  |  |  |
| View Own Loan Requests/History |  | **√** |  |  |  |
| View Asset Loan History |  | **√** |  |  |  |
| Checkout Asset for Loan |  | **√** |  |  |  |
| Return Loaned Asset |  | **√** |  |  |  |
| Conduct Audit Session |  |  |  | **√** |  |
| Add Maintenance Schedule |  |  |  |  | **√** |
| Edit Maintenance Schedule |  |  |  |  | **√** |
| **Web Console Function** | **Admin** | **General Employee** | **Supervisor** | **Auditor** | **Maintenance Crew** |
| Create Accounts | **√** |  |  |  |  |
| Login | **√** | **√** | **√** | **√** | **√** |
| Upload Asset Image | **√** |  |  |  |  |
| View Asset List | **√** |  |  |  |  |
| Update Asset Details | **√** |  |  |  |  |
| View Loan Requests |  | **√** |  |  |  |
| Send Loan Approval to Supervisor |  | **√** |  |  |  |
| Approve Loan Requests |  |  | **√** |  |  |
| View Asset Loan History |  | **√** |  |  |  |
| View Audit Log |  |  |  | **√** |  |
| Create Audit Session |  |  |  | **√** |  |
| Responsive Design | **√** |  |  |  |  |
| View Maintenance Schedule |  |  |  |  | **√** |

## Participants

The participants of this user test would include employees from our client NXP. The representatives from NXP form the different user roles as follows:

|  |
| --- |
| **Role** |
| Admin |
| General Employee 1 |
| General Employee 2 |
| Supervisor |
| Auditor |
| Maintenance Crew |

## Schedule & Duration

The user test is expected to last for an estimated duration of 1 hour.

|  |  |  |
| --- | --- | --- |
| **Date** | **Time** | **Venue** |
| 7 February 2014 | 3.30pm | Singapore Management University  School of Information Systems |

## SETUP

We would be utilizing the computers at the NXP Office, with Google Chrome installed with a network connection. Each participant would have his/her own NFC-enabled Android device pre-installed with the required Android .apk file.

## Roles & Responsibilities

The roles and responsibilities of this user test are listed as follows:

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Responsibilities** |
| William Chung | Overall In Charge,  Supervisor Facilitator | * Brief testers on the procedures * Take photos * Debrief testers * Facilitate testing of supervisor functions * Observe user action when using system * Record feedback from users * Facilitate the completion of the questionnaire |
| Pearlyn Neo | Maintenance Crew Facilitator | * Facilitate testing of maintenance functions * Observe user actions when using system * Record feedback from users * Facilitate the completion of the questionnaire |
| Benjamin Tan | General Employee 1 Facilitator  General Employee 2 Facilitator | * Facilitate testing of general employee functions * Observe user actions when using system * Record feedback from users * Facilitate the completion of the questionnaire |
| Jen Low | Administrator Facilitator  Audit Facilitator | * Facilitate testing of admin/audit functions * Observe user actions when using system * Record feedback from users   Facilitate the completion of the questionnaire |

## testing methods

The participants of this user test would be provided with a list of tasks to complete based on different scenarios. The would be following and using the list of tasks as a guide and complete the different scenarios. Our facilitators would be sitting alongside them to observe and record down their action when they are using the system. At the end of the user test, all participants would be given a web link to complete a questionnaire with regard to their experiences of using the Android app and the web console. This serves as a channel for the testers to provide useful feedback on any usability issues that they have faced during the user test, or any improvements that they wish to see in the future for the Android app and the web console.