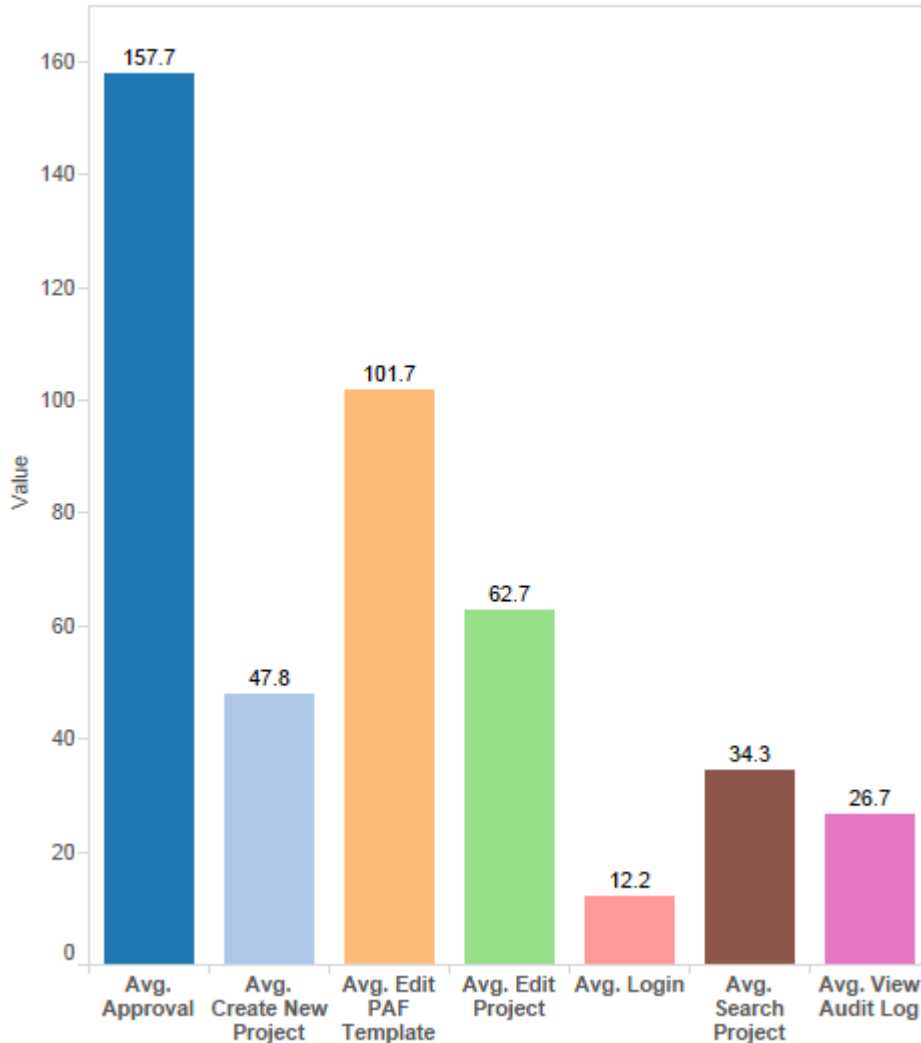


UT4 Analysis

Overall Average Duration

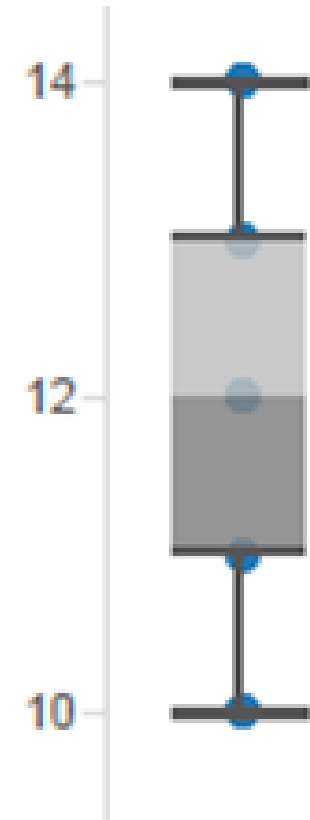


- Observation:
 - Approval has the highest average time spent – 2.5min
 - Approval, Edit PAF Template, Edit Project and Create project has the longest average duration spent to complete.
 - Thus we created short cut menu on the home page to facilitate quicker access to these functions.
 - Edit buttons are available in the home page too

Login

Average	12.18s
Median	12s
Mode	12s

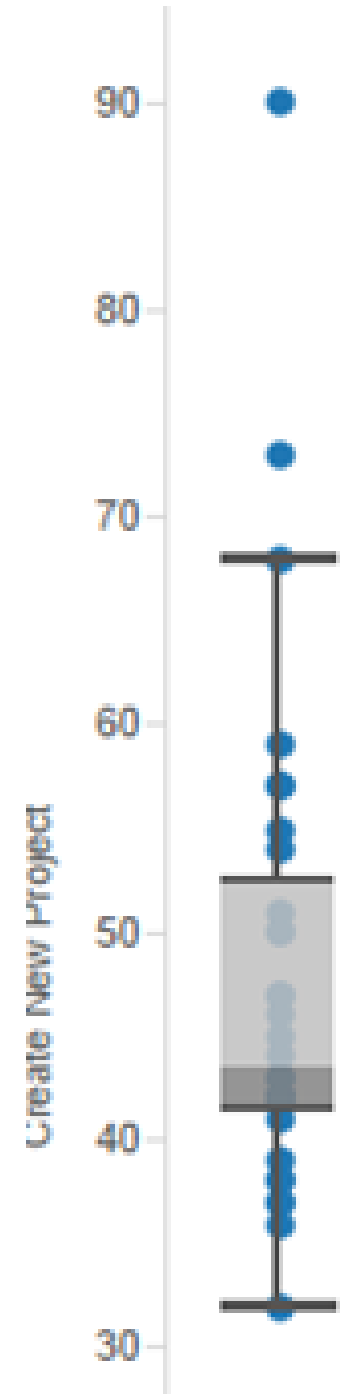
- Observation
 - No Outlier
 - Average: Users took 12s to key in the URL of the application and successfully log in.
 - Users spent more time reading the URL address from the instruction sheet.
- Conclusion
 - No Action Required: Actual users would already have bookmarked it, thus having a much lesser duration to log in.



Create Project

- Observation
 - Outlier: 2 found
 - Average: Users took 47s – 1min to create a project
- Conclusion
 - No Action required:
 - Users performed full validation of the create project forms.
 - Performed cross site scripting on the forms and confirmed that our application is cross site scripting safe.

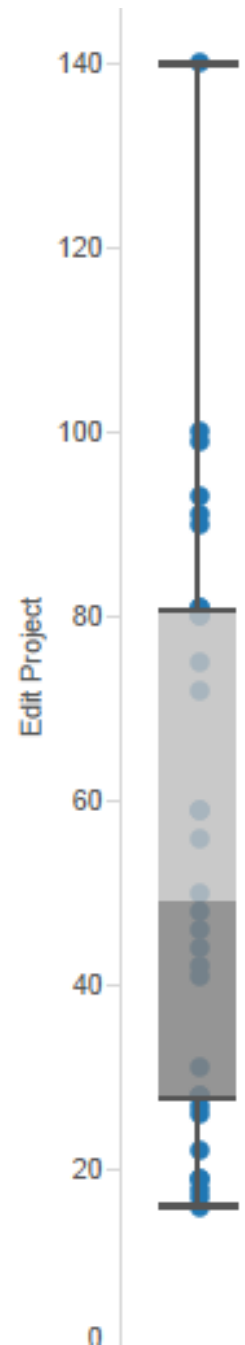
Average	47.78125
Median	43.5
Mode	42
Outlier	90



Edit Project

- Observation
 - Outliers found
 - Average: Users took 0.5 – 1.5 min to edit their project
- Conclusion
 - Time wasted when tester clarify with facilitators on which can be edited
 - Action required:
 - Clearly indicate fields that are not editable
 - User spend a large amount of time testing the validation of the forms providing feedback to facilitators.
 - Action not required:

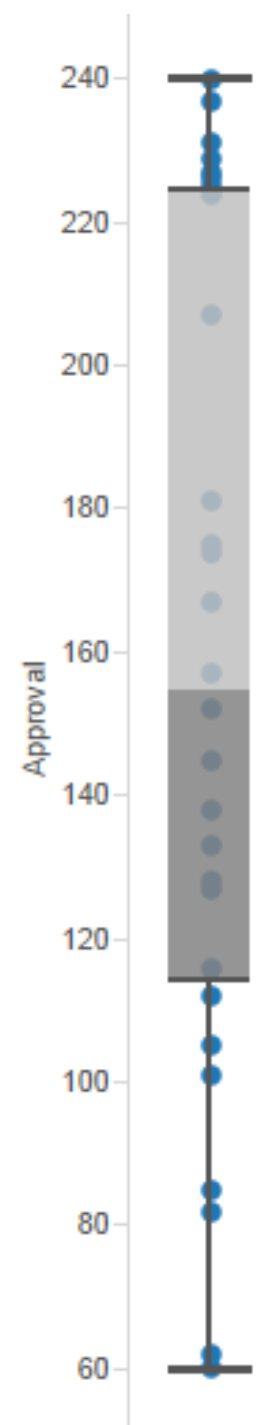
Average	62.71875
Median	56.5
Mode	35
Outlier	140



Approval

- Observation
 - No Outliers
 - Average: Users took 1-4 min to complete the project approval process.
- Conclusion
 - The high mode as compared to other function suggest that the testers were not familiar with the approval process
 - No action required:
 - Testers are inexperienced and new to the process
 - Tester took a relatively longer duration to complete the process:
 - Action required:
 - Difficulty locating the fields to select manager or c-level to seek approval from.

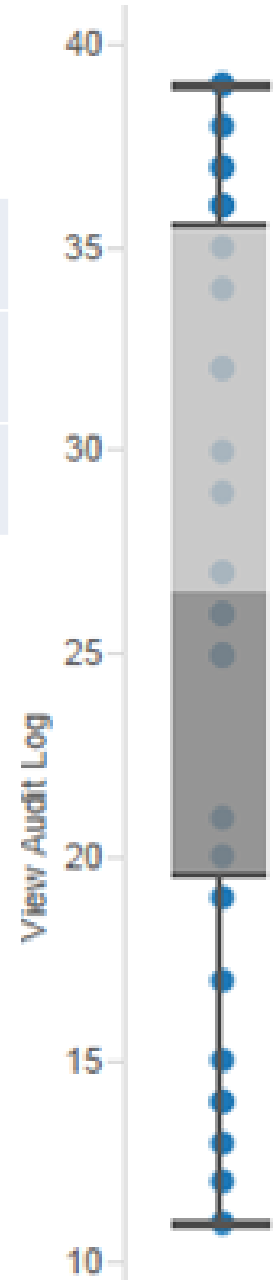
Average	157.6875
Median	148.5
Mode	101
Outlier	240



View Audit

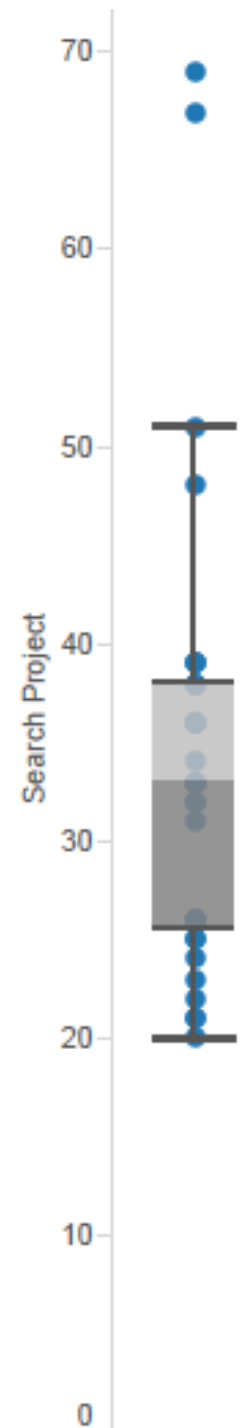
- Observation
 - No Outliers
 - Average: Users took 0.5 min to locate & view their project audit log
- Conclusion
 - High mode for this function suggested that users had to figure out where to view the audit log.
 - Action required:
 - Clearly indicate or display the function to view audit log

Average	26.65625
Median	26.5
Mode	25



Search Project

Average	34.28125
Median	33
Mode	36
Outlier	69



- Observation
 - Outliers found
 - Average: Users took 20-50s to locate their project and verify the details.
- Conclusion
 - Outlier results were caused by users when they forgotten their project name and had to clarify with the facilitator.
 - No action required:
 - As the testers are students and not experience user, INGBank, naturally they would not be familiar with the process.
 - Some users did not make use of the search bar and scroll through the long list of projects available in the system.
 - No action required:
 - INGBank would be experience users and would know what to search for.

Edit PAF Template

Average	101.6563
Median	106.5
Mode	115
Outlier	220

- Observation
 - Outlier found
 - Average: Users took 0.5-3min edit the PAF Template.
- Conclusion
 - Testers spent a reasonable time exploring the features of the PAF Template. E.g. drag & drop features, different type of fields
 - No action required:
 - ING Bank would be trained to operate this function.
 - Tester on IE8 faced compatibility issue viewing the function.
 - Action required:
 - Fix required to resolves the browser compatibility issue.
 - Tester that took the longest on the function found a bug:
 - Action required:
 - Tester was able to delete all phase and fields which resulted in disruption of testing.

