

MARS 1.0 Usability Testing Plan

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Security Operations Software (SecOpsSw)

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Background

MARS is a web-based threat management tool that focuses on streamlining WIM intakes and updates by consolidating data from outside services. It identifies critical cases faster so the team can support individuals in crisis and mitigate targeted violence quickly, accurately and efficiently.

This effort is testing our live site in gamma with the WIM threat management team before launch to identify usability improvements to be made in the UI. Findings will be prioritized and added to the team backlog to be implemented after the 1.0 launch.

Objectives

Goals

- Identify major bugs that would prevent launch and need to be quickly addressed by development
- Identify struggles of users while performing common tasks throughout MARS
- Identify users' positive experiences to inform design decisions elsewhere in the MARS UI.



Metrics

Quantitative

- Success rate of each given task
- Length of time to perform actions
- Waiting time during loading and response

Qualitative

- User subjective satisfaction
 - Moments of surprise, confusion, or delight
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Participants

Workplace threat managers

Jason [REDACTED]

Apr 20, 2022

In-person

Jeff [REDACTED]

Apr 20, 2022

In-person

Naomi [REDACTED]

Apr 22, 2022

Virtual

George [REDACTED]

Apr 25, 2022

Virtual

John [REDACTED]



Apr 26, 2022

Virtual

David [REDACTED]

Apr 26, 2022

Virtual

Methodology

These 1 hour recorded usability testing sessions will be in-person or virtual. They will consist of the moderator, Kendra, instructing users to perform tasks in MARS. As users navigate through the website, the moderator will ask additional questions and take note of any trouble the users encounter. The MARS product manager, Laura, will also be in attendance as an observer. After the sessions, the moderator will review session recording and compile notes into a [report](#) document that will be shared with development team and stakeholders.

Scenarios & Tasks

Introduction

- MARS 1.0 (Mini-MARS) does not include integrations with EMT, instead is focused on threat managers recording and tracking their own cases.
- Will be recording over Chime
- Laura is optional either in-person or virtual
- I will be presenting similar tasks to when we tested the prototype a while ago, and will be observing you navigate through the gamma MARS site. I will also be asking follow-up questions and we can take deep-dive detours as we go.
- I will not be helping guide you in the tasks, and I will note any trouble areas you come across.



- Please explain your thought process verbally while working through the tasks. The more talkative you are, the more information I can learn about how you navigate MARS in its current state.

Tasks

1. Imagine you just clocked into work- what are the first (non-MARS) applications you open or tasks you perform? Open up MARS
[REDACTED].
 - a. Tell me your first impressions of the page you're on and the navigation elements. What information are you gathering from this page?
 - b. From what you see on this page, what actions would you take first? Which cases would you look at first? Why?
2. You notice there is an updated case. View the case.
 - a. When opening the case page, what do you see first? What information do you see initially in the case?
 - b. You would like to understand the context and what is going on with the case currently. Where do you go to learn the full story of the case?
 - c. Acknowledge the recent update to the case.
 - d. Say the update has indicated that the case has de-escalated. Change the level of concern lower.
3. Later in your shift, you receive a call from an LP manager about a disgruntled associate that has had a pattern of muttering threats toward a coworker at a site. They need guidance on how to interview the witness that has been observing this behavior. It has not yet reached the level of being a WIM incident in EMT. Create a consultation to document this conversation.
 - a. Say you mis-entered the location. Go back and edit the consultation you created for the correct location.
4. A couple days later, the same LP manager calls you again and informs that the behavior has escalated to direct verbal threats to the coworker. Assume that this incident is not being logged in EMT. Create an investigation in MARS to track this associated behavior over time.
 - a. Describe how you fill out each of the form fields.
 - b. After creating the case, record the LP manager as the main LP contact for this case.
 - c. Record the recommendations you would apply to this case.



- d. Bookmark this case since you want to reference it quickly later today.
 - e. Link the consultation you created to this new case, since they are related.
5. During your shift, an Amazon legal representative requests you to bring up information on a case of concerning behavior that happened at AZA10 in early April. Use the advanced search feature to find this case in MARS.
 - a. Describe what fields you fill out to filter this advanced search. POI name
6. Later you receive a request from leadership to provide a report of all the AMER cases this year to date. Generate a report for this.
 - a. Describe what fields you fill out to filter this report. Also explore the other fields and provide your thoughts on them.
7. If there is open time at the end of the session, feel free to explore any other functionality throughout the MARS site.

Closing

- I will be reviewing the recording for note-taking to create a report of findings. UI changes from these findings will be implemented in the next phase 1.5.
- Next usability testing sessions in 1.5 will foreseeably be less in-depth and more quick surveys, etc. I will contact you when this comes up.
- Give access to threat manager to explore more of the gamma site for training. If you find any further usability issues, use the MARS footer links to get support or suggest an improvement.
- Laura will send follow up email with links to resources/usability reporting

Timeline

Plan document: April 18-19, 2022

Usability testing sessions: April 20-26, 2022

Note-taking and final report: April 27-May 4, 2022





Documentation

[MARS Product Wiki](#)

[\(Mini\) MARS Usability Testing](#) Signup sheet

[MARS 1.0 Usability Testing Report](#)

