

Top 5 with 5

Find top 5 usability issues with just 5 usability tests

Top 5 with 5

The Goal:

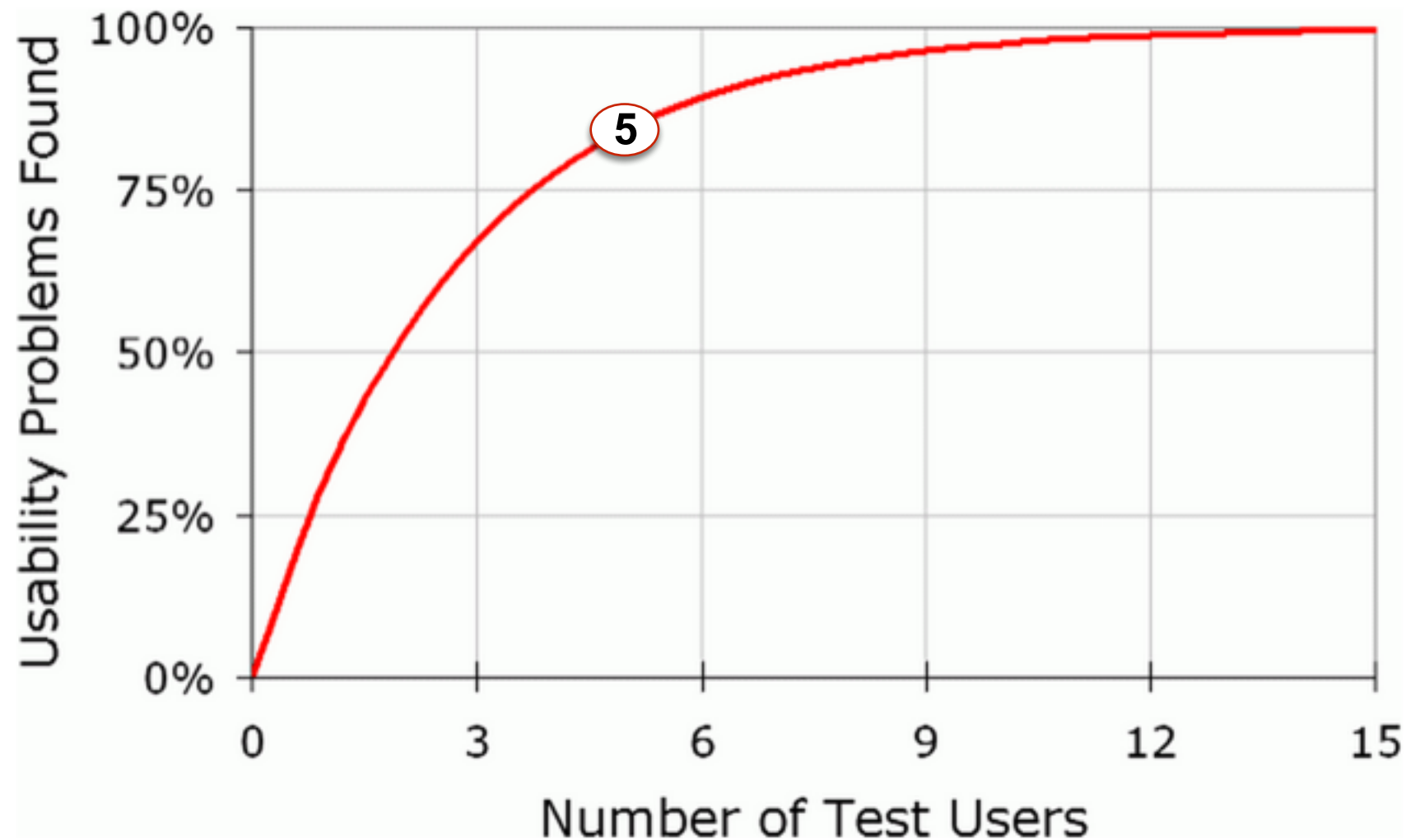
Find the most critical usability issues quickly and efficiently.

The Plan:

Perform 5 usability tests and identify the most critical issues for a given workflow. Fix critical issues, rinse and repeat.

The Rationale

Find about 80% of your usability issues by testing 5 users.



Source: Jakob Nielsen "Why you only need to test with 5 users"
<http://www.nngroup.com/articles/why-you-only-need-to-test-with-5-users/>

The Catch

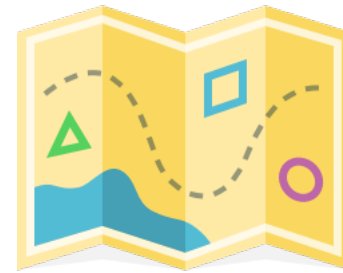
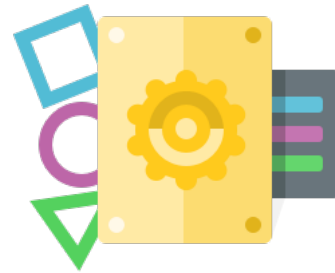
- Most web sites and software applications have hundreds or thousand of features weaved into a wide array of workflow scenarios.
- Testing thousands of features with a single user is not possible.
- Top 5 with 5 is best used as an iterative testing method, testing individual workflows scenarios, improving the product 5 usability issues at a time.

Example

App Services Orchestrator 1st round of Top 5 with 5 usability testing

- Tested 5 internal users
- Total duration 2 weeks

The Good News

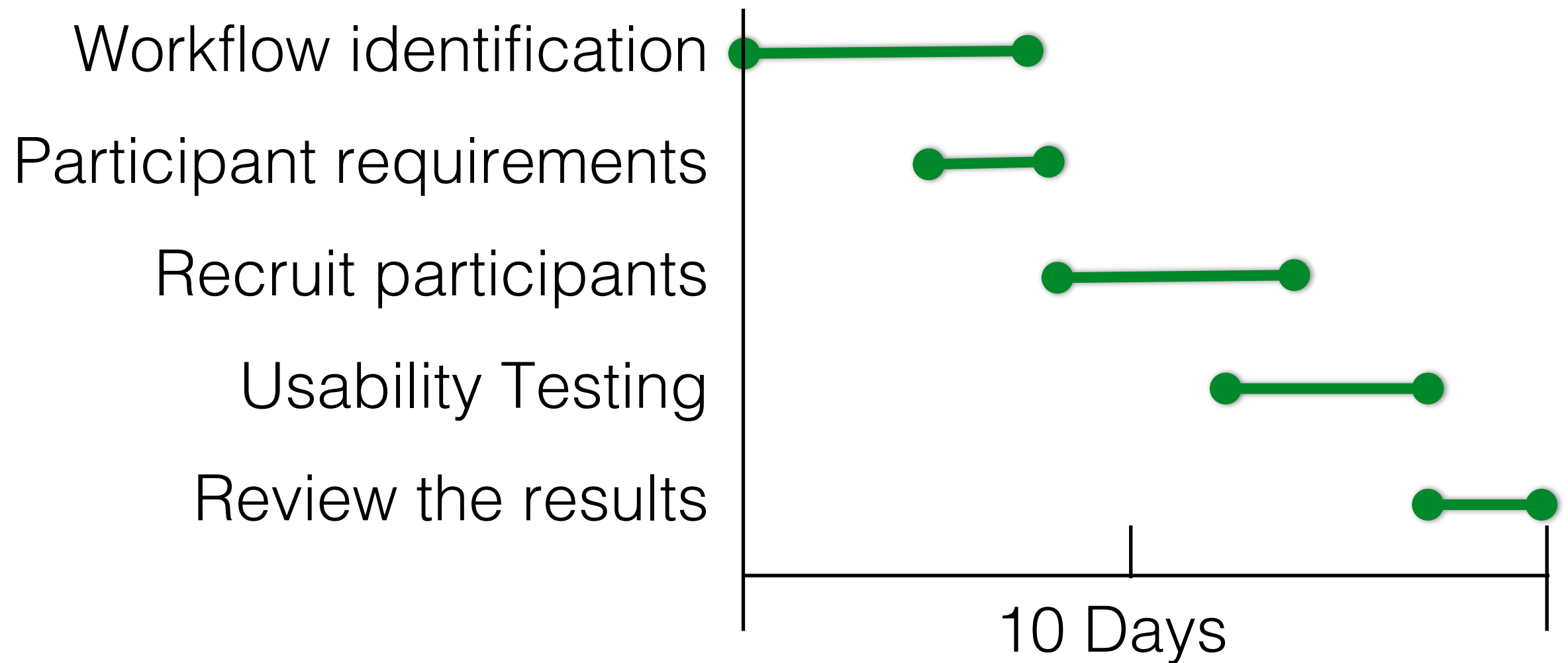


Based on the current feature set of ASO. Running a single Top 5 with 5 usability test will likely cover 90% of the ASO's workflows

The Plan

- Identify critical features and workflows
- Identify usability participants
- Recruit participants
- Perform usability tests
- Review the results

Timeline



Top 5 Usability Results

- Users kept **right clicking** on gateway explorer nodes to do things like edit and delete REST Proxies
- **Accidentally deleted Gateway connection**, when trying to delete the selected REST gateway
- **Did not see the carrot** that expands the soap operations rows in the "Choose Operations" section
- **Could not edit or delete** existing rest proxy configurations
- During install we confuse users by providing too many placement options for the ASO shortcut location, only to provide a **shortcut that does nothing**

Thank you