

Server Tagging Usability Study Results

Prioritized Use Cases:

1. Tag 1 server
2. Tag Multiple servers (requires knowing how to partial search)
3. Search for server(s) using a tag
4. Remove tags from a server

Issue Severity Ratings:

Severity Ranking	Severity Description	Severity Ranking
4	Task Failure	Prevents the user from going further
3	Severe	The user will have great difficulty working around this problem
2	Moderate	Takes the user moderate effort to get around this problem
1	Irritant	Problem can be circumvented easily or is cosmetic

Result Summary:

- No users were able to complete the task to tag a server on their first try. Problem areas: searching by server name, progressing to update screen, entering tags (the fields appear as free form text field, but do not except the value), understanding the tag values available, and adding an application.
- Users liked the concept of a centralized location for server information. They expressed a need for additional tags, so they could sunset current server documentation that takes place in other tools, such as Confluence. To support successful future adoption, additional research is recommended to determine the additional tags users need.

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Usability Study Results:

ID #	Severity Ranking	Severity Description	Problem	Recommendation/Design Implications
1	4	Task Failure	<p>Server Details Page: Add Tags</p> <p>Users struggled to add tags to servers because they entered free-form text, which the field does not accept.</p> <p>4/4 users affected.</p>	<p>Add visual cue, so user knows how to interact with add tag fields.</p>
2	4	Task Failure	<p>Server Details Page: Add Tags</p> <p>Users struggled to add applications because the process to add was unclear.</p>	<p>Indicate to the user that the Add button adds more applications versus adds the application to the server.</p>
3	4	Task Failure	<p>Data Quality: Add Tags</p> <p>Users had trouble adding team information because the available values did not match their terminology. Users were unclear on where the values were coming from or what team name to use (acronym versus full name)</p> <p>4/4 users affected.</p>	<p>Indicate where the data is from.</p> <p>Provide consistent data formatting for names, such as "Service Management Group SMG"</p> <p>Provide users the ability to notify the server tagging team that value is not available for his/her team.</p>
4	3	Severe	<p>Server Tagging Search Screen: Search for Multiple Servers</p> <p>Users needed multiple attempts to learn how to search for multiple servers. Standard search query logic for wildcards did not work for 3/4 users.</p> <p>4/4 users affected.</p>	<p>Add visual indicator so the user knows how to search for one or more servers simultaneously.</p>

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5	3	Severe	<p>Server Tagging Search Screen: Search for Server to Tag</p> <p>Users searched for servers by tag versus name to complete the tagging task.</p>	Distinguish search activities, so the user knows to search for servers by name to initially tag.
6	2	Moderate	<p>Server Tagging Search Screen: Update Single Server</p> <p>Users were unable to access the server details page by double-clicking the server 4/4 users affected.</p>	Add ability to go directly to the server by clicking the server name.
7	2	Moderate	<p>Server Tagging Search Screen: Update Multiple Servers</p> <p>Updating a large number of servers simultaneously caused the users to select a lot of servers.</p>	<p>Provide user the ability to Select All (at least on a per result page basis)</p> <p>Provide clear indication of the number of servers the server has selected to update.</p>
8	2	Moderate	<p>Server Tagging Search Screen: Find Servers</p> <p>Static Column Widths prevent user from seeing the full value.</p>	Give users the ability to adjust column width, so he or she is able to see the complete name or column information without proceeding to the server details page.
9	2	Moderate	<p>Server Tagging Search Screen: Update Servers</p> <p>Time on task was slightly elevated for all users initially due to inability to find update button.</p>	Double expose the update button above and below the results.
10	2	Moderate	<p>Server Details Page: Remove Tags</p> <p>Users were unable to remove information that was inaccurate.</p>	Provide users the ability to remove incorrect information without supplying a new value.

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11	2	Moderate	<p>Server Details Page: Add Tags</p> <p>Users were unable to indicate if they couldn't find a value.</p>	<p>Provide a way for the user to communicate if a value isn't available, but should be.</p>
12	2	Moderate	<p>Headings</p>	<p>Provide a visual indicator to separate the different areas for interaction on the page.</p>
13	2	Moderate	<p>Provide Instructions.</p>	<p>Example: Clarify which servers are to be added.</p> <p>Participants questioned whether AWS servers would need to be included.</p>
14	1	Irritant	<p>Server Details Page: Add Tags</p> <p>Users are unable to add domain to servers.</p>	<p>Provide user with the ability to inform the user why he or she cannot add domain.</p>
15	1	Irritant	<p>Button Locations.</p>	<p>Place buttons in consistent locations. Example: buttons to progress on the right and buttons to go back on the left.</p>

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Appendix:

Examples missing for 8, 10, 11, 14

Use Case: Tag 1 Server, Tag Multiple Servers

Nordstrom Servers ? Help/FAQ

Search for server(s) by full or partial name *default to name (5)*

Or

Find server(s) by tag(s) ∨ *conceal tags (5)*

Use Case: Tag 1 Server, Tag Multiple Servers

Nordstrom Servers ? Help/FAQ

Search for server(s) by full or partial name *instructions (13)*

Or

Find server(s) by tag(s) ∨

double expose update button (9)

0 servers selected add select all (?) 1 2 3 4 5 6 7 8 9 ▶ Next 1-10 of 1159 Results

<input type="checkbox"/>	Server Name	Domain	Owner Group	Contact Group Email	On Call Group	Cost Center	Applications	Modified By	Modified Date
<input type="checkbox"/>	<u>a0123p456</u> <i>allow server name</i>		WSE			45123	Test Data Management (Non-Prod)	xyzw	10/22/15
<input type="checkbox"/>	a0123p567 <i>to link to details</i>		WSE			45123		xyzw	10/22/15
<input type="checkbox"/>	a0123p678 <i>page (6)</i>		WSE			45123		xyzw	10/22/15
<input type="checkbox"/>	a0123p789								
<input type="checkbox"/>	a0123p89								
<input type="checkbox"/>	a0234p456	nordstrom.net							
<input type="checkbox"/>	a0345t46	nordstrom.net							
<input type="checkbox"/>	a0456p456	nordstrom.net							
<input type="checkbox"/>	a0567t45	nordstrom.net							
<input type="checkbox"/>	a0123t456	nordstrom.net							

0 servers selected 1 2 3 4 5 6 7 8 9 ▶ Next 1-10 of 1159 Results

double expose update button (9)

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Use Case: Tag 1 Server, Tag Multiple Servers

Nordstrom Servers [Help/FAQ](#)

[Back to Search Results](#) [Button Location \(15\)](#)

Server Details [Headings \(12\)](#)

Begin typing to see a list of results. Select the result that best matches your team. [Instructions \(13\)](#)
Indicate selection is required (1)

<u>Owner Details</u>	<u>On Call Details</u>	<u>Application Details</u>	<i>Remove need to click add after selecting application (2)</i>
Owner Group <small>What's this?</small> <input type="text"/>	On Call Group <small>What's this?</small> <input type="text"/>	<input type="button" value="+ Add Application"/>	
Cost Center <input type="text"/>	Contact Group Email <small>What's this?</small> <input type="text"/>	<i>Organize fields and provide support inline to answer (3)</i>	

2 server(s) will be updated

Server Name	Domain	Owner Group	Contact Group Email	On Call Group	Cost Center	Applications	Modified By	Modified Date
a0123p456		WSE			45123	Test Data Management (Non-Prod)	xyzw	10/22/15
a0123p567		WSE			45123		xyzw	10/22/15

Use Case: Search for server by tag(s)

Nordstrom Servers [Help/FAQ](#)

Search for server(s) by full or partial name

Or

Find server(s) by tag(s)

<u>Owner Details</u>	<u>Application Details</u>	<u>Modified Details</u>
Owner Group <small>What's this?</small> <input type="text"/>	Application <input type="text"/>	User Modified By <input type="text"/>
Cost Center <input type="text"/>	Domain <input type="text" value="Select domain"/>	User Modified Date <input type="text" value="mm/dd/yyyy"/>
<u>On Call Details</u>	Application Environment <input type="text" value="Select environment"/>	
On Call Group <small>What's this?</small> <input type="text"/>		
Contact Group Email <small>What's this?</small> <input type="text"/>		