

Usability Evaluation for Track Assets
Akendi

Issue
UI structures from the underlying database are exposed. These widgets are unintuitive and their usage can impede completion of simple tasks.

Severity: Critical
Consistency and standards, recognition rather than recall, aesthetic and minimalist design, flexibility and efficiency of use

Design Recommendation

- Don't show the inner workings of the system by showing the database structure
- Introduce 'Add', 'Delete' and 'Edit' buttons located directly above each data list (e.g. above list of Threats). Use text labels instead of icons
- Ensure tool tips contain proper information and indicate the type of data (e.g., "Edit the selected Threat" vs. "toolStripButton()")
- Allow users to delete items using the keyboard 'Delete' key

Delete a ranking

Issue
There is no way to delete a ranking entry

Severity: Critical
User control and freedom, help users recognize, diagnose, and recover from errors

Design Recommendation

- Introduce a 'Delete' button to allow users to delete rankings created in error

SERVICES RENDERED



STRATEGY

Personas, Scenarios & Tasks



RESEARCH

Stakeholder Research



TESTING

Expert Review
Usability Testing

SOFTWARE USABILITY REVIEW IMPROVES USER EXPERIENCE AND REDUCES TRAINING REQUIREMENTS.

Akendi's thorough and methodical usability study and recommendations saved Track-Assets' customers from post-launch disappointment.

CLIENT Track-Assets LOCATION Gatineau, QC INDUSTRY Software

CHALLENGE

Prior to launching its new threat/risk analysis and reporting software, Track-Assets discovered that test users were struggling to find information and accomplish necessary tasks within the user interface. Track-Assets turned to Akendi to understand the usability issues and recommend improvements.

APPROACH

Guided by usage scenarios, Akendi walked through the new product's graphical user interface to pinpoint the usability issues. The issues were itemized and assigned impact ratings – a priority status to help Track-Assets plan its development budget and approach. For each problem identified, a solution was recommended, encompassing product navigation, design, functionality and tool concepts.

IMPACT

The Track-Assets product interface is now much more intuitive. Users are no longer confused or frustrated with the product and they can accomplish their desired tasks more efficiently. Users no longer need to be trained in the intricacies of the product and can instead focus on business task at hand rather than where the data should be entered.

"I AM SATISFIED WITH OUR SELECTION OF AKENDI TO REVIEW THE USABILITY OF OUR PRODUCT. BASED ON AKENDI'S RECOMMENDATIONS, WE HAVE BEEN ABLE TO SIGNIFICANTLY IMPROVE THE DESIGN OF TRACK-ASSETS. WE WOULD ABSOLUTELY HIRE AKENDI AGAIN IN THE FUTURE."

Ted Johnson PRESIDENT, TRACK-ASSETS