



Software Licensing System Usability Test Script

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Introduction

Thanks for you agreeing to go over our software design for the ENA Software License System and to provide feedback. Your input to the design of the software is highly valued by Development.

The Software License System (SLS) application allows salespeople and Professional Services staff to create, search, and modify product licensing information. The information stored by SLS is used by other ENA applications; for example, data stored by SLS will be used by client installations to determine if the installations are valid. The following is a functional description from the Business Requirements:

ENA software products that are installed on the client machine require that the user follow a license registration process. When a sale of a particular software product is made to supply a software product for a demo, a contract ID will be assigned to represent that contract. The information used to control license registration and use of the software per contract ID will be maintained in this application.

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.

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 and a half, 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 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 points, 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 system with the username Willard and password Stinson. Then change the password to Superman.
2. Search for a license agreement assigned to the Davidson community.
3. Edit the agreement numbered 000001, changing or finding the following information:
 - a. Add Bristol to the Selected Communities.
 - b. Create a new contact and add that contact to the Selected Contacts.
 - c. Change the expiration schedule to 60,30,15,10,5,1 and add non-admin contacts to the Notify list.
 - d. Who activated the most recent license?
4. Create a new contract with the following information:

Customer: Massachusetts

Product: Alert Viewer

Effective Date: August 12, 2002

Max Installs: Unlimited

Max Users: 1,000

Selected Communities: Boston (community name), City (type), Tennessee (parent)

Selected Contacts: Shani Adams (non-admin), Perry Brown (non-admin), Joe Cool (admin with username "jcool")

Expiration: License Agreement

License Period: 1 year

Contract Expires: August 12, 2003

Notification Schedule: 5,4,3,2,1

Notification Method: ENA sales contacts only

Email: Create email with Contract boilerplate

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?