Qualifications, Written Questions, and Tasks Script for User Testing the current BMC Education site.

Requirements

You must be an IT professional with significant enterprise IT staff and/or service management experience to participate.

It is also MANDATORY that you have registered for training (web-based or instructor-led) using the website of an IT software management vendor (CA, IBM, HP

Demographics

30-65 and older, United States, $0 to $150,000 and above

Scenario

Your company is installing new IT service management software. You have been given a link to the BMC Education site and instructed to sign up for a course.

Use the design mock-ups (sketches) provided to walk us through the process that you would use to find course information. As you do so, speak out loud, and explain what you expect to see, what information is provided (or missing) during each step, and your overall view of the process?

Note that because this is a mockup, *it is low fidelity in graphical appearance*. Functionally, you can click on most navigation links although many are not active.

Tasks

1. What is your **first impression** of the main page?
   What do you see that you think is **really useful**?
   What is **confusing**?

2. Using the mockup pages, how would you register for the **BMC Atrium Orchestrator 7.5: Foundation - Part 2** course.

   Once you have found the "Register" button for the course, you will have completed the task.

3. Now think about what other ways you could have used to find the course.

Use one of them to find it, again.

4. Saying that you want to advance your skills beyond this one particular course, show how you would use the site to discover courses that would build on the "BMC Atrium Orchestrator 7.5: Foundation - Part 2" course.

5. You want to **cancel a course** you have registered for.
Use the site to find BMC's cancelation policy.

6. Use the site to find out if BMC gives rides from hotels to training centers for instructor-led training.

Questions

1. What level(s) of a company have you worked in (e.g., as Staff, Manager, Director, CxO)?

2. What IT specialty do you have (e.g. in Databases, System Administration, Servers, Help Desk, etc.)?

3. Does your current role influence the decision to purchase training for enterprise IT software?

4. Have you ever used the BMC Education site or used the education site of any other enterprise IT vendor to register for training? If yes, list which ones (CA.com, HP.com, IBM.com, etc.) and add any comments you have about them

General

TITLE FOR THIS JOB (OPTIONAL)
Education Site Redesign Test

WHO SHOULD RECEIVE NOTIFICATIONS FOR THIS TEST?
Kevin_Cornwall_CW@bmc.com