

User Test Report

Name of Participant: Bill Robinson
Date of Test: Aug 20, 2014
Date of Report: Aug 20, 2014
Location/Method of Test: Live Meeting and Conf Call
Link to recording: [Sharepoint link]

Executive Summary:

Good input from this user, the walk through touched on most areas of support and he was excellent in describing and demonstrating his pain points.

- Product list came up multiple times. Too many products, naming is confusing.
 - Why can't I see just the products I care about.
 - What we sell and what we list on A-Z Support is not the same.
 - Products should have some groupings.
- KB is not really useful – feels that customers don't bother using it at all.
- Duplicate logins is problematic.
- Noted lack of relationship between documentation sources, when would user go to EPD, Support, which one is the latest documentation?

Not really a power user of www, but utilizes some areas of support primarily when at a customer site, or in preparation for going to a customer site. Monitors communities only to respond to issues in his product area; rarely posts to the site, but rather responds via email.

Uses internal sources for documentation rather than the www – never uses EPD for documentation.

Detailed Findings:

Gets most technical documentation from internal shares – has a script that loads files to his local machine.

Lists of product names is problematic for many reasons. Would like a product roll-up list.

Experienced trouble with the product list in many areas:

- Issue Mgt
- KB
- Support A-Z
- Proactive Alert sign-up
- Communities

Didn't realize that customers see the same broad list of product name that he was seeing.

Documents are not kept up to date, process needs to be more adaptable.

Too many places to go to for documentation.

KB is not useful – customers will only go if they have the article number.

Primary source for documentation (when he does use www) is Support A-Z. He does not use EPD.

User was unable to modify his list for products for Proactive alerts

Navigating through the communities is difficult – all communities list is ‘silly’. They have to point users directly to the community area of interest rather than relying on the user finding it.

Items he recommended:

- Better product naming, or limit the product lists that user see
- Product roll-up lists
- Users having the ability to comments on documentation.
- Less confusing product naming
- Better organization or presentation of community areas
- SSO between bmc.com and Communities
- Some internal resource available through www when logged in
- Easier subscription process

Questionnaire Responses:

1. Please describe your relationship with BMC.

BMC Employee – Consulting Services Group (BladeLogic)
Mostly implement software at customer site

2. How long have you been using the site? How often do you visit it?

Came to BMC as part of the BladeLogic acquisition.

3. What is the main reason you visit bmc.com?

Mostly to monitor issues brought in through the Communities. Respond to questions via email rather than via the forum, rarely posts to the Communities.

4. Do you visit the site for technical documentation or other resources?

Gets most technical documentation from the Internal Share sites.
Uses support for Product Compatibility if he can't remember.
May go look at alerts that he is notified of via Proactive Alerts.
May enter support tickets for customers, or review tickets from a particular customer prior to customer visit

5. How do you navigate to the section(s)? Can you show us how you typically navigate to the page(s)?

User navigated to Support Product pages via Support > A-Z > Product page > Version page.

Comments during this activity:

- Hard to know what product you have, some product roll-ups would help.
- Asked if customers also saw the long list of products (YES, they do)
- Pretty easy to find the documentation once you know the name, or someone has helped you
- Documents are static, when problems are noted or reported the document for current version doesn't change. Can new document versions be released? Can we update regularly, weekly?
- Several places to find Documentation, not clear what is the latest version (bundled with product, epd, product version).

- Maybe users could have the option to comment on documents.
- We need a more adaptable doc system.

6. Unplanned question: What do you think about the Forums

User went to the Jive Admin platform to demonstrate.

Jive forums are pretty good, some modules could be enabled.

Digging through the list of communities is 'silly'.

Noted naming inconsistencies: blade logic vs. bladelogic, etc.

When onsite, they direct users where to go in the communities.

Doesn't browse around or use communities to communicate, just reviews and responds when he can.

7. On a scale from 1 to 10, how easy is it for you to find what you need or are looking for?

7 – I can get what I need, but a new use may not have any idea where to go.

8. Do you receive any proactive notifications from BMC?

Has signed up for PN via the support site.

9. If you were interested in receiving such notifications, could you show us how you would go about subscribing to such services?

[This question will be skipped if participant already subscribes.]

User began to show us this and had trouble locating it. He did find the link but again had trouble with the volume of product names available.

Would like to minimize the number of alerts but cannot multi-select to remove, no time to update his list. (did not use his customized list to locate product documentation).

Additional product list comments:

- How we sell something (suite) and what they find on support does not match.
- Some type of product roll up or grouping by functional areas (mentioned Service Spt, Service Assurance, etc.).

10. What is your overall impression of the site?

Able to get things done, but room for improvement.

Some problems with Issue Management: some technical issues that IT is aware of, too many products on the list – he doesn't need to see all, even if he finds a related product name, not clear which one is correct.

Uses EPD only when at a customer location, uses internal share drives for own documentation

KB is not great.... It's horrible. Ridiculous that articles can't be browsed by product are. User gave an example of putting in a term and selecting a product – no result. Used the term and product name both in the search field without selecting a product – results. No relationship between the data, may have to conduct multiple searches.

Uses the article updates he gets in email rather than KB.

His impression of KB: "Users don't bother looking unless they have an issue #" "I don't think they every go here" "Don't want to deal with it"

11. If you were to envision the perfect bmc.com, what would it be like?

Ability to get some internal stuff through my www login.

Maybe it could look a little cooler

Easier Subscription process

Support navigation and organization is not intuitive, not sure what some of the things are for.

A-Z list group by functional areas – A-Z list is not useful.

SSO between Communities and Support.

