

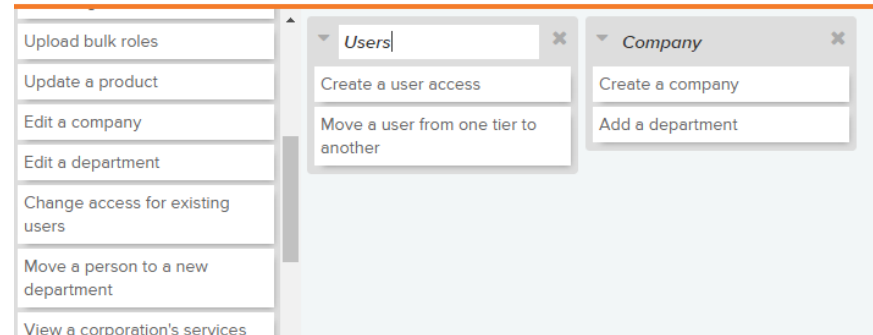


Optum Provisioning- Card Sort Results

July 28, 2016

Provisioning: Card Sort Results

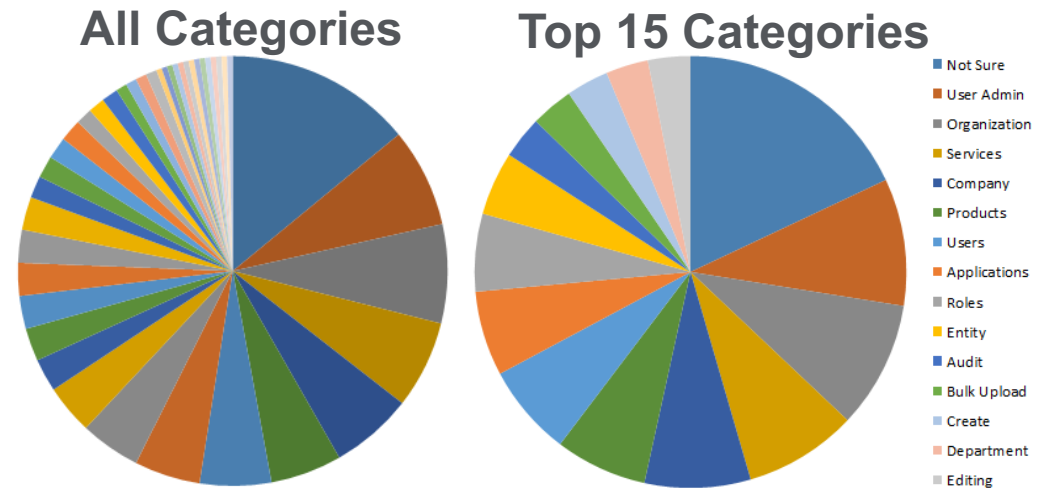
Highlights
Categories
Conclusions
Next Steps
Appendix: Survey



Services
Similar group labels
Products and Services
Services and Products
Product
View service details
Display application details
Display product details
Add a service
Include a product
Update a service
Update an application
Update a product
Display all products
View all services
Display all softwares
View all applications
Add bundled services
Add bundled softwares
Include bundled applications
Include bundled products

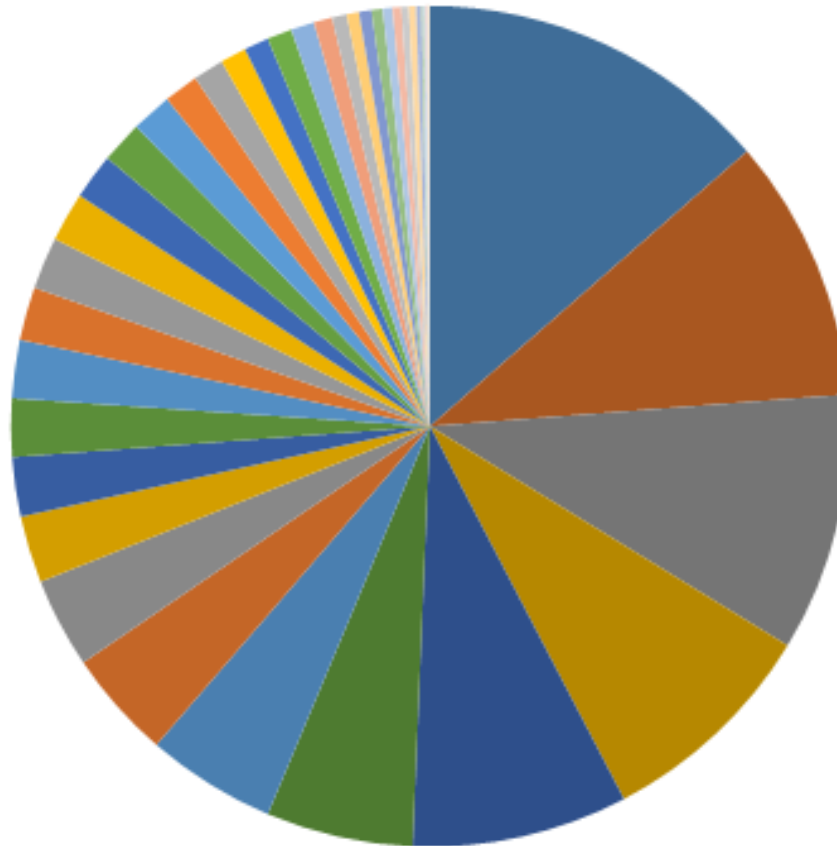
Card Sort Highlights

- **42 different categories.**
- **48% cards 'unsure'**
- 'User' is top Category.
- 58 people participated
- 28 sorted all 86 cards
- 48% sorted all cards into an average of 13 groups.
- **50% of participants described their role as 'other'.**
- Findings are consistent with earlier usability test reports.



Cards per Category Created by Users

- 'User' highest 2 categories 500 cards (12%)



- User Admin
- Users
- Services
- Organization
- Company
- Roles
- Products
- Applications
- Entity
- Bulk Upload
- Add/Remove
- Create
- Display/View
- Editing
- Groups
- Associate
- Users and Groups
- Upload
- Update
- New User
- Department
- Provisioning
- Access
- Modify
- Browsing
- Account
- Report
- Attributes
- View
- Notification
- Reports
- Delete
- Audit
- Remove
- Include
- Authorizations
- Notifications
- Event Logging
- Logs
- Product

Card Sort Conclusions

- **Current categories don't resonate with users.**
 - Ex. Nobody made a category for 'Catalog'
- **'Users' are the key focus of provisioning**
- Rethink the information architecture to reflect how users approach provisioning.
- **Allow user to maintain context across different parts of tool so they can move seamlessly between related tasks and know where they are.**
- Explore what the roles and job descriptions are of the **50% of participants who described their role as 'other'**- and potentially revisit personas.

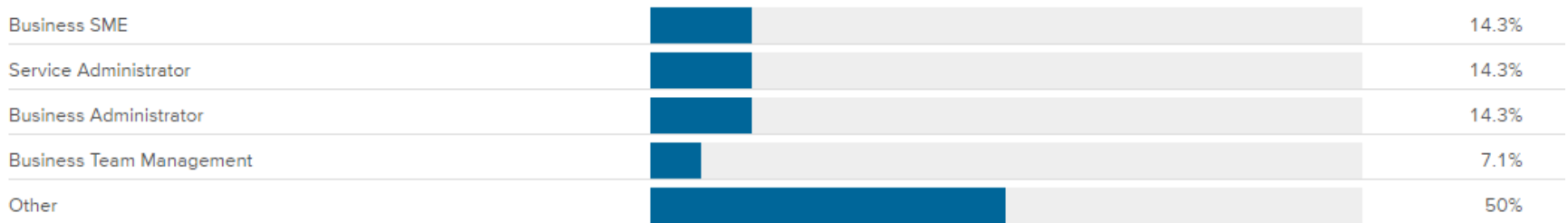
Card Sort Next Steps

- **Create proposed Information Architecture Site Map.**
 - **Use card sort findings and incorporate prior usability test results** (ex. v1.6.1 “67% of usability test participants were repeatedly unsuccessful due to confusion about the hierarchy- accounts, organizations, partners, and tiers... Provide more feedback about the current location a user is within the hierarchy.”)
- **Follow-up with some of the 50% of participants who described their role as ‘other’ to confirm personas.**
- **Create user-testing on prototype with new IA and interview Optum and non-Optum employee end-users.**

Appendix: Survey

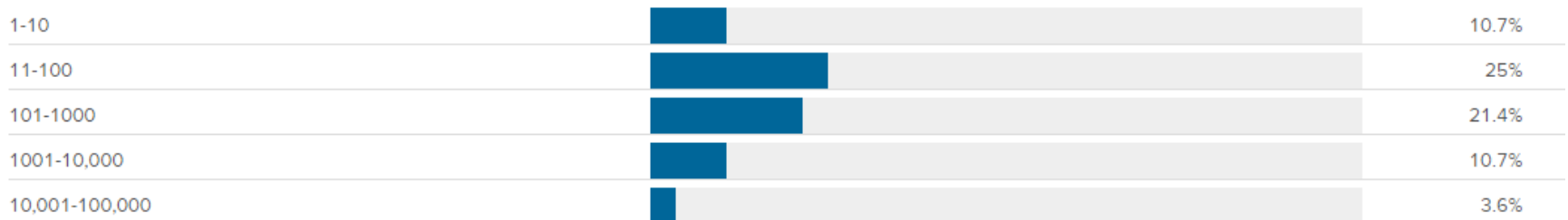
1. What role do you perform using Optum Provisioning?

Multiple choice, single answer (radio select)



2. Roughly how many users do you provision in a year?

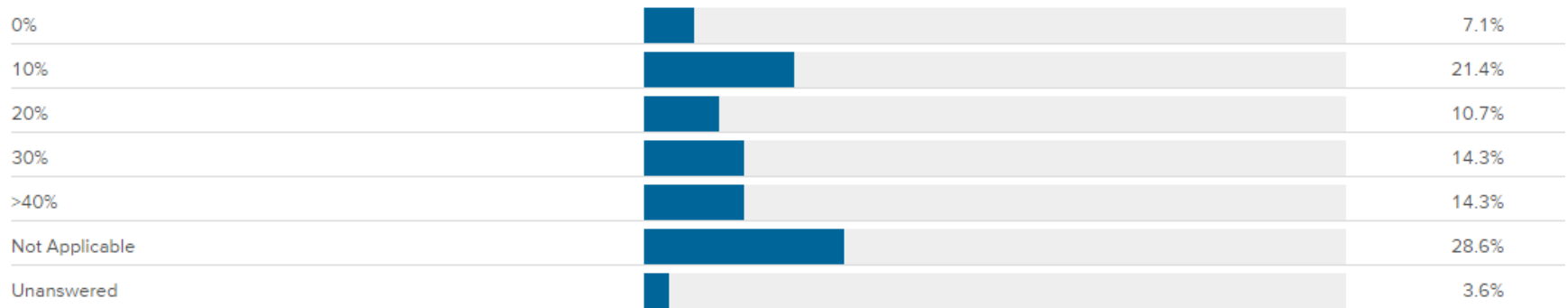
Multiple choice, single answer (dropdown select)



Appendix: Survey

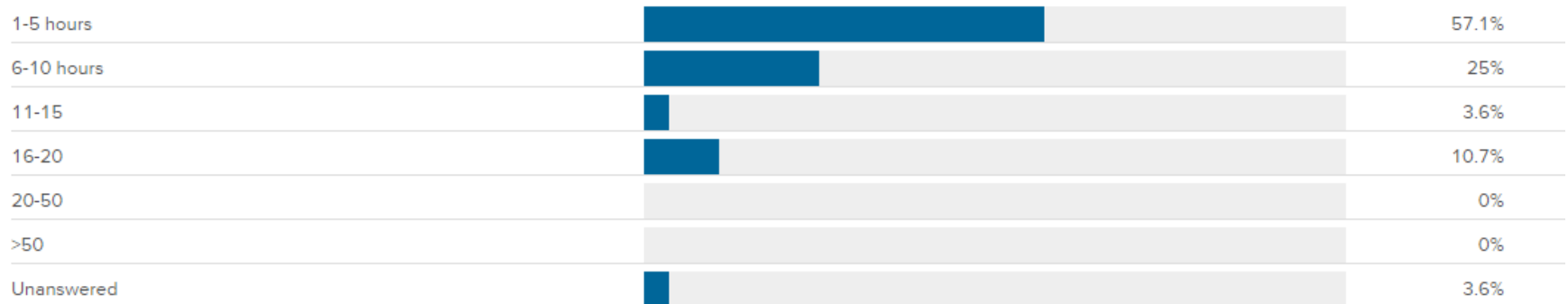
3. How much of your time is spent working with users who have already been provisioned?

Multiple choice, single answer (radio select)



4. How many hours do you think are needed for Optum Provisioning training?

Multiple choice, single answer (radio select)



Appendix: Survey

5. On a scale of 1-5 (1 being very hard and 5 very easy), how easy is it to complete your tasks in Optum Provisioning?

Multiple choice, single answer (radio select)

