

JEDI Usability test summary v. 2

Tool: Maze

Updated Jan. 31, 2022

Users: Location

 Indicates New Information

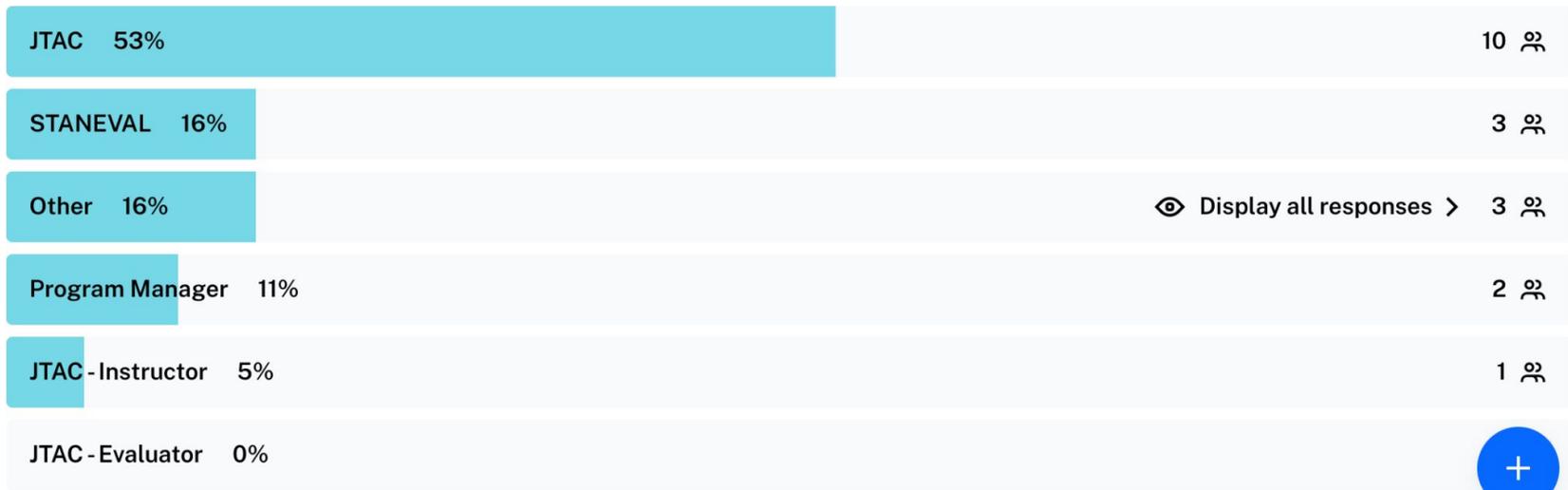
Test links sent to these organizations	# responded
Netherlands	4
Italy	2
Germany	1
 France	1
Latvia	0
UK	0
Poland	1
Aircom	2
 Spain	2
 Czech	1
 Slovenia	1
 Denmark	3

Users: Types

What is your current role in the JTAC program?

MULTIPLE CHOICE

19
RESPONSES

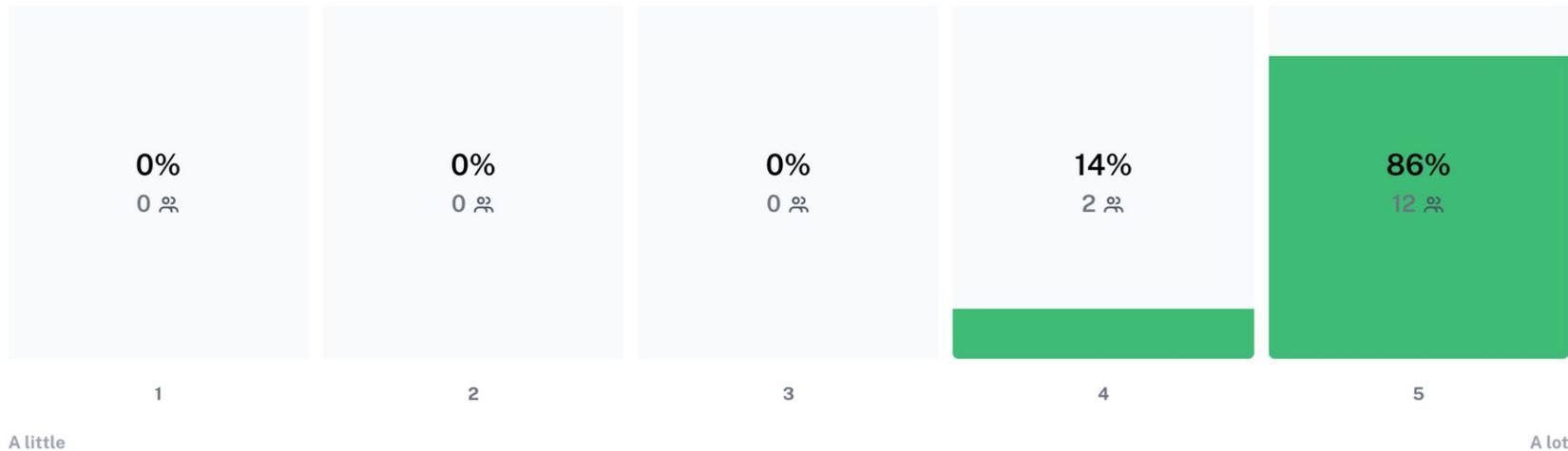


Would being able to view your profile digitally (from any device), be beneficial to you?

OPINION SCALE

14
RESPONSES

4.9
AVERAGE

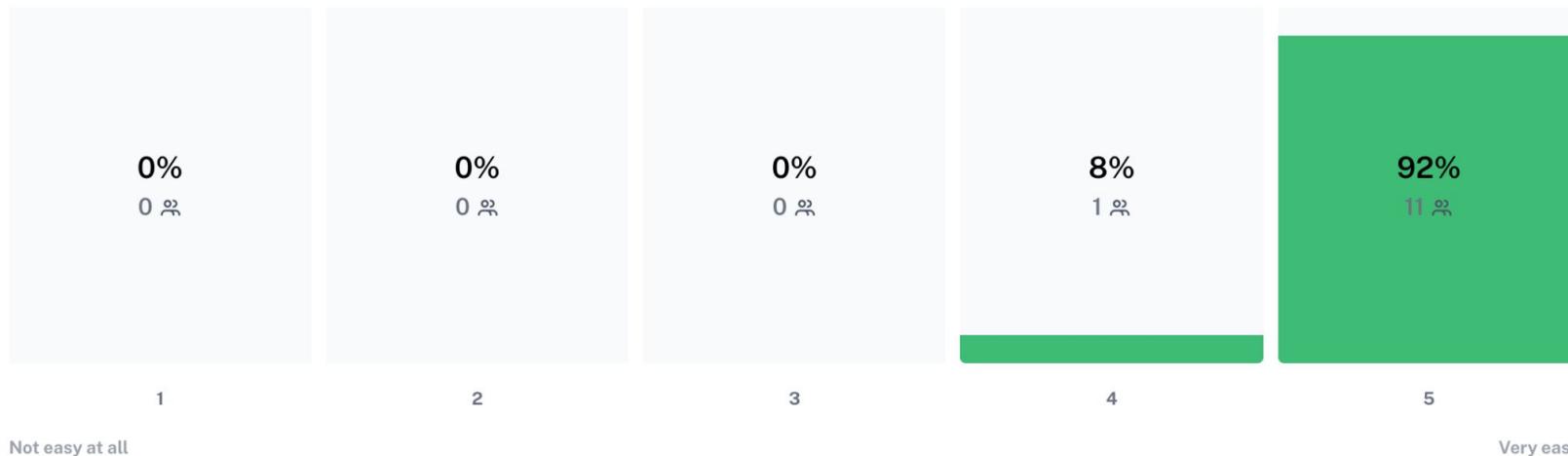


How easy did you find it was to add a new item to the profile?

OPINION SCALE

12
RESPONSES

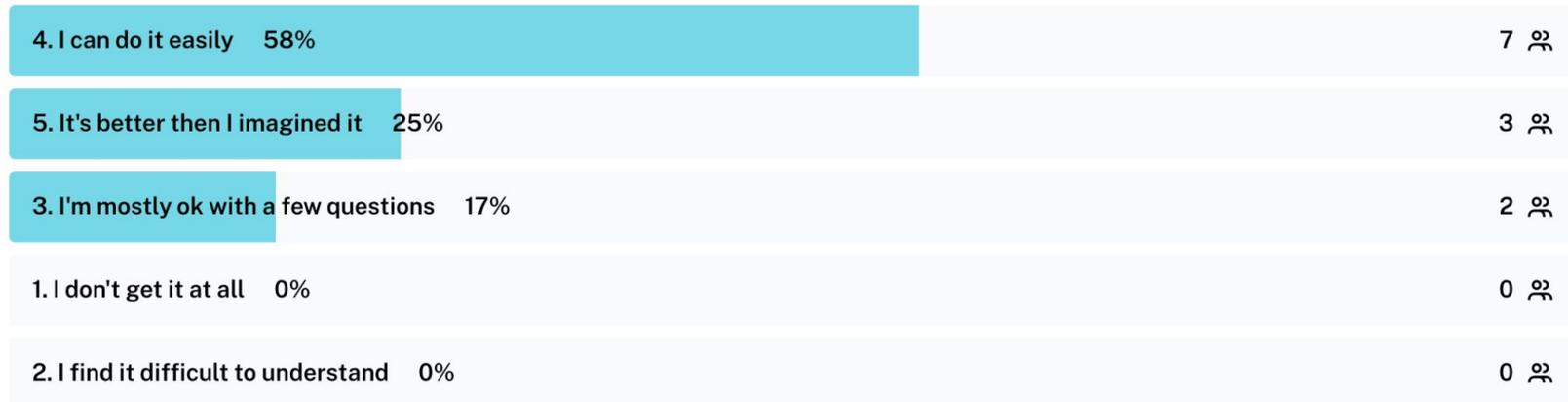
4.9
AVERAGE



How easy is the user interface to navigate and understand?

MULTIPLE CHOICE

12
RESPONSES



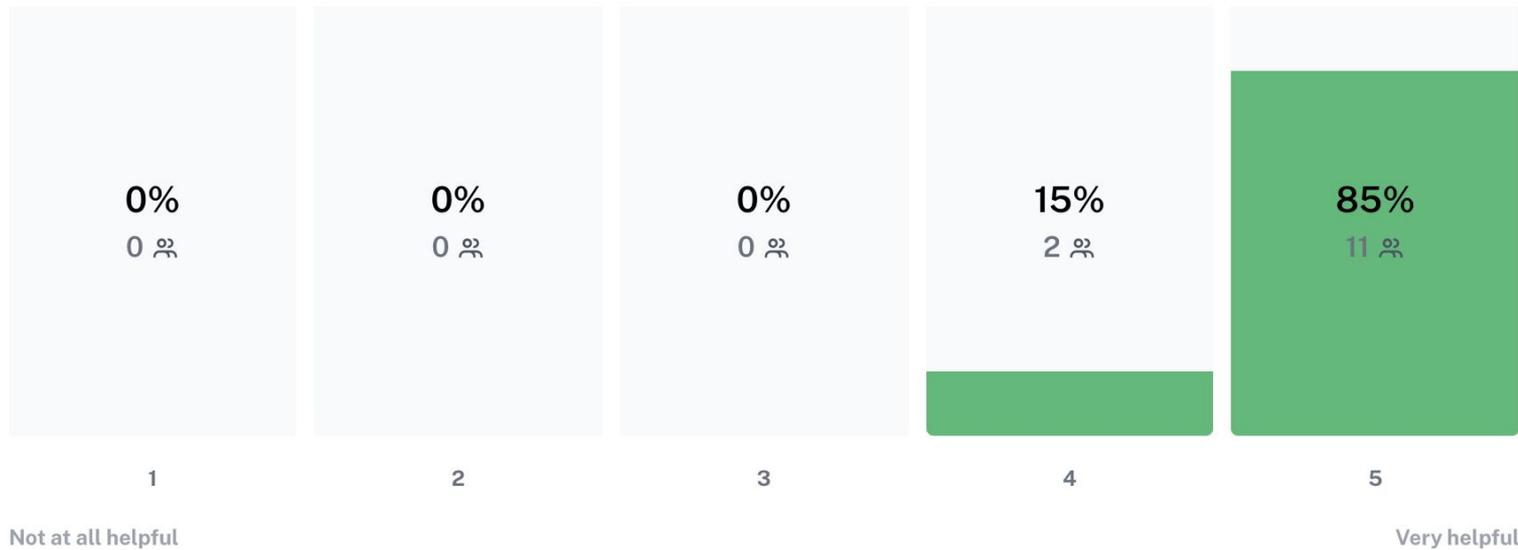
How helpful do you think JEDI would be in your role as a JTAC

Evaluator or Instructor?

OPINION SCALE

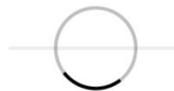
13
RESPONSES

4.8
AVERAGE



How helpful do you think JEDI would be in your role as a PM /STANEVAL?

OPINION SCALE



12
RESPONSES

4.9
AVERAGE



Comments - Security

"Where will my data be stored? Which entity will host these services? What user data is being logged/stored? What location data will be collected?"

"Is the app available on internet or intranet only??"

"Putting personal information on an open source"

"recommend keeping paper log as backup for system failure" **Trust ?**

"Unclear regulation, how the personal data is protected by your system."

"Where is the database located? Is there any unlimited online drive? How is it secured? How is the App recognize I'm authorised to make myself qualified?"

"Specific DOD rules that restrict sharing DOD members data in other app then those of the DOD itself"

Need to discover if this would impact initial adoption of MVP or have to expedite capabilities development.

Comments - Security



"not prohibit, but concerns about ciber security and maybe include approval authorities to valid the information..."

#72402415



"concern over where jtac data are being stored and located."



"The question of cost, data security and system stability are my main concerns. Will it be free to use? Will it be Internet based or installed on national MIL servers? Will NATO maintain and update the system and the database?"

Comments - Functionality

“Normally, if JTAC is Unequal only the JTAC-I or JTAC-E can make him JTAC-Q again and it requires grade sheet to prove the proficiency. Thus, **JTAC-I and JTAC-E must have access to JTAC digital folder to make updates if necessary.** I had problems with identifying unequal control. I didn't know what control should be done to make the JTAC Qual again, no details under the warning sign.”

Allowing Instructors and Evaluators (and PMS/ Stanevals) to edit JTAC profiles has been designed but is not scheduled in any phase.

“Is my supervisor could also see my status ?”

This is already part of Phase I

“status details on the summary screen for individual JTAC”

Comments - Functionality

"Ability to adjust requirements according nation directives and/ or JTAC MOA requirements for **dual signatories**"

This feature is officially part of Phase 1, but is very complex and will require a high level of effort. It may not be necessary to launch with immediately depending on the nations who are first adopters.

"if it doesn't completely reflect JTAC status per national requirements"

"apply data filters to view subsets/sub-groups of JTACs"

Designed as a part of groups/units implementation

"At least the CAS LOG should be printable: a button giving the possibility to export **CAS LOG in PDF should be very useful**"

This feature is being discussed for Phase 2

Comments - Functionality



"lot of controls are pretty much similar could it be possible to copy paste when feeding the system?"

We may want to consider a duplicate button in the Vision project



"Adding controls is cumbersome and contains required input (MSN # and CS) that is not in the CAS LOG. Remove them or at least make them optional (data which doesn't add any value is just clutter).

Comments - Functionality for I/E



"Perhaps the planning of training moments that would be presented in the app to which JTAC's could subscribe/enroll.



"An Excel spreadsheet that could display all of the JTACs at once with their control dates and expirations (deficiencies). This spreadsheet could be emailed or printed for quick reference."

**We are considering this for the MVP.
However, does the PM want to see all
deficiencies for a JTAC?**

Comments - Other

Trainings scheduler

"Perhaps the planning of training moments that would be presented in the app to which JTAC's could subscribe/enroll."

We have identified this use case, and believe its a way to expand JEDI to be more useful to more users. This is not scheduled for development.

Statistics

"Maybe more statistics... for example interrogating the system to know how many JTAC-I are currently Qualified"

This has been designed, and is part of Phase I.

Alerts and notifications

"A system alert (reminder) to be advised 60 days before a single control (or evaluation) will expire"

"Are JTAC's notified by email when a currency/requirement is going to expire?"

We have designed notifications and discussed accompanying emails, and believe they would be incredibly useful, by taking advantage of a digital platform by removing some of the manual tracking that goes into checking qualification. However, they are not scheduled to be developed at this time.



Support & suggestions

"In few days it will be 2022:
it's time to switch into digital systems!"

A sentiment regularly heard from those we interviewed.

"I think it covers it all!"



"...software is well structured and easily followed. are data only stored on device? it would be great to have an associated PC software available for unit commanders, evaluators and PMs..., and ability to download or synchronize data from jtac mobile device."

"Adding METL, could be useful and more friendly for the users if

METL are grouped as per ATP-3.3.2.2: the first "level" listed the 3 Duty Areas (Planning, Preparation, Execution) and another "level" divided in Tasks and subdivided in SubTask"

Agree. We have already implemented the design originally approved, and the optimized/redesigned approach has not been scheduled for development.



Concerns about adoption: "if it doesn't completely reflect JTAC status per national requirements"

Summary

- Users validated that the UI is easy to use and meets their needs
- Users in every role expressed the desire to use JEDI, and that it would add value to their jobs
- The biggest concerns / questions were issues around security / protection of data