



IP Manager Usability Test Script

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Introduction

Thanks for agreeing to go over our software design for IP Manager and to provide feedback. Your input to the design of the software is highly valued by Development.

The IP Manager (IPM) application allows engineers to manage information about IP address pools and assignments. The following is a project scope description from the Business Requirements:

Develop a user interface to allow ENA's engineering department to manage IP addresses (allocated or reserved) from a centralized data repository (Bedrock) as opposed to a collection of Excel spreadsheets and Postgress databases. The application should at a minimum guarantee the integrity of data and provide reporting capabilities.

As you will see, the prototype is rough and will go through changes before the final design. The more you tell us what you think, the more information we will have for revisions and improvements. We cannot guarantee that we will be able to incorporate all changes suggested by all test participants.

Please keep in mind that the software design is being tested, not you or your abilities. Chances are that if you find something difficult to use, so will the rest of the people who will use the software.

We've scheduled the test for an hour, but we expect it to move a little quicker. If you want to take a break at any time, just let us know.

How it Works

- The test consists of a few sample tasks. You will have time to look over the interface before you begin a task.
- You will be working with a hand-drawn paper prototype. Underlined text represents hyperlinks. Double-outlined items represent buttons. When you click a link or a button, you will be shown the next piece of the interface. To enter text in a field, just write on the paper. When you click a dropdown list, we'll let you know the contents of the list.
- While you work at the tasks, we encourage you to think aloud, such as saying "I don't know what this button is for," or "I don't know what to do next." It's important for us to learn when something is confusing to you. And don't worry about hurting our feelings; the more we know, the better.
- Following each task, you will be asked a quick question or two about your experience performing that task.
- Feel free to ask questions at any time. You can also click the Help button when you need to. At some point, however, we may delay answering a question if we want to see how you will solve a problem.

Do you have any questions before we begin?

Tasks

Feel free to perform any tasks not listed below or to add sub-tasks to any of the tasks, if that's how you think you might really use the application.

1. Log in to the application with the username Alfred and the password Neuman.
2. Find all pools starting with 66.4.xx.xx.
3. Create an IP pool with the following information:
 - Parent level: Davidson
 - Name: Nashville
 - Range: 66.5.0.0-66.5.0.127
4. Locate the Network pool for Knoxville and determine what percentage of the pool is not assigned.
5. Add a new assignment with the following information:
 - Pool level: Root > Tennessee > Knoxville > Network
 - Site Region: Root > Tennessee > Knoxville > Bearden Elementary School
 - Size: /26
 - Type: Loopback
6. View information for Antioch High. Change the status of the first range in the list.
7. Find all assignments created between August 1, 2000 and August 31, 2000. Double the size of the range for one of the assignments.

Follow-up Questions

How easy or difficult was this interface to use?

What did you like most about the interface? Least?

Are there any parts missing? Are there any parts that aren't necessary?

What interface suggestions do you have?

Any other comments, about the interface or this test?