No. ECV-HE-01	Problem/Good Aspect: *Problem*

Name: Priority ranking unclear

Evidence: Match between system and real world, Error Prevention
The priority options are P1 – P5. There is no obvious real world ranking system that matches this. The user may choose the wrong option.

Explanation: It is unclear which ranking is high or low because P1-P5 does not match any existing ranking system. Since there are many ranking systems that are numeric but no generally understood consensus as to which ranking is high or low, this system is not easy to understand without reading the help page. The user is likely to make an error if they do not read the help page.

Severity or Benefit

Rating: 3

Justification (Frequency, Impact, Persistence)

   Frequency: 4 – happens every time

   Impact: 2 – no impact on the submitter, but big impact on the bug fixer

   Persistence: 0 – once it's known, the user will know how to prioritize

   How these factors are weighted and why:

Weighted towards frequency because if the user doesn't figure it out they will keep making the same mistakes over and over again.

Possible solution and/or trade-offs: Give them more known names such as high – low.

Relationships

VM-HE-16

No. ECV-HE-02	Problem/Good Aspect: *Problem*

Name: No Description of Flags

Evidence: Match with Real World, Help and Documentation. No way to figure out what flags are or how to use them.

Explanation
Many of the other fields have a link to a description of the field. The flags field does not have this. The flags are also not easily understood because there's nothing that matches them (as they are intended to be used) in the real world.

Severity or Benefit

Rating: 3

Justification (Frequency, Impact, Persistence)

   Frequency: 4 – every time a bug submitted

   Impact: 2 – not easy to figure out, but they can ignore it

   Persistence: 3 – no way to figure it out, but most will probably ignore it

   How these factors are weighted and why:

Weighted towards Persistence and Frequency because there's no obvious way to figure out how to use the feature.

Possible solution and/or trade-offs

Link to directions from the bug submission page. Use more natural language as drop down choices to make it more self explanatory.

Relationships

VM-HE-07, TIB-BZ-09

No. ECV-HE-03	Problem/Good Aspect: *Problem*

Name: Must use browser Back to return to bug

Evidence: User control and freedom. When the user clicks "Keywords" to get help and then adds a keyword, the only way back to the bug they were adding is by using the browser's Back button.

Explanation: The user may get lost while submitting their bug if they get sidetracked into having to create keywords. Since making a keyword takes a number of steps, the user won't immediately get back to their bug submission screen, which could make them feel like they've lost the work done on their bug submission.

Severity or Benefit

Rating: 3

Justification (Frequency, Impact, Persistence)

    Frequency: 2 – probably won't often want to make a keyword

    Impact: 3 – they user may abandon their work b/c they think they've lost it

    Persistence: 1 – once the user knows about it, easy to do

    How these factors are weighted and why:

Weighted towards impact because users may abandon their task.

Possible solution and/or trade-offs

Save the currently active bug (that's being submitted) and provide a link to it. This would be more work for the application.

Relationships

TIB-BZ-12, ECV-HE-04

No. ECV-HE-04	**Problem/Good Aspect:** *Problem*

Name: Existing keywords aren't displayed

Evidence: Recognition instead of Recall. There is a list of keywords that have already been used in the system but the way for users to associate keywords is via text entry. There is no way to choose a keyword that already exists in the system or to even see them without leaving the page.

Explanation: Without seeing which keywords are already in the system, the user may create their own keywords. Variations in spelling and use of synonyms could lead to having multiple keywords which mean the same thing. However, bugs related to the different keywords will not be associated with each other, making it more difficult to search the bug list

Severity or Benefit

Rating: 2.5

Justification (Frequency, Impact, Persistence)

   Frequency: 3 – probably should enter keywords in most bugs being entered

   Impact: 2 – can find the keywords by leaving the page, but still have to type them correctly

   Persistence: 3 – there's no way around it other than to continue leaving the page and remembering keywords

   How these factors are weighted and why:

Weighted towards persistence and impact because once you've figured out the problem there's still not better way to do it. Also, this will affect people down the line who are searching for bugs, not just the submitter, so it should have a higher priority.

Possible solution and/or trade-offs: Turn keywords into a combo box where user can either select an existing keyword or enter a new one.

Relationships

ECV-HE-03

No. ECV-HE-05	Problem/Good Aspect: *Problem*

Name: Multiple fields with unclear usage

Evidence: Error Prevention, Recognition vs. Recall. The fields are named after the type of field (Drop Down List, Free Text, etc). There is no obvious usage for the field.

Explanation: The fields are named after components (Drop Down List, Free Text, etc) rather than the intended use. The user would have to first figure out how the field is intended to be used and them remember how they are supposed to use it every time they submit a bug.

Severity or Benefit

Rating: 3

Justification (Frequency, Impact, Persistence)

    Frequency: 3 – every time the user submits a bug

    Impact: 3 – no good way to figure out usage, but could ignore them

    Persistence: 3 – will still have to remember the usage every time

    How these factors are weighted and why:

Weighted equally

Possible solution and/or trade-offs: Name the field after the intended use. Provide an explanation of intended use next to the field.

Relationships

None

No. ECV-HE-06	Problem/Good Aspect: *Problem*

Name: Visited links don't look like links

Evidence: Error Prevention, Consistency. The color of visited links is very similar to the color of headings that are not links.

Version: 1.0	Severity: normal
	Platform: PC
	OS: Mac OS X 10.0
arget Milestone: 1	Priority: P2

Explanation: Visited links are a dark blue color, which appears similar to the black headings on some monitors. Users may not know that they are links where information can be found and may make errors without that information.

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

   Frequency: 2

   Impact: 1

   Persistence: 1

   How these factors are weighted and why:

Weighted towards frequency because the user won't be able to find the help documentation if they need it.

Possible solution and/or trade-offs: Use a lighter color for visited links.

Relationships

TIB-BZ-05, VM-HE-01, TIB-BZ-19

No. ECV-HE-07	Problem/Good Aspect: *Problem*

Name: No way to enter hours "unknown"

Evidence: Match between system and world, Help and Documentation. The user is asked to enter the estimated hours to fix the bug. The field needs a number, leaving the user no way to enter "I don't know" if they do not have the expertise to estimate number of hours.

Explanation: If the user does not know how many hours to estimate, they are left without a way to say that they don't know. The solution may be to leave the default, but this is unclear as well.

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

    Frequency: 3 – every time a user enters a bug

    Impact: 2 – user can just ignore it if they don't know how to use it

    Persistence: 2 – users will probably just ignore this field if they don't know how to use it

    How these factors are weighted and why:

Weighted towards persistence and impact b/c it's easy for the user to ignore

Possible solution and/or trade-offs: Provide a tip on the side as to what users should do if they don't know.

Relationships

VM-HE-02

No. ECV-HE-08	Problem/Good Aspect: *Problem*

Name: Use of alias field unclear

Evidence: Error Prevention, Help and Documentation. The Alias field has no definition or help page.

Explanation: Non-technical users may not know what an alias is or how it applies to the problem being submitted. There is nothing to help them figure it out.

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

    Frequency: 3 – every time a bug is submitted

    Impact: 2 – Could google to figure it out, but the tool won't help them

    Persistence: 2 - Could ignore it as much as they want

    How these factors are weighted and why:

Weighted towards Impact and persistence b/c the user doesn't have to fix it, they can just ignore it.

Possible solution and/or trade-offs: Have a help link that explains it or descriptive text next to it.

Relationships

JZ-HE-03, JZ-HE-06

No. ECV-HE-09	Problem/Good Aspect: *Problem*

Name: Inconsistent use of (optional) marking

Evidence: Consistency and Standards.
Only one field on the bug submission screen is marked as optional, but most of the fields on the page are optional.

Explanation: The keywords field is the only field marked as optional. However, a bug can be submitted without any of the fields that aren't marked as optional. The user may feel the need to fill out every field that is not marked optional, even if they don't understand the field or have the needed information.

Severity or Benefit

Rating: 3

Justification (Frequency, Impact, Persistence)

   Frequency: 3 – every time a bug is submitted

   Impact: 3 – a lot of extra work for the user and there's no clear way that they would discover the problem

   Persistence: 2 – once they know, they have to user trial and error to find out which fields are actually required

   How these factors are weighted and why:

Weighted to frequency and impact b/c it's a lot of work for the user every time they submit, and they're unlikely to figure out that the work isn't needed.

Possible solution and/or trade-offs: Mark all optional fields as such.

Relationships

VM-HE-08, JZ-HE-09, ECV-HE-13, TIB-BZ-26

No. ECV-HE-10	Problem/Good Aspect: *Problem*

Name: Mismatch in platform and OS

Evidence: Match with system and real world.
The system has guessed my OS and Platform to be Mac OS on a PC. This combination almost never (never?) happens in the real world.

Explanation: The combination of have Mac OS on a PC is very rare in the real world. The majority of users probably won't understand why the system has guessed wrong and will have to change the system's guess.

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

   Frequency: 3 – every time a bug is submitted

   Impact: 2 – just have to change one field, although they may not spot that it's wrong because of the large number of fields on the page

   Persistence: 1 – once they know, they'll know to look at it every time

   How these factors are weighted and why:

Weighted to impact and persistence because it's a minor annoyance that the user will have to deal with.

Possible solution and/or trade-offs: Always guess a Mac platform when a Mac OS is found.

Relationships

TIB-BZ-03, TIB-BZ-02, VM-HE-06

No. ECV-HE-11	Problem/Good Aspect: *Problem*

Name: Bookmarkable templates are unclear

Evidence: Help and Documentation, Match between system and real world. Bookmarkable templates is not a term that is generally known to the public and there is no help to stop the user misusing the button.

Explanation: The button "save as bookmarkable template" probably doesn't mean anything to most users, so they probably won't click on it. This could be a useful feature that they are missing out on because they don't know what it is or how to use it.

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

　Frequency: 3 – every time a bug is submitted

　Impact: 1 – just won't use the button, but it's more of a nice to have feature

　Persistence: 0 – once they figure it out, will know how to use it

　How these factors are weighted and why: Weighted to impact and frequency because the user can just ignore it and it will never be a problem but it is every time the user submits a problem. It is more of an issue of missing out on something than doing something wrong.

Possible solution and/or trade-offs: rename the button

Relationships

TIB-BZ-08

No. ECV-HE-12	Problem/Good Aspect: *Problem*

Name: Private description is unclear

Evidence: Help and Documentation, Match between system and real world. The user can check a box to make the description private, but it is unclear what private means.

Explanation: Private could mean that only the submitter sees the description or that only people assigned to work on the bug can see it, or something else entirely. There's no help to explain the implications of making a description private.

Severity or Benefit

Rating: 1

Justification (Frequency, Impact, Persistence)

    Frequency: 3 – every time a bug is submitted

    Impact: 1 – user probably just won't use it

    Persistence: 0 – once they figure it out, will know whether or not to use it

    How these factors are weighted and why: Will probably just not use the feature, so weighted towards impact.

Possible solution and/or trade-offs: Include a help link or a description next to the checkbox.

Relationships

VM-HE-10

No. ECV-HE-13	Problem/Good Aspect: *Problem*

Name: Component field as "required" is inconsistent in help

Evidence: Consistency and standards.
Component is stated to be required in the documentation but not on the bug submission page.

Explanation: The submission page itself does not tell the user that the Component field is required, so the user may not choose a component. They would then submit and get an error, forcing them to go back and fix the issue.

Severity or Benefit

Rating: 2.5

Justification (Frequency, Impact, Persistence)

    Frequency: 3 – every time a bug is submitted

    Impact: 2 – will cause the user to go back and fix the problem

    Persistence: 2 – the user may remember that it's required, but without something to remind them it's possible that they'll still forget

    How these factors are weighted and why: Weighted to persistence and frequency because there's no guarantee that they'll remember it's required once they know, making the problem a persistent annoyance, and it'll happen for every bug submitted.

Possible solution and/or trade-offs: Mark the field as required in the bug submission form or remove that it's required from the documentation.

Relationships

VM-HE-08, JZ-HE-09, ECV-HE-09, TIB-BZ-26

No. ECV-HE-14	Problem/Good Aspect: *Problem*

Name: Search results heading displaced

Evidence: Aesthetic and Minimalist design. There hierarchy of search results information appears out of order.

	Sev	Pri	OS	Assignee		Status	Resolution	Summary
37	nor	P2	All	bmc@shmoo.com		UNCO		this is my summary
39	nor	P2	All	bmc@shmoo.com		UNCO		this is my summary
41	nor	P2	All	bmc@shmoo.com		UNCO		this is my summary
75	nor	P2	All	bmc@shmoo.com		UNCO		this is my summary
77	nor	P2	All	bmc@shmoo.com		UNCO		this is my summary
36	nor	P2	All	bmc@shmoo.com		UNCO		this is my summary
93	nor	P2	All	bmc@shmoo.com		UNCO		this is my summary
57	nor	P5	All	bmc@shmoo.com		UNCO		this is my summary
35	cri	P1	Wind	matthias.sidler@vzug.ch		NEW		Destroy of the biggest military nation
	Sev	Pri	OS	Assignee		Status	Resolution	Summary
31	nor	P1	Wind	michael@onepointsystems.com		NEW		a problem
94	nor	P1	SunO	shane.duryea@westernpower.c...		NEW		big lumps
05	cri	P1	Wind	tara@bluemartini.com		NEW		The volcano doors wont open
35	nor	P2	All	bmc@shmoo.com		NEW		this is my summary
15	maj	P2	Wind	churchrb@gmail.com		NEW		Testing big problem.
0	nor	P2	Wind	cyeh@bluemartini.com		NEW		Rain method in module WA.Seattle is not working
3	tri	P2	All	cyeh@bluemartini.com		NEW		His nickname is big brother
54	nor	P2	Wind	justdave@syndicomm.com		NEW		big ugly one
13	nor	P2	Mac	justdave@syndicomm.com		NEW		Big shoe rollover does not match big shoe off state
15	maj	P2	Wind	justdave@syndicomm.com		NEW		THere is a big problem
06	nor	P2	Linu	justdave@syndicomm.com		NEW		big defect
25	nor	P2	Wind	justdave@syndicomm.com		NEW		Whopper request error
3	nor	P2	Wind	tara@bluemartini.com		NEW		Default knife not big enough
20	nor	P2	Linu	tara@bluemartini.com		NEW		A Bug From Deep Inside
44	nor	P2	Wind	tara@bluemartini.com		NEW		Big ugly bug
10	tri	P2	Wind	tara@bluemartini.com		NEW		Organ Grinder isn't big enough to grind all 88 keys...
45	nor	P2	Wind	tara@bluemartini.com		NEW		big problem with smoketest
24	nor	P2	Wind	tara@bluemartini.com		NEW		Big
05	nor	P2	Wind	tara@bluemartini.com		NEW		Very big bug...
12	nor	P2	Mac	tara@bluemartini.com		NEW		The spices are out of controll

Explanation: There is no apparent reason as to why the heading information is repeated at this position in the page or why the columns are offset. The user will not understand what is going on.

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

   Frequency: 3 – every time a bug is submitted

   Impact: 1 – general confusion, but probably shouldn't hold the user up for long

   Persistence: 2 – user will probably never understand what went wrong or how to fix it

   How these factors are weighted and why: Weighted to persistence because the user may never figure out how to fix the problem.

Possible solution and/or trade-offs: Separate the two sets of results with some white space and/or dividers and provide the reason for the division. Or combine the results under one heading.

Relationships

JZ-HE-08

No. FP-HE-01a	Problem/Good Aspect: *Problem*

Name:

Different fontsizes in toolbars

Evidence

H8: Aesthetics

The fontsize differs in top and bottom toolbar

Severity or Benefit

Rating: 2

Possible solution and/or trade-offs

Use same fontsizes for both toolbars → solves with FP-HE-01c solution

Relationships

FP-HE-01c

No. FP-HE-01b	Problem/Good Aspect: *Problem*

Name:
"Actions" only available in bottom toolbar

Evidence

H4: consistency and standards

The bottom toolbar for some reason contains the word "Actions" and the top toolbar does not.

Severity or Benefit

Rating: 2

Possible solution and/or trade-offs

Unless the Toolbars are not completely different there is no reason to include "Actions".

Relationships

Solves with proposed solution to FP-HE-01c

No. FP-HE-01c	Problem/Good Aspect: *Problem*

Name:
Toolbar scrolls out when scrolling down

Evidence
H4: consistency and standards, minor H3: User control and freedom
The toolbar is the major navigation and structure element of the tool. On pages with a lot of content (e.g. search results, long bug reports) it is scrolled out of the user's visible field and becomes inaccessible.
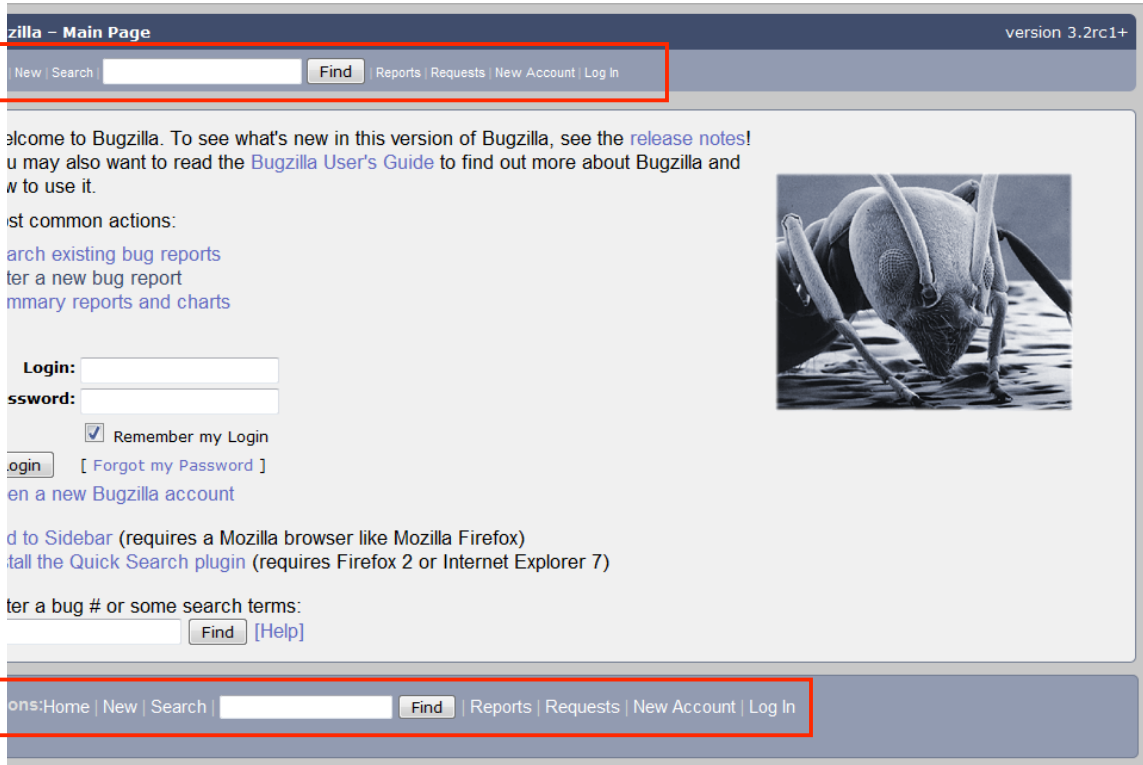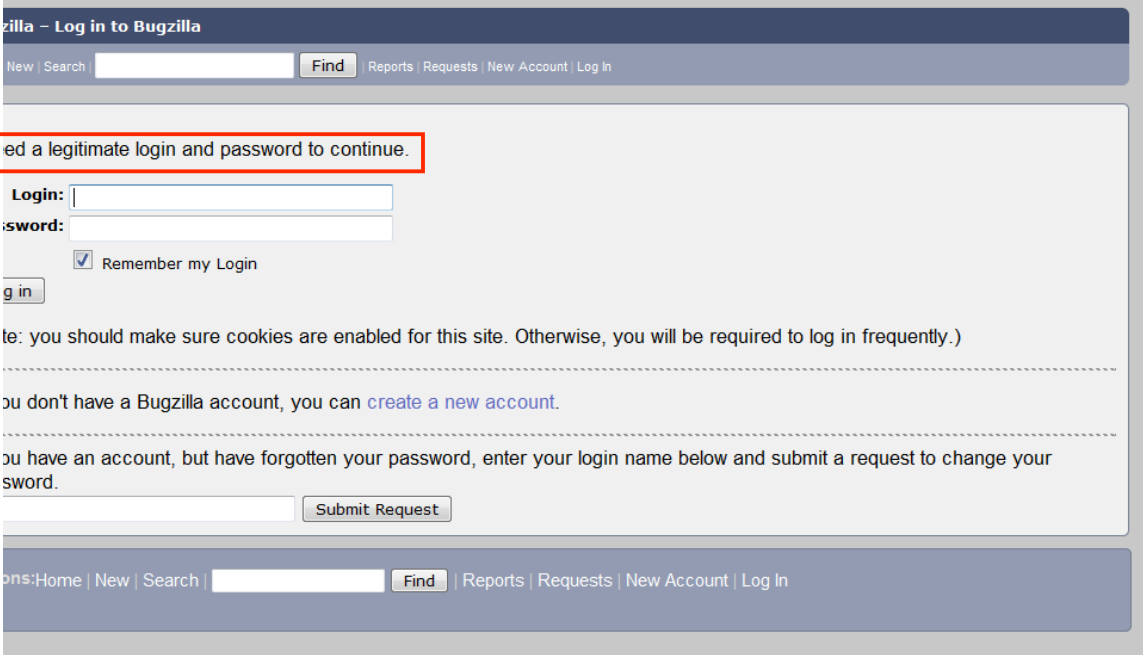

Severity or Benefit
Rating: 3
Justification (Frequency, Impact, Persistence)
   Frequency: common, every time a page becomes scrollable
   Impact: easy to overcome, user has to scroll to top or bottom completely to access the tools
   Persistence: the problem will always reoccur once a page is long enough to require scrolling

Possible solution and/or trade-offs
We understand that these are the most relevant tools one might want to have handy and propose to include them in a "fixed" navigation toolbar on the top.

Relationships

No. FP-HE-02	Problem/Good Aspect: *Problem*

Name:

Search overkill

Evidence

H4: Consistency and standards, minor H7: flexibility and efficiency of use and H1

Why are there three search fields on one screen? What happens if I use either of them? Why does one offer help and the others don't?

Severity or Benefit
Rating: 2

Possible solution and/or trade-offs
Get rid of 2 search fields, or make different semantics of "find" button explicit

Relationships
Merged with TIB-BZ-01

No. FP-HE-03a	Problem/Good Aspect: *Problem*

Name:
Login required to submit new bug

Evidence
H7: flexibility and efficiency of use
Users require registering with the system to be able to submit a bug.

Explanation
A lot of people who would just want to dump a bug/problem/defect in the system are scared away because they don't want to spend the additional time to register with the system. Potential Email abuse mentioned in the registering process will scare even more people away.

Severity or Benefit
Rating: 3
Justification (Frequency, Impact, Persistence)
  Frequency: common, every time a new user wants to submit a problem he gets interrupted by the registration sequence
  Impact: easy to overcome, user has to register
  Persistence: registration is required only once, but login will bother every time a user wants to submit something

Possible solution and/or trade-offs
Allow bug submission without login. API for end user bug submission from out of the products they use.

Relationships

No. FP-HE-03b	Problem/Good Aspect: *Problem*

Name:

No explanation of login creation benefits

Evidence

H10: Help and documentation

The system offers no answer to the questions: Why would I want to login or even register to submit a new bug? What are the reasons, benefits of a registration with the system?
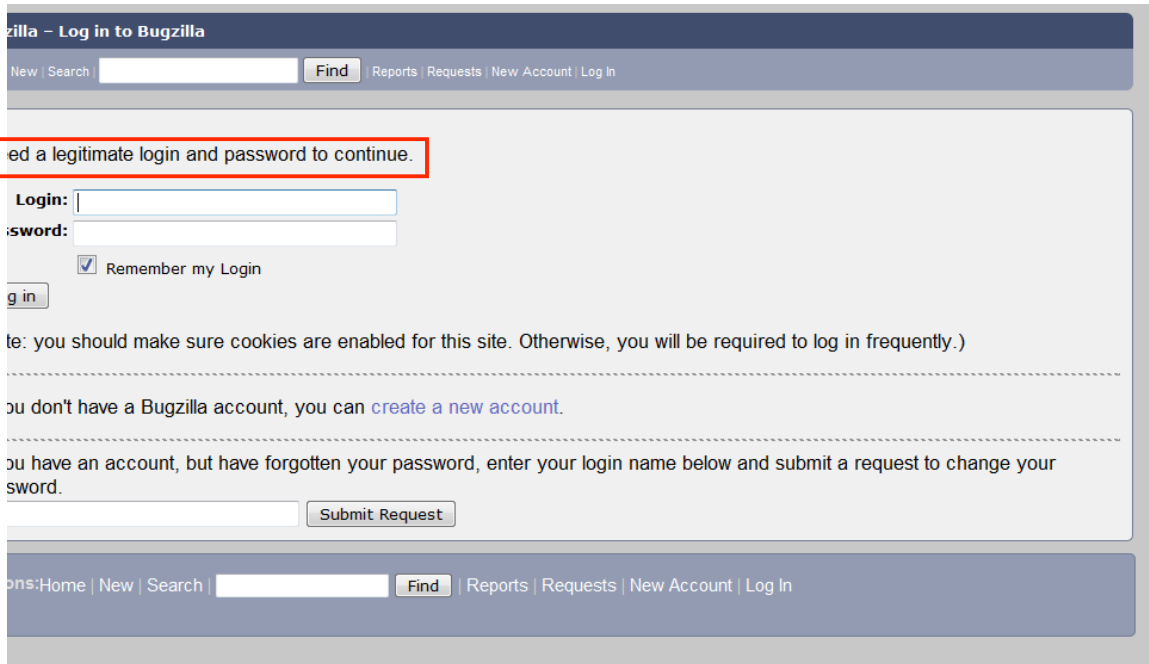
Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

   Frequency: common, every time a new user wants to submit a problem he gets interrupted by the registration/login sequence

   Impact: hard to overcome, even when registered, there is no clear explanation why one should register

   Persistence: registration is required only once, but login will bother every time a user wants to submit something

Possible solution and/or trade-offs

Explain why it would be beneficial for new users to create a login.

Relationships

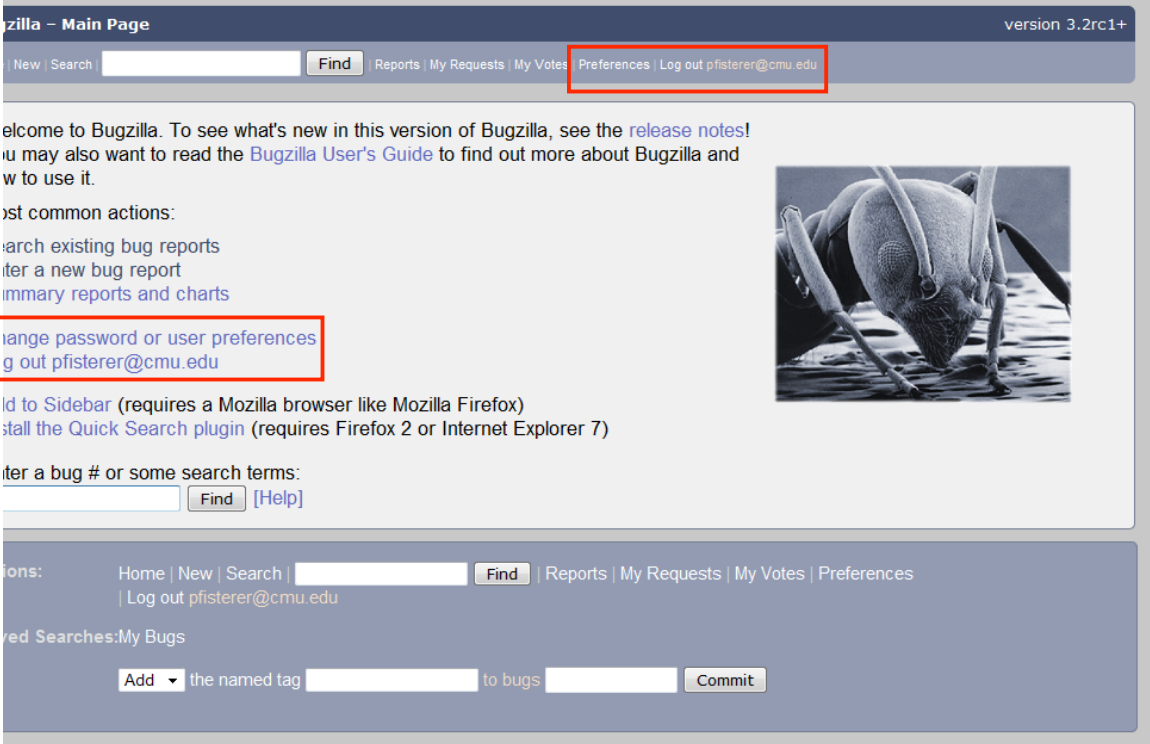| No. FP-HE-04	Problem/Good Aspect: *Problem*

Name:

Logout and Preference consistency

Evidence

H4: Consistency and standards

It is a common web pattern to have preferences and logout on personalized websites on the top right corner. Adding it to the main page itself is distracting from the key elements.

Severity or Benefit
Rating: 2

Possible solution and/or trade-offs

Replace the display of the version on the top right with login/out and preferences, no regular user needs to know/cares about the version of bugzilla he's currently using

Relationships

FP-HE-01c

No. FP-HE-05a	Problem/Good Aspect: *Problem*

Name:
Home screen layout – Main content is redundant

Evidence
H4: Consistency and standards & H7: flexibility and efficiency of use

All functions displayed on the personal home page are also available elsewhere (toolbar top/bottom).

Explanation
This does not leverage the potential power of a home page. Users might come up with questions like:
What do I want to see here? What does this freakin scary ant do there? It is common in personalized environments to display highly relevant content on the main screen.

Severity or Benefit
Rating: 3
Justification (Frequency, Impact, Persistence)
    Frequency: common, every time a user logs in or opens the main page
    Impact: impossible to overcome, the contents of the main page are not obviously customizable
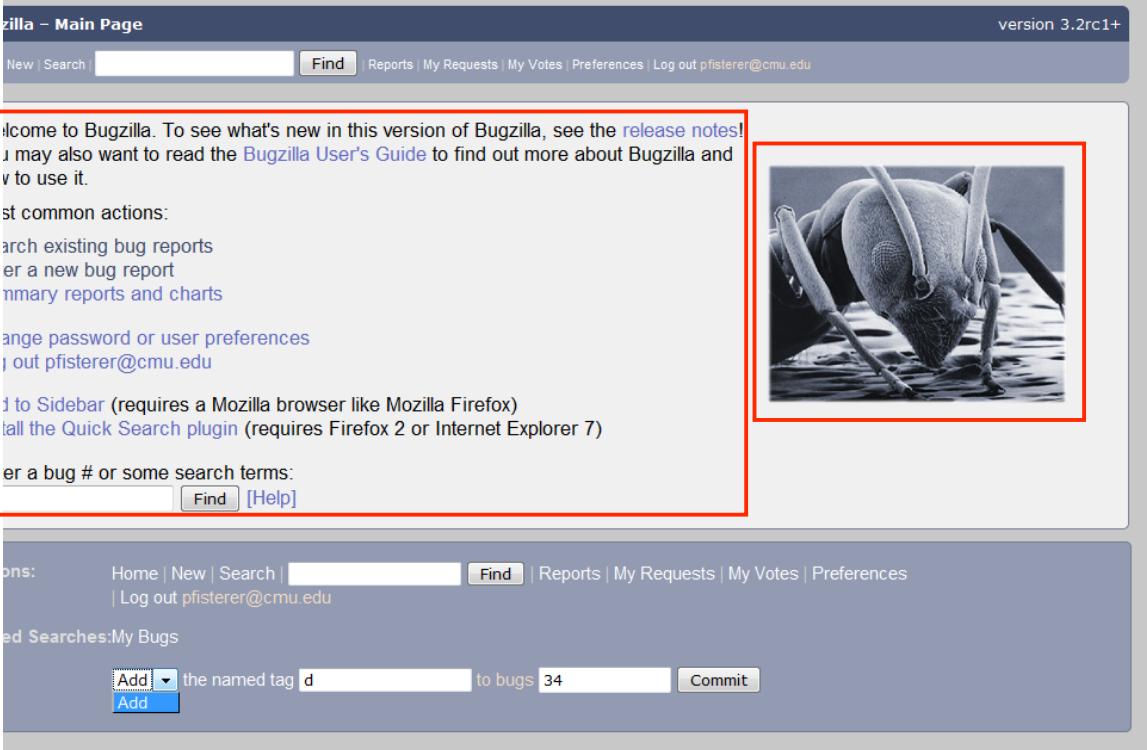   **Persistence:** there is no way around and this is a repeated annoyance

Possible solution and/or trade-offs
Replace current content with relevant stuff, e.g. table of last bugs submitted, table of my bugs, table of assigned bugs, etc…

Relationships

No. FP-HE-05b	Problem/Good Aspect: *Problem*

Name:
Home screen layout – Main content not personalized

Evidence
H2: Match between system and real world
The functions and content displayed on the home page are not adequate for a personalized "logged-in" environment and to not display newest changes in the system relevant for the user.

Explanation
This does not leverage the potential power of a home page. Users might come up with questions like: What do I want to see here? What does this freakin scary ant do there? It is common in personalized environments to display highly relevant content on the main screen.
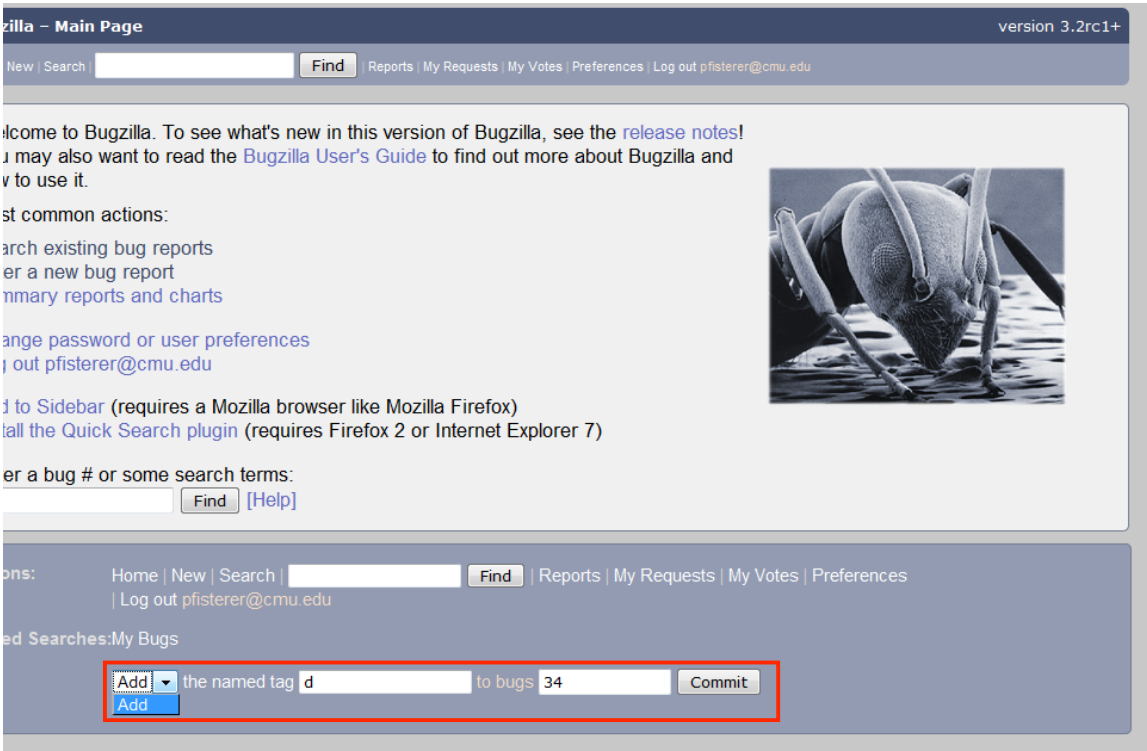
Severity or Benefit
Rating: 3
Justification (Frequency, Impact, Persistence)
    Frequency: common, every time a user logs in or opens the main page
    Impact: impossible to overcome, the contents of the main page are not obviously customizable
    Persistence: there is no way around and this is a repeated annoyance

Possible solution and/or trade-offs
Replace current content with relevant stuff, e.g. table of last bugs submitted, table of my bugs, table of assigned bugs, etc…

No. FP-HE-06	Problem/Good Aspect: *Problem*

Name:
Home screen layout – Tagging feature not straightforward to use

Evidence
severe H6: recognition rather than recall & H10: documentation
Once a user is logged in, the bottom toolbar displays new features like saved searches and something that allows tagging of bugs. The tagging feature does not expose its functionality or benefits of use and even experienced bugtracking users can't figure out the purpose of this tool from first sight. It exposes a dropdown menu that has only one entry.

Severity or Benefit
Rating: 3

Possible solution and/or trade-offs
Add autocompletion for fields to make users try things out and get feedback and prevent errors, place feature in the main content of the page or elsewhere where it's relevant, it is too large for that place,

Relationships

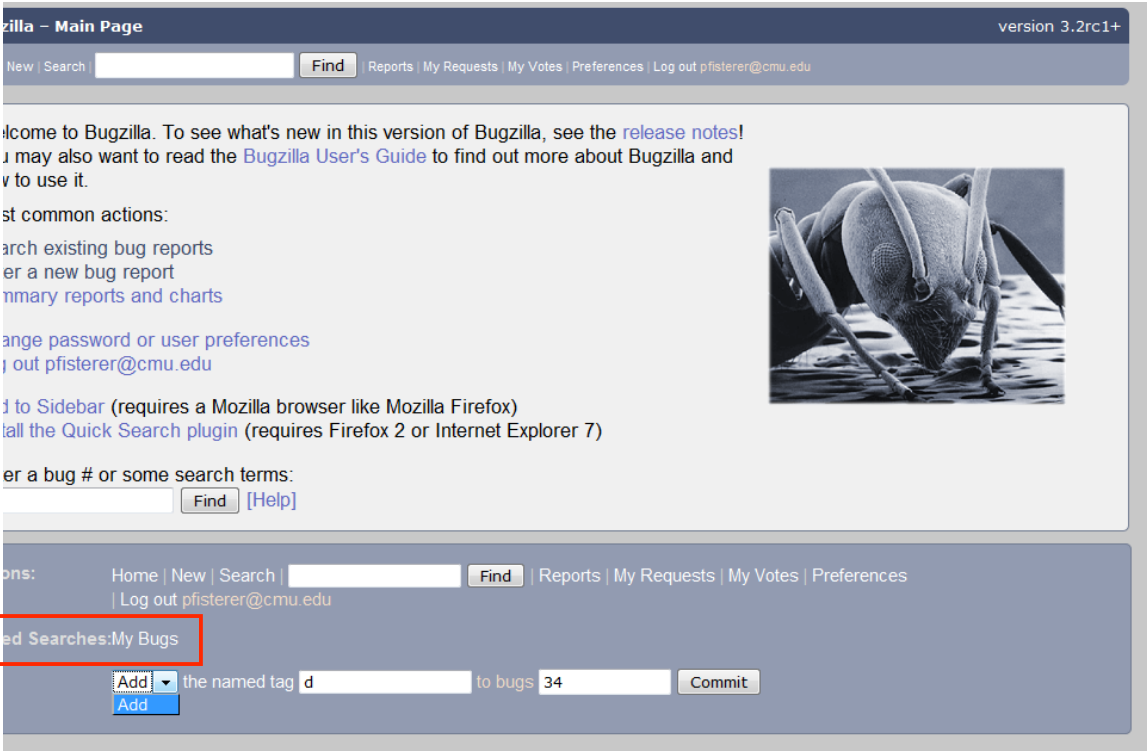| No. FP-HE-07	Problem/Good Aspect: *Problem*

Name:

Home screen layout –saved searches not in upper toolbar

Evidence

H4: Consistency and standards

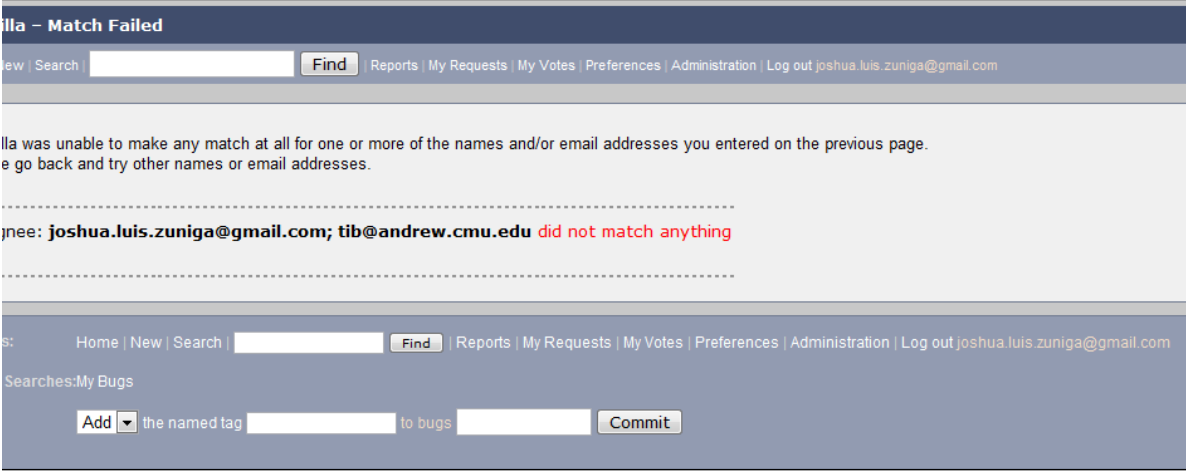Saved searches is only added and accessible in the bottom toolbar not in the top.

Severity or Benefit

Rating: 2

Possible solution and/or trade-offs

Make saved searches available in a dropdown in the future top fixed toolbar and order in dropdown menu by frequency of use.

Relationships

No. JZ-HE-01	Problem/Good Aspect: *Problem*

Name: Cannot add multiple assignees

Evidence

Heuristic Used:
Help users recognize, diagnose, and recover from errors

When the user entered in multiple assignees and submitted the form, the valid addresses were not recognized. **The addresses worked individually but not as a group. Comma, semicolon, and spaces were used to verify.

Severity or Benefit
Rating: 2; medium

No. JZ-HE-02	Problem/Good Aspect: *Problem*

Name: Little in form help and documentation

Evidence

Heuristic Used:
Help and Documentation
Recognition rather than recall

While filling out a form the user does not immediately understand what each field is used for. There is help and documentation for a limited number of fields.

Explanation
As the user fills out the bug submission form several fields which do not have links to the help. It is not immediately intuitive what the user must fill out. The defined default fields without help are: flags, QA contact, cc, default cc, estimated hours, deadline, alias, URL, summary, description.

Severity or Benefit
Rating: 3; major
Justification (Frequency, Impact, Persistence)

Frequency: 3
Impact: 3
Persistence: 2

How these factors are weighted and why: The frequency was rated 3 because the help is unavailable each time a user fills out the form. The impact was rated 3 because it may impede an infrequent or new user from submitting a bug. The persistence was rated 2 because the user can locate online help and for customized configurations may be able to gain that knowledge from a team member.

Possible solution and/or trade-offs

Include help for the default defined items and prompt the user to enter descriptions on customizable configurations.

Relationships

ECV-HE-01, VM-HE-02, VM-HE-05, ECV-HE-12, VM-HE-10

No. JZ-HE-03	Problem/Good Aspect: *Problem*

Name: Alias requires no spaces or commas

Evidence

Heuristic Used:
Recognition rather than recall
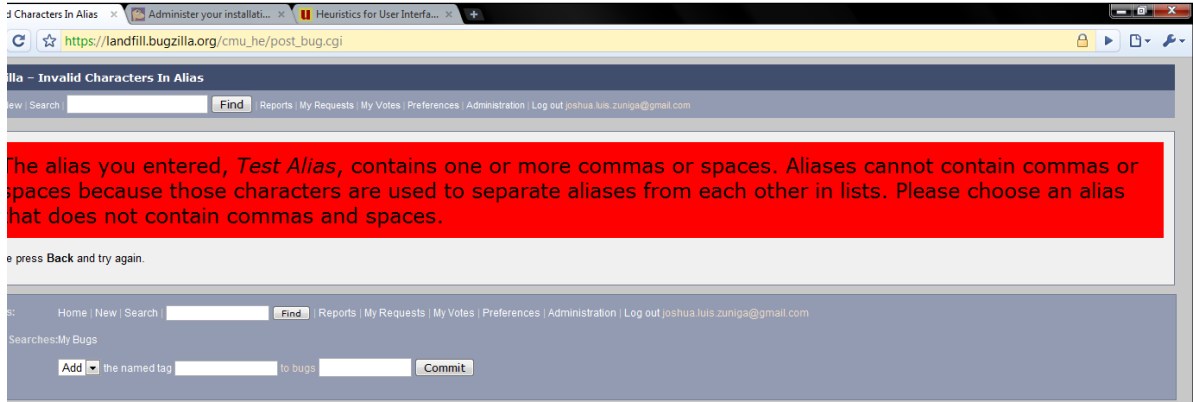
Explanation

Severity or Benefit
Rating: 2; medium
Justification (Frequency, Impact, Persistence)
   Frequency: 2
   Impact: 2
   Persistence: 2
   How these factors are weighted and why: The frequency was rated 2 because the problem occurs only if the user chooses to enter an alias. The impact was rated 2 because the alias field is not required to submit a defect. The persistence was rated 2 because this problem occurs only during the two instances of entering a space of comma.

Possible solution and/or trade-offs
Allow spaces and commas.

Relationships

No. JZ-HE-04	Problem/Good Aspect: *Problem*

Name: Different enforced methods to enter date

Evidence

Heuristic Used:
Consistency and standards

The user has two date fields to fill out in the form. The first field requires the user to type in the date; the second field allows the user to type in the date or select from a drop down calendar.

Two date fields enforce different entry methods.
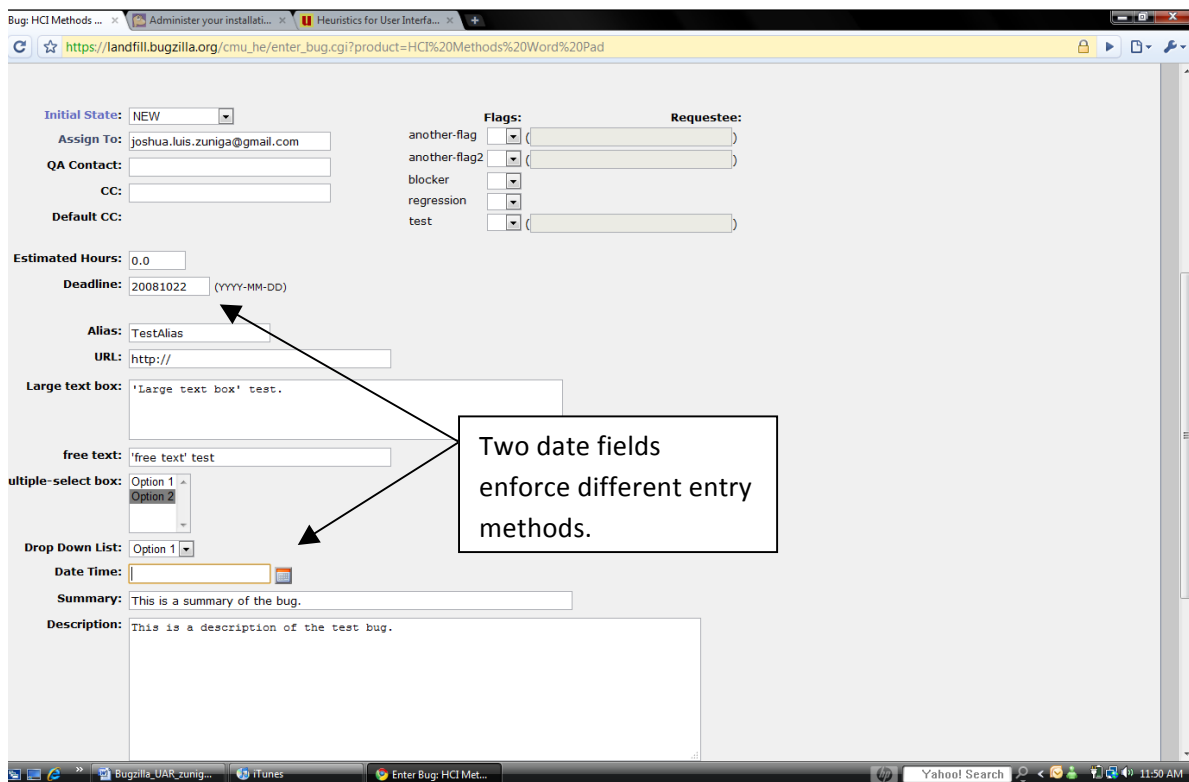
Explanation
On a deadline date field the calendar the user is required to manually enter a date.

Severity or Benefit
Rating: 2; medium
Justification (Frequency, Impact, Persistence)
  Frequency: 2
  Impact: 2
  Persistence: 1
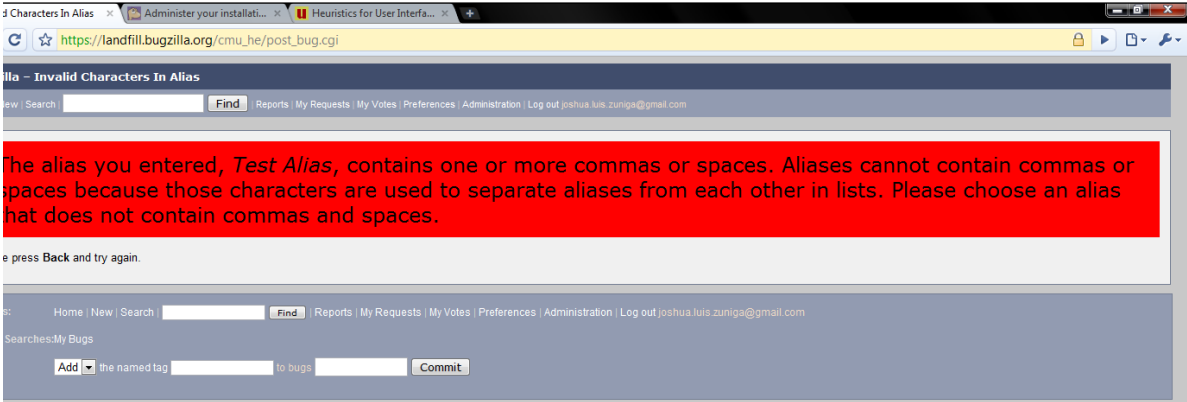
How these factors are weighted and why: The frequency was rated 3 because the user encounters the field during each submission, but the field is not required. The impact was rated 2 because the user is not required to enter the date in order to submit the defect. The persistence was rated 1 because the problem can still enter a date .
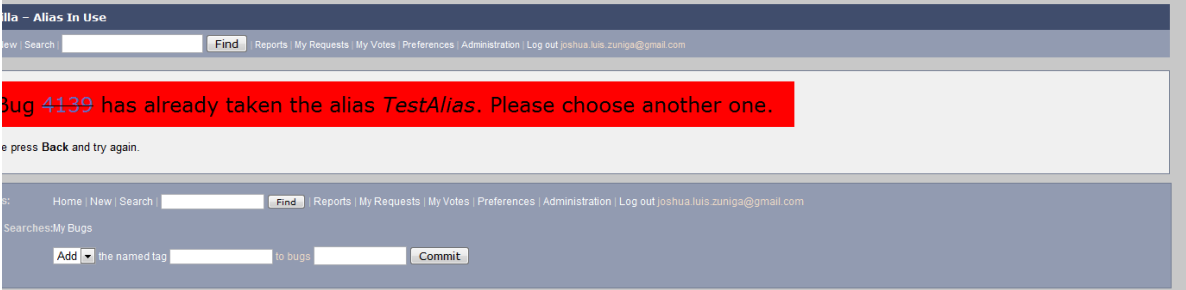
Possible solution and/or trade-offs
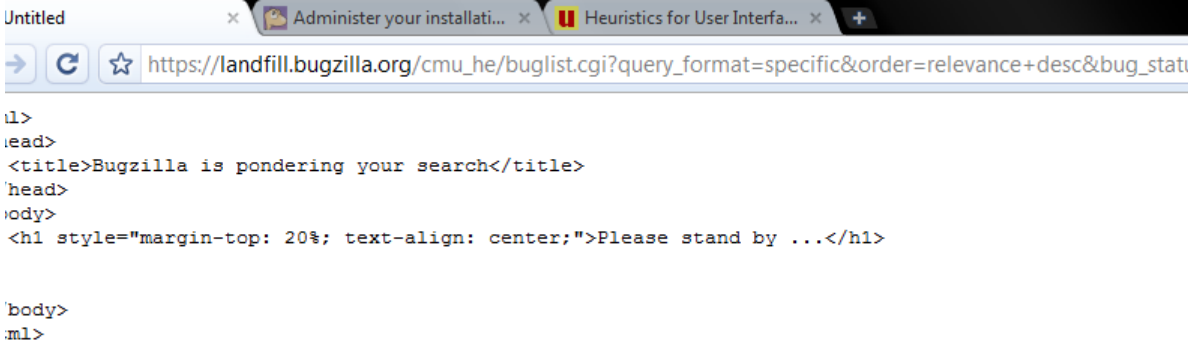
Provide a drop down calendar for the user to select a date.

Relationships

JZ-HE-05, VM-HE-08, JZ-HE-09

No. JZ-HE-05	Problem/Good Aspect: *Problem*

Name: Invalid field check at submission

Evidence

Heuristic Used:
Error prevention
Visibility of system status

For each invalid field entry the user is presented with each error, one at a time, upon submission. The user is required to submit multiple times until every invalid field is resolved.

Explanation
When the user fills out invalid data the user is notified after submission. It is very possible for even the most experienced users to slip and hit the wring key, which would invalidate data.

Severity or Benefit
Rating: 4; catastrophic
Justification (Frequency, Impact, Persistence)
   Frequency: 4
   Impact: 4
   Persistence: 3
   How these factors are weighted and why: The frequency was rated 4 because the user encounters this problem each time invalid data is entered. The impact was rated 4 because this prevents the user from continuing on to submit the defect. The persistence was rated 3 because the user may eventually remember which type of data is required for a given field.

Possible solution and/or trade-offs
Notify the user in the form if the data entered into a field is invalid before submission or before leaving a field.

Relationships
VM-HE-08, JZ-HE-09, JZ-HE-06, ECV-HE-13

No. JZ-HE-06	Problem/Good Aspect: *Problem*

Name: Duplicate aliases unknown

Evidence

Heuristic Used:
Help users recognize, diagnose, and recover from errors
Error Prevention

Explanation
The user is expected to recall any previous alias names entered in order to use the field. As the number of names entered increases, the user will not recall every entered name.

Severity or Benefit
Rating: 3; major **can become problematic as the number of bugs grow and may become catastrophic
Justification (Frequency, Impact, Persistence)
   Frequency: 2
   Impact: 2
   Persistence: 4
   How these factors are weighted and why: The frequency was rated 2 because the problem occurs only if the user chooses to enter an alias. The impact was rated 2 because the alias field is not required to submit a defect. The persistence was rated 4 because this problem worsens as more and more defects are submitted with alias attributes.

Possible solution and/or trade-offs
Provide an in –form validation of the availability of an alias before submission.

Relationships

No. JZ-HE-07	Problem/Good Aspect: *Problem* **Not in focus**

Name: Chrome compatibility

Evidence


```
.l>
ead>
  <title>Bugzilla is pondering your search</title>
head>
ody>
  <h1 style="margin-top: 20%; text-align: center;">Please stand by ...</h1>


body>
ml>
```

Severity or Benefit
Rating: 4

No. JZ-HE-08	Problem/Good Aspect: *Problem*
Name: Search functions deliver different results	

Evidence

Heuristic Used: Consistency and standards

When the user uses the search term "testing" from the search bar, they are brought to the alias reported bug matching the term. Alternately, if the user searches from the search page, using the same term, a list of potential matches are returned.

Explanation

The user knows and expects that if a search occurs across the database that defects are returned if the occurrence of the word exists. In each instance two sets of results and the user may not know exactly what to expect.

Severity or Benefit

Rating: 3; major

Justification (Frequency, Impact, Persistence)

    Frequency: 4

    Impact: 2

    Persistence: 4

    How these factors are weighted and why: The frequency was rated 4 because the user encounters this problem with each different search term they use. The impact was rated 2 because the user most likely find the results needed within the list form. The persistence was rated 4 because, the content of each defect determines the outcome of the search results.

Possible solution and/or trade-offs

Return the list of results with the alias or defect specific entry at the top of the list, but separated from the returned group.

Relationships

TIB-BZ-01, FP-HE-02, TIB-BZ-22

No. JZ-HE-09	Problem/Good Aspect: *Problem*

Name: Required fields are unknown

Evidence

Heuristic Used:
Consistency and standards
Recognition rather than recall

The user does not know which fields are required to be filled out.

Explanation

Severity or Benefit

Rating: 4; catastophic
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. JZ-HE-10	Problem/Good Aspect: *Problem*

Name: Different missing field error messages

Evidence

Heuristic Used: Consistency and standards

Error messages for missing fields are different, given what required fields are not filled out.

Error message displayed when form missing required fields.

Error message displayed when form missing required fields.
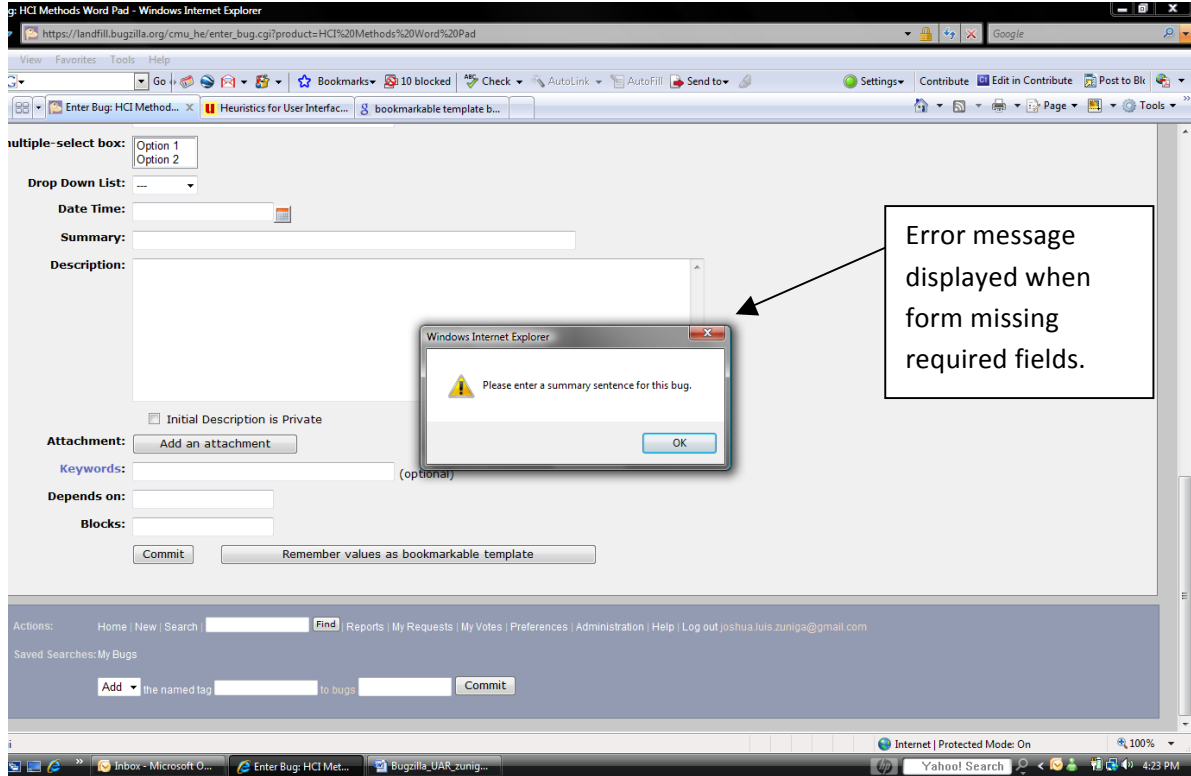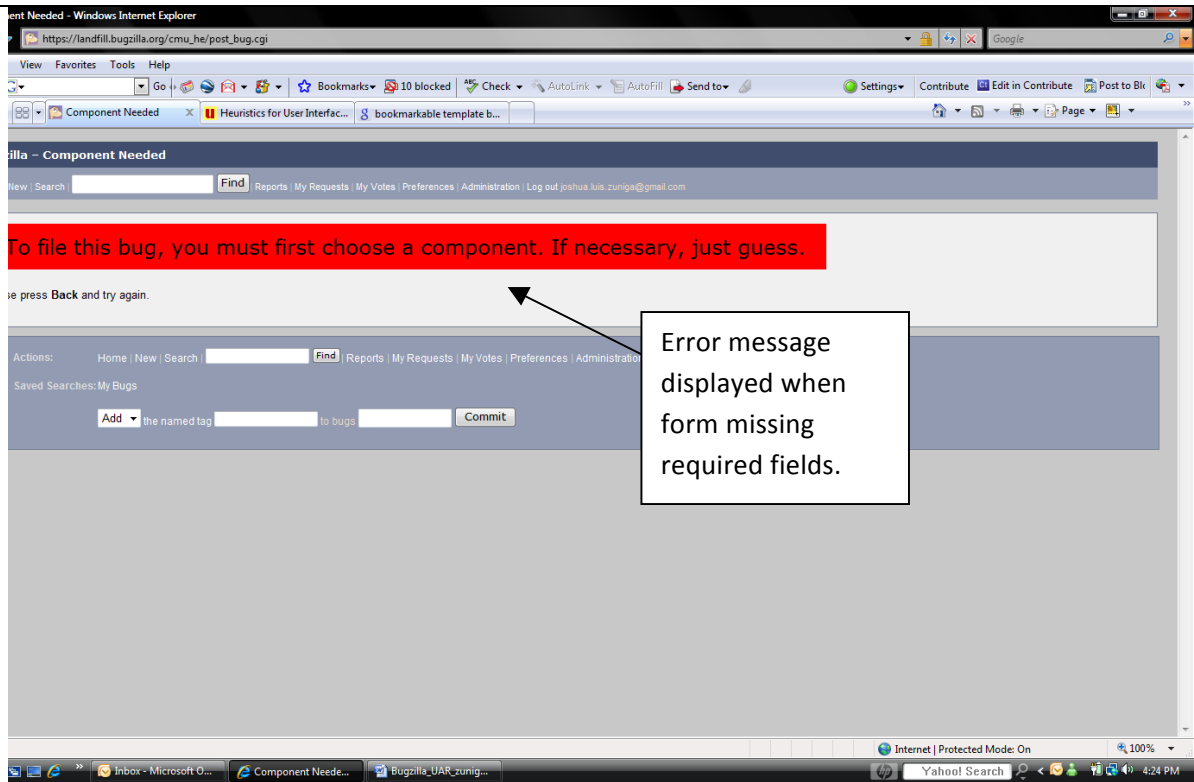
Explanation	
The errors messages indicate the same error type, yet occur at different stages. This violates the user mental model of error feedback and the consistency of method employed by the system.	
Severity or Benefit	
Rating: 1; low	
Justification (Frequency, Impact, Persistence)	
Frequency: 1	
Impact: 2	
Persistence: 1	
How these factors are weighted and why: The frequency was rated 1 because the user encounters the problem only if the two required fields are not filled out. The impact was rated 2 because the user is prevented from continuing on with defect submission. The persistence was rated 1 because the user will most likely encounter the problem once or twice.	
Possible solution and/or trade-offs	
In-form validation messages before submission.	
Relationships	

No. TIB-BZ-01	Problem/Good Aspect: *Problem*
Name: **Ambiguous Search fields**	
Evidence Once logged in there is a search field at the top of the page, a search field at the bottom of the page, a search field in the middle of the page, and a link to search pages. Consistancy and Standards	
Explanation 	

Severity or Benefit
 Rating: 3
 Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. TIB-BZ-02	Problem/Good Aspect: *Problem*

Name:
Incorrect guess at Windows Vista

Evidence
Violates: Match between system and real world.

I was using Windows Vista. The guess that the Bugzilla system tried for my operating system was Windows NT.
Looking to correct this I found that Windows Vista isn't even an option.

Explanation
Windows Vista wasn't an option in the version of Bugzilla that we tested. However it can be added with customization of the Bugzilla instance. This requires administrator attention to implement.

Severity or Benefit
Rating: 3 Major Usability Problem
Justification (Frequency, Impact, Persistence)
   Frequency: High, this will come up whenever a user with Windows Vista attempts to report a bug to this system.
   Impact: Medium, while this issue itself cannot be overcome directly by anyone without administrator privilege, it can be ignored in view of the larger goal of submitting a bug report.
   Persistence: High, user has no way of rectifying this issue without administrator access.
   How these factors are weighted and why: While this problem is common and cannot be overcome by a user, it can be ignored and the main goal of submitting a bug report can still be undertaken. However, this could cause some users to take longer, or even abandon, this task. So it should be fixed soon.

Possible solution and/or trade-offs

Add Windows Vista to the default list of OS's. Also would need to test that Bugzilla can guess correctly if Vista is an option.
Another option is to allow users to type in their OS. This would allow for flexability, but could also create some problems with misspellings or redundant names for the same OS.

Relationships

None at this time.

No. TIB-BZ-03	Problem/Good Aspect: *Problem*

Name:
What is an HP platform?

Evidence
Dropdown menu for platform includes HP. I am using an HP laptop, does that count as an HP or a PC?

Match between system and real world.

Explanation

Severity or Benefit
Rating: 3
Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-04	Problem/Good Aspect: *Good*
Name: **Help system for unclear terms readily available.**	
Evidence In bug submittion page, links to a help page double as menu items for easy reference.	
Explanation	

Severity or Benefit
 Rating: 3
 Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. TIB-BZ-05	Problem/Good Aspect: *Problem*
Name: **Hyperlinks don't look like hyperlinks**	
Evidence Hyperlinks to help pages for vocabulary items don't look like hyperlinks. They aren't the normal shade of blue and are not underlined. Consistancy and Standards	
Explanation 	

Severity or Benefit
 Rating: 3
 Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. TIB-BZ-06	Problem/Good Aspect: *Problem*

Name:
Ambiguous Search fields

Evidence
Once logged in there is a search field at the top of the page, a search field at the bottom of the page, a search field in the middle of the page, and a link to search pages.

Consistancy and Standards |

Explanation

Severity or Benefit
Rating: 3
Justification (Frequency, Impact, Persistence)
Frequency:
Impact:
Persistence:
How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-07	Problem/Good Aspect: *Problem*

Name:
Attachments are selected but not confirmed

Evidence

Usually when adding an attachment to a email one needs to add the file after selecting it. This is not the case in the bug submission form.

Consistancy and Standards

Explanation

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-08	Problem/Good Aspect: *Problem*

| **Name:** |
| **Remembering values forgets attachments** |

| **Evidence** |
| Using the remember values as bookmarkable template feature does not remember attached files one may have added.

Flexibility and efficiency of use. |

| **Explanation** |
| |

| **Severity or Benefit** |
| **Rating:** 2 |
| **Justification (Frequency, Impact, Persistence)** |
| **Frequency:** |
| **Impact:** |
| **Persistence:** |
| **How these factors are weighted and why:** |

| **Possible solution and/or trade-offs** |

| **Relationships** |

No. TIB-BZ-09	Problem/Good Aspect: *Problem*

Name:
Flag text field is confusing

Evidence
Field for free text near the flags doesn't appear to like being typed in. Not sure what these are for, but it looks like it is for notes.

Consistancy and Standards

Explanation

Severity or Benefit
Rating: 3
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-10	Problem/Good Aspect: *Problem*
Name: **Drop down in edit screen**	
Evidence Changing a drop down menu in the bug editing screen does not change anything until the drop down menu is accessed a second time. Visibility of system status	
Explanation 	

Severity or Benefit
 Rating: 4
 Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. TIB-BZ-11	Problem/Good Aspect: *Problem*

Name:
Html search screen for MyBugs

Evidence

Violates: Error Prevention

Clicking on MyBugs in the Chrome browser results in an html screen rather than a search listing.

```
<html>
 <head>
  <title>Bugzilla is pondering your search</title>
 </head>
 <body>
  <h1 style="margin-top: 20%; text-align: center;">Please stand by ...</h1>


 </body>
</html>
```

Explanation

Google's Chrome browser was not released when the last Bugzilla version was built. Unfortunately it doesn't appear to be fully handled.

Severity or Benefit

Rating: 4 Usability Catastrophe

Justification (Frequency, Impact, Persistence)

   Frequency: High, While this only affects users of Google Chrome, it will happen every time they use a search feature of Bugzilla.

   Impact: Medium, Problem solution is not easily detected, however if it is figured out it is easy to overcome (switch to a different browser)

   Persistence: Medium, If problem solution is found (user switches browsers), then problem will not be encountered again unless user forgets. But if not found it will persist forever.

   How these factors are weighted and why: The frequency was taken into consideration highly. Search is a vital feature to access any existing bugs, so it will be encountered by the majority of users. Impact and persistence are only medium if the user can problem solve and find out that it is a browser problem. If the user doesn't switch browsers, then the problem will not be surmountable.

Possible solution and/or trade-offs

Time needs to be taken to bring the Bugzilla software up to date with the Chrome browser. Other than that a message could be added indicating that Bugzilla is not compatible with Chrome, and give a list of browsers that will work. This however, is only a partial fix, as some users will become frusterated at having to navigate to the site again and re-login.

Relationships

TIB-BZ-24, JZ-HE-07

No. TIB-BZ-12	Problem/Good Aspect: *Problem*

Name: Back results in mid-air collision

Evidence
The back button results in a mid-air collision if the problem was just submitted.

User control and freedom

Explanation

Severity or Benefit
Rating: 3
Justification (Frequency, Impact, Persistence)
Frequency:
Impact:
Persistence:
How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-13	Problem/Good Aspect: *Problem*
Name: Redundancy of New link	
Evidence On the main page there are three different "New" links. Asthetic and minimalist design.	
Explanation 	

Severity or Benefit
 Rating: 2
 Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. TIB-BZ-14	Problem/Good Aspect: *Problem*

Name: Received no email from cc

Evidence

Violates: Help users recognize, diagnose, and recover from errors.

After submitting a bug (using Google Chrome) to Bugzilla, neither I nor the assignee of my bug received an email confirming or notifying of the bug's submission.

Even after adding myself to the cc list for a bug I submitted, I still received no mail when I resubmitted it.

Explanation

The source of this issue is unknown at this time. It is possible it is an issue with the specific instance of Bugzilla that was used for testing, or an issue with Google Chrome. It could also be a problem of not understanding when emails are sent. Regardless of the reason though, I was attempting to receive emails from Bugzilla and was unable to do so.

Severity or Benefit

Rating: 3 Major Usability Problem

Justification (Frequency, Impact, Persistence)

   Frequency: Medium. The default option is for the submitter of a bug to be excluded from the initial email anyways, and some users may not even want extra emails. Those that do want confirmation however seem not able to receive it every time they submit anything.

   Impact: Medium. The bug can still be viewed in the MyBugs panel to confirm that it has been submitted, however the main assignee will not be prompted that there is something that needs his attention.

   Persistence: High. For those who experience this problem it will persist.

   How these factors are weighted and why: The only reason that this is not rated as a 4 is that many users do not actually want to receive emails from Bugzilla in the first place. However, the fact remains that there are major problems with one of the main functions of Bugzilla, that of bringing a new issue to the attention of someone who can fix it.

Possible solution and/or trade-offs

As the cause of the problem is unknown, the solution is also unknown. This issue should be examined by a developer to determine its underlying source.

Relationships

None at this time

No. TIB-BZ-15	Problem/Good Aspect: *Problem*

Name: Help link too "helpful"

Evidence

Violates: Consistency and standards.

The help link in the toolbar is sensitive to which page I am currently on. It takes me to a more specific page than would be expected from a generic help feature. If I am on a different page than the one I want help for then I will have to hunt for it.

Explanation

The expected behavior of a toolbar option is that it will have the same functionality from anywhere on the site. It seems that this was implemented to give the most relevant help to the page currently being viewed, but it is an unexpected behavior for a toolbar link.

Severity or Benefit

Rating: 3 Major Usability problem

Justification (Frequency, Impact, Persistence)

   Frequency: Medium, Occurs whenever a user looks for help from the site.

   Impact: Low, Issue is easy to recover from as the bottom of the help page allows for navigation to overarching help page.

   Persistence: High, Problem will continue to exist even after discovered.

   How these factors are weighted and why: This unexpected behavior is fairly easy to recover from, however it will create some confusion in users who are in high need of assistance to begin with.

Possible solution and/or trade-offs

Keep an overarching help feature in the toolbar, but point it towards the main help page.

Take another help option (name it differently) and move it into the page itself. This second option can act in the more specific way that it currently does.

This could create confusion about the nature of the two different help options, so they would need to be worded very carefully to be clear about their different natures.

Relationships

None at this time.

No. TIB-BZ-16	Problem/Good Aspect: *Problem*

Name: Long classifications too long to read easily

Evidence
WorldControl classification is more than a line long. I know it is fake, but the line is too long to be read easily.

Ascthetic and Minimalist design

Explanation

Severity or Benefit
Rating: 1
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-17	Problem/Good Aspect: *Problem*

Name:
Advanced search hides Search button

Evidence
Advanced search page ends with advanced searching using Boolean charts. I would have expected to find the final search button at the bottom instead.

Consistancy and standards

Explanation

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-18	Problem/Good Aspect: *Problem*

Name: Required use of back button

Evidence

The only way to recover and return to the main bugzilla site after clicking on the link for "the named tag" at the bottom of the screen, is to use the back button.

Explanation

Severity or Benefit

Rating: 3

Justification (Frequency, Impact, Persistence)

   Frequency:

   Impact:

   Persistence:

   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-19	Problem/Good Aspect: *Problem*

Name: "The named tag" doesn't look like hyperlink

Evidence

"the named tag" at the bottom of the screen is white text that gives no indication of interaction from its appearance.

Consistency and standards.

Explanation

Severity or Benefit
Rating: 3
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-20	Problem/Good Aspect: *Problem*
Name: Advanced search from reports	
Evidence The reports section gives another way to search for bugs that goes directly to advanced search. There are already 2 other ways to search on the same page. Aesthetics and minimalist design	
Explanation 	

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. TIB-BZ-21	**Problem/Good Aspect:** *Problem*

Name: No access to current bugs

Evidence
Without the search feature I was unable to figure out how to find all bugs in the system.

Explanation

Severity or Benefit
Rating: 4
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-22	Problem/Good Aspect: *Problem*
Name: Find vs Search	
Evidence The search page includes a search button, where as the toolbars have a find button. I think they are intended to do the same thing. Consistancy and standards.	
Explanation 	

Severity or Benefit
 Rating: 2
 Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. TIB-BZ-23	Problem/Good Aspect: *Problem*
Name: Find a specific bug not clear	
Evidence Is "find a specific bug" the same as normal search? How is it different from advanced search. This is unclear. Match between system and real world.	
Explanation 	

Severity or Benefit
 Rating: 2
 Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. TIB-BZ-24	Problem/Good Aspect: *Problem*
Name: Searching does not work in Chrome	
Evidence Search page displays a html page rather than search results. Help users recognize, diagnose and recover from errors.	
Explanation 	

Severity or Benefit
 Rating: 4
 Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships TIB-BZ-11	

No. TIB-BZ-25	Problem/Good Aspect: *Problem*
Name: Unusual text box behavior	
Evidence When attempting to add an attachment to an existing but the file text box opens up a menu as if I had hit browse. Thus it is impossible to just enter a path name. Flexability and efficiency of use.	
Explanation 	

Severity or Benefit
 Rating: 3
 Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. TIB-BZ-26	Problem/Good Aspect: *Problem*
Name: Failure to name attachment	

Evidence

Failing to name an attachment gets a page where the user must click back and try again.

Help user recognize, diagnose and recover from errors.

Explanation

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

   Frequency:

   Impact:

   Persistence:

   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-27	Problem/Good Aspect: *Problem*

Name: Quip bar

Evidence

Quip bar can be used to display confusing messages.

Your quip 'Click here to report a bug' has been added.

Error Prevention

Explanation

Severity or Benefit

Rating: 3.5

Justification (Frequency, Impact, Persistence)

    Frequency:

    Impact:

    Persistence:

    How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. TIB-BZ-28	Problem/Good Aspect: *Problem*
Name: Only advanced search can display everything.	
Evidence The "find a specific bug" search feature requires a word to search with, rather than letting you look at all bugs in a product. Consistancy and Standards	
Explanation	
Severity or Benefit **Rating:** 3 **Justification (Frequency, Impact, Persistence)** **Frequency:** **Impact:** **Persistence:** **How these factors are weighted and why:**	
Possible solution and/or trade-offs	
Relationships TIB-BZ-21	

No. TIB-BZ-29	Problem/Good Aspect: *Problem*

Name:
"Give me some help" clears fields

Evidence
Violates: Error Prevention

If information is entered into the Advanced search page, and then the "Give me some help" button is clicked. The page refreshes and loads a pop-up help feature. Unfortunately this removes all entered fields.

Explanation
This feature allows for a high level of help for the advanced search page. It also gives a warning that the page will reload. It does not warn you that your entered data will be discarded.

Severity or Benefit
Rating: 3 Major Usability Problem
Justification (Frequency, Impact, Persistence)
   Frequency: Low, this feature will not be used by most users, and it will only be used a few times until the system is learned.
   Impact: High, once the problem comes up it will have irrevocably discarded your data. The only course of recovery is to manually start from scratch.
   Persistence: Low to Medium, Users who have encountered this problem before and know that they need help can select the help option first. It is only users who don't realize that they need help until part way through the form that will still be affected (and it is a large form).
   How these factors are weighted and why: While Frequency and Persistence are on the low end, this problem has a very high impact on new users. Frustrations while using Bugzilla for the first time will quickly lead them to seek other sources for bug tracking, or abandon the project entirely.

Possible solution and/or trade-offs
Add a warning to the button that it will discard your currently entered data. This will only bring people up to speed with a user who has experienced the bug once though. Another option would be to put this feature on as a default, perhaps with a small delay before a pop-up appears. This would provide help to new users, but might prove annoying to experienced users. Another solution would be to save and carry over entered information. This final option seems to be the most programming heavy though.

Relationships
None at this time.

No. TIB-BZ-30	Problem/Good Aspect: *Problem*

Name: Enhancements and severity

Evidence

The inclusion of enhancements in severity makes them seem less important than trivial bugs.

Match between system and real world.

Explanation

Severity or Benefit

Rating: 3

Justification (Frequency, Impact, Persistence)

   Frequency:

   Impact:

   Persistence:

   How these factors are weighted and why:

Possible solution and/or trade-offs

Relationships

No. VM-HE-01	Problem/Good Aspect: *Problem*
Name: Hard to distinguish the labels as links	
Evidence	
Explanation Match between system and the real world	

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. VM-HE-02	Problem/Good Aspect: *Problem*
Name: Help documentation for "estimated hours" missing	
Evidence	
Explanation Help and documentation How should a non developer know how to much hours to assign	

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:	

Possible solution and/or trade-offs	
Relationships	

No. VM-HE-03	Problem/Good Aspect: *Problem*

Name: The visual hierarchy of field-labels is not very clear

Evidence

Explanation
Consistency and standards

There 4 font separate attributes for labels

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   **How these factors are weighted and why:**

Possible solution and/or trade-offs

No. VM-HE-04	Problem/Good Aspect: *Problem*

Name: Bugzilla's guidelines and help documentation do not directly link back to the form filling page

Evidence

H3 User Control and Freedom

As shown below the help page does not have a link back to the form page that user started filling. The problem occurs as the user clicks on any of the clickable labels on the bug submission form page, the user is directed to either help and documentation page or the guidelines page but both the pages do not have a button to link back to the bug submission page
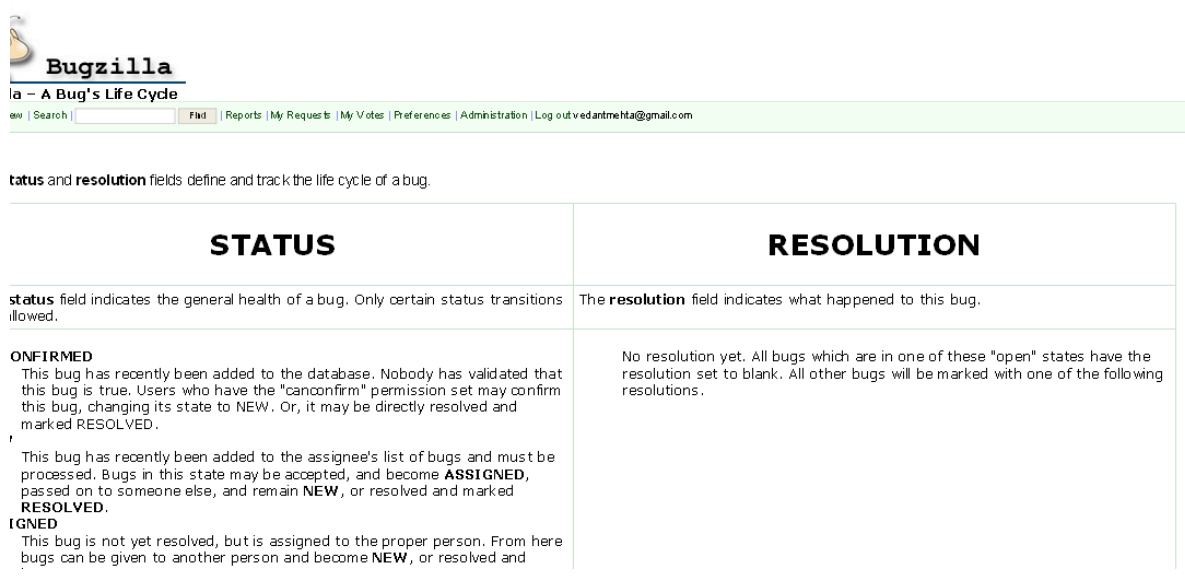
Explanation

Clicking on unclear form link is very natural particularly in case of new users. They would prefer to refer to the unclear processes multiple times till they are acquainted with all the options. However once they reach the help page they much rather prefer resume back to form filling. The help page does not support the intent to return back to form filling page and this can interrupt the work of the user.

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

   Frequency: high, the occurrence of problem is quite high for the target user who is a newbie. This problem will occur quite frequently as it can be said that newbie would be most interested in clicking a new label most often as labels are not very descriptive and hence cannot be easily interpreted.

   Impact: the impact is medium as the first timer might spend some time in searching for a link to return back to bug submission form. The back button of the browser is an easy workaround this problem but an inexperience's user will be hesitant in using it promptly with of fear of loss of the data. However once pressed user would find that there has been no data error.

   Persistence: low, once the workaround of pressing the back button and getting back to the form page has been found user would not be hesitant in using it again.

How these factors are weighted and why: overall the problem ranks medium high

Over all the problems ranks at a high priority and must be attended as it does not support the intent of the target user.

Possible solution and/or trade-offs

Provide a "go back to form" or "resume filling form" link
Open the help in a new window so that user can back to form filling page

Trade-off – user may not perceive the opening of new window and may get confused.

No. VM-HE-05	Problem/Good Aspect: *Problem*

Name: Help and documentation for Target milestone missing.

Evidence

Help and Documentation

On clicking the "target milestone" label which is shown as a link the user reaches the help and documentation about the "bugzilla's life cycle". This page does not have any documentation related to the Target Milestone.

Bugzilla
A Bug's Life Cycle

...arch [ ] [Find] | Reports | My Requests | My Votes | Preferences | Administration | Log out vedantmehta@gmail.com

...s and **resolution** fields define and track the life cycle of a bug.

STATUS	RESOLUTION
...us field indicates the general health of a bug. Only certain status transitions ...ed.	The **resolution** field indicates what happened to this bug.
...IRMED ...s bug has recently been added to the database. Nobody has validated that ...s bug is true. Users who have the "canconfirm" permission set may confirm ...s bug, changing its state to NEW. Or, it may be directly resolved and ...rked RESOLVED. ...s bug has recently been added to the assignee's list of bugs and must be ...ocessed. Bugs in this state may be accepted, and become **ASSIGNED**, ...ssed on to someone else, and remain **NEW**, or resolved and marked ...SOLVED. ...ED ...s bug is not yet resolved, but is assigned to the proper person. From here ...gs can be given to another person and become **NEW**, or resolved and ...come **RESOLVED**. ...ED ...s bug was once resolved, but the resolution was deemed incorrect. For ...ample, a **WORKSFORME** bug is **REOPENED** when more information shows ...and the bug is now reproducible. From here bugs are either marked ...SIGNED or **RESOLVED**.	No resolution yet. All bugs which are in one of these "open" states have the resolution set to blank. All other bugs will be marked with one of the following resolutions.

...ED
...esolution has been taken, and it is awaiting verification by QA. From here ...gs are either re-opened and become **REOPENED**, are marked **VERIFIED**, ...are closed for good and marked **CLOSED**.
...D
...has looked at the bug and the resolution and agrees that the appropriate ...olution has been taken. Bugs remain in this state until the product they ...re reported against actually ships, at which point they become **CLOSED**.
 	
...e bug is considered dead, the resolution is correct. Any zombie bugs who ...ose to walk the earth again must do so by becoming **REOPENED**.
	FIXED
	    A fix for this bug is checked into the tree and tested.
	INVALID
	    The problem described is not a bug.
	WONTFIX
	    The problem described is a bug which will never be fixed.
	DUPLICATE
	    The problem is a duplicate of an existing bug. Marking a bug duplicate requires the bug# of the duplicating bug and will at least put that bug number in the description field.
	WORKSFORME
	    All attempts at reproducing this bug were futile, and reading the code produces no clues as to why the described behavior would occur. If more information appears later, the bug can be reopened.
	MOVED
	    The problem was specific to a related product whose bugs are tracked in another bug database. The bug has been moved to that database.

...ance

...ance of a bug is described as the combination of its priority and severity, as described below.

...r

...escribes the importance and order in which a bug should be fixed. This field is utilized by the programmers/engineers to prioritize their work to be done. The available priorities ... **P1** (most important) to **P5** (least important).

...ty

...escribes the impact of a bug.
...ar   Blocks development and/or testing work
...al   crashes, loss of data, severe memory leak
...r   major loss of function
...ol   regular issue, some loss of functionality under specific circumstances
...r   minor loss of function, or other problem where easy workaround is present
...al   cosmetic problem like misspelled words or misaligned text
...ment Request for enhancement

...m

...hardware platform against which the bug was reported. Legal platforms include:

...happens on all platforms; cross-platform bug)
...intosh

...en searching, selecting the option "All" does not select bugs assigned against any platform. It merely selects bugs that are marked as occurring on all platforms, i.e. are designated

...ing System

...operating system against which the bug was reported. Legal operating systems include:

...happens on all operating systems; cross-platform bug)
...dows
... OS
...x

...s the operating system implies the platform, but not always. For example, Linux can run on PC and Macintosh and others.

...ed To

...person in charge of resolving the bug. Every time this field changes, the status changes to **NEW** to make it easy to see which new bugs have appeared on a person's list.

...t status for queries is set to NEW, ASSIGNED and REOPENED. When searching for bugs that have been resolved or verified, remember to set the status field appropriately.

Home | New | Search [ ] [Find] | Reports | My Requests | My Votes | Preferences | Administration | Log out vedantmehta@gmail.com
...ches My Bugs
    Add [v] the named tag [ ] to bugs [ ] [Commit]

The screenshot above shows that the with keywords "target Milestone" is missing in the whole page.

Explanation

The target milestone label and information is missing on the Bug's life cycle page. As the meaning of label is not very clear there is a high prossibility that a common user may click the link to know more about it. But this attempt would prove fruitless as user would not be able to locate the desired information on the page as it is not very clearly listed anywhere on page. This would most probably lead to frustration.

Severity or Benefit

Rating: 2, Minor usability problem

Justification (Frequency, Impact, Persistence)

   Frequency: as this label is not a standard terminology used and understood by all users a new user would most often click the label to find out about it. But since there is not information about the label listed on the help page this attempt would be fruitless

   Impact: there is no workaround this problem available on the site. User would most often abandon the task of finding more information on this label and move ahead of it. However it ranks moderately for impact as this is not a mandatory field on the form and hence does not restrict user from the process of bug submission.

   Persistence: moderate, having abandoned the task once user would not attempt to use the label. However it can be argued whether user would remember not click this label again next time. If s/he forgets and does click it again s/he would not be able to find the workaround again leading to abandoning of the task of filling out the required information for this label.

   How these factors are weighted and why: overall the problems ranks high on frequency but moderate for impact and persistence. Since it does no look like a mandatory field it ia a low level usability problem which should be fixed but with a low priority.

Possible solution and/or trade-offs

Provide help information related to "target milestone" on this page

No. VM-HE-06	Problem/Good Aspect: *Problem*

Name: Information on the OS guess is isolated; after the OS choice has been made

Evidence

Explanation Recognition rather than recall The information is actually places after the OS setting form. User reads the information after making the adjustments

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:

Possible solution and/or trade-offs This information should be located with the OS form

| No. VM-HE-07	Problem/Good Aspect: *Problem*
Name: Help and documentation of "Flag" field and "requestee" missing	
Evidence	
Explanation Help and Documentation	
Severity or Benefit **Rating:** 2 **Justification (Frequency, Impact, Persistence)** 　Frequency: 　Impact: 　Persistence: 　**How these factors are weighted and why:**	

No. VM-HE-08	Problem/Good Aspect: *Problem*

Name: Form does not distinguish required and optional fields

Evidence

Visibility from system status

Error Prevention

Although the fields in form have slight visual variation in labeling (some are linked and some are bold) it does not convey which fields are required and optional.
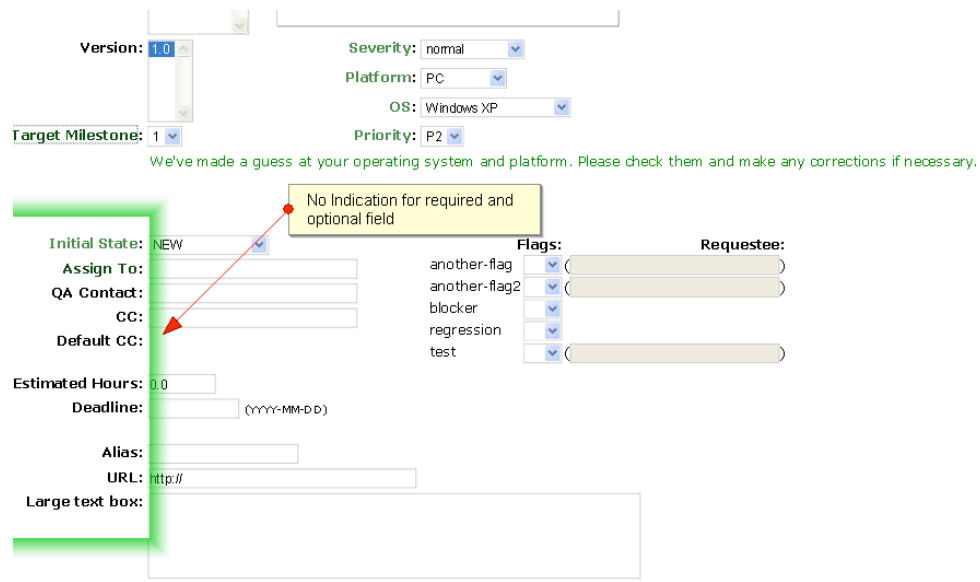
Explanation

There is an error message if the user leaves the 'assigned to' and the 'component' fields blank. Currently it seems that there are only these two mandatory fields that need to get filled before the bug submission. However depending on the situation there can be more than one mandatory fields which if left unfilled will interrupt the user from successfully reporting a bug. Without a clear idea of those mandatory fields user may skip some if they feel it is redundant or if they do not have the data to fill the field or if s/he is not able understand the label.

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

   Frequency: moderate, currently with only two mandatory fields (components and assign to) the frequency would be less as most often user would have the information for both these labels and fill it. Otherwise they may get an error message two times for each field. But the frequency becomes high if the mandatory fields are much more and user fills only a few.

Impact: moderate; again depending on the amount of mandatory fields the impact would be low or high. In cases with multiple mandatory fields it can be said that after receiving an error message for

incomplete form without a warning, a newbie might get frustrated and leave the task.

Persistence: low, once having the idea of the mandatory fields user would mostly fill it out before submission.

How these factors are weighted and why:

Overall the problem has been given a severity of two which suggests it to be a minor usability problem and that does not need an immediate fix.

Possible solution and/or trade-offs:

There should be a easy to perceive visual indicator for mandatory fields such as an asterisk (*) or highlighting the mandatory field with color.

No. VM-HE-09	Problem/Good Aspect: *Problem*
Name: WONTFIX and WORKSFORME do not make sense for new users	
Evidence	
Explanation Visibility from system status Error Prevention	

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:	

No. VM-HE-10	Problem/Good Aspect: *Problem*

Name: Expects the user to remember the ids/names of QA and CC

Evidence
Recognition rather than recall

The QA and CC are blank fields and do not suggest to any person.

Explanation

The system does not suggest the user any id or names of the QA and CC. Hence user is forced to make a correct guess of the required name or id or have to search it up externally and resume later.
As observed in CIs, in most companies all the problems need to be sent to the QA or a concerned developer. Common user may not know have this information as they may be in touch with customer support and no one at all and hence may not be able to assign the problem to anyone in particular.

 These fields are not mandatory but they can be quite important in many contexts.

Severity or Benefit
Rating: 3 major usability problem
Justification (Frequency, Impact, Persistence)
   Frequency: moderate, if the field is mandatory or if the newbie does not have an idea of the person fixes the problem, s/he would intend to make user of these field.

 Impact: high, if the user does not remember or is unsure of the contents to be filled in this screen they would have to switch to a finding the required content and this may stretch the process of the bug submission. If user is not able to find the required information easily s/he may also abandon the task of filling this field.

Persistence: moderate, once the problem has been experienced user may either remember the id's or may look up for it externally again.

  How these factors are weighted and why:

Overall the problem is ranked high in severity as this may be a crucial part in rectification of the problem post submission.

Possible solution and/or trade-offs:

Provide a pull down list or an email list to suggest the options.

Tradeoff- pull down list may be difficult to implement and may overwhelm the user if there is a long list of selecting people to assign the problem as a CC.

No. VM-HE-11	Problem/Good Aspect: *Problem*
Name: expects the user to remember the names/email ids of QA and CC	
Evidence	
Explanation Recognition rather than recall	

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:	

No. VM-HE-12	Problem/Good Aspect: *Problem*

Name: Hard to find the submit/report button

Evidence

Match between system and the real world

The current form has a buttons labeled 'Commit' to successfully submit the bug.

Explanation

The system does not use easy to understand labels to convey which button leads to the bug submission after user is done filling the form.

At this stage a first time user may fear the loss of data if the button leads to an unintended outcome.

Severity or Benefit

Rating: 1

Justification (Frequency, Impact, Persistence)

   Frequency: moderate, this confusion with occur with all common user for the first time.

   Impact: low, in case of confusion user is left with no option but to go by convention and click the button on left (which also seems to be close to the intent of the user). This indeed is the correct button. However if the user clicks the other button there is still no loss of data and the user only has to take an extra step to achieve the goal of submission.

   Persistence: low, having once experienced the problem the user would not be hesitant in clicking the 'commit button again.

   How these factors are weighted and why:

The problem ranks low overall and should be treated as a cosmetic problem

Possible solution and/or trade-offs :

Relabeling of the "commit" button to one inline with target user's intent e.g submit etc.

No. VM-HE-13	Problem/Good Aspect: *Problem*

Name: User has no control over data getting purged

Evidence

User control and freedom

The label in the attachment section conveys that the user data can get purged

Explanation

As it is not entirely clear how system modifies the content after purging, user may fear loss of some useful data if the file size is big and there is no control over reducing it.

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

   Frequency: low, the problem would faced only in cases where the target user has big files to attach to the developer.

   Impact: moderate, in case user intends to attach a file with a big size as s/he might be forced to look for ways to reduce the file size and that may lead to loss of some data. User may also continue with the file submission, and be successful in doing so. Alternately user may use other options such as email etc to submit the specific file.

   Persistence: low, once being able to send the problem successfully user may continue with the mode.

   How these factors are weighted and why: overall the problem is weighed low.

Possible solution and/or trade-offs :

Relabeling of the "commit" button to one inline with target user's intent e.g submit etc.

No. VM-HE-14	Problem/Good Aspect: *Problem*
Name: Attachment option allows user to choose two conflicting options	
Evidence	
Explanation Error prevention User should be able to choose only one thing at a time- User can choose multiple options which may either be conflicting or redundant.	

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
    Frequency:
    Impact:
    Persistence:
    How these factors are weighted and why:	

Possible solution and/or trade-offs	

No. VM-HE-15	Problem/Good Aspect: *Problem*

Name: URL form is redundant when user finds problem in products.

Evidence

Explanation

Consistency and standards

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

    Frequency:

    Impact:

    Persistence:

    How these factors are weighted and why:

Possible solution and/or trade-offs

No. VM-HE-16	Problem/Good Aspect: *Problem*

Name: Documentation about the priority is insufficient

Evidence

Explanation

 Help and Documentation

Severity or Benefit

Rating: 2

Justification (Frequency, Impact, Persistence)

   Frequency:

   Impact:

   Persistence:

   How these factors are weighted and why:

Possible solution and/or trade-offs

No. VM-HE-17	Problem/Good Aspect: *Problem*

Name: Time-zonea in general preference are not standard

Evidence

Explanation
Consistency and Standards
No relationship with GMT given

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
Frequency:
Impact:
Persistence:
How these factors are weighted and why:

Possible solution and/or trade-offs

No. VM-HE-18	Problem/Good Aspect: *Problem*

Name: "Viewing Bug…" field has redundant sub lists

Evidence

Explanation
Aesthetic and minimalist design

Severity or Benefit
Rating: 2
Justification (Frequency, Impact, Persistence)
   Frequency:
   Impact:
   Persistence:
   How these factors are weighted and why:

Possible solution and/or trade-offs :
Provide the "default" in parenthesis after the label "oldest to newest"