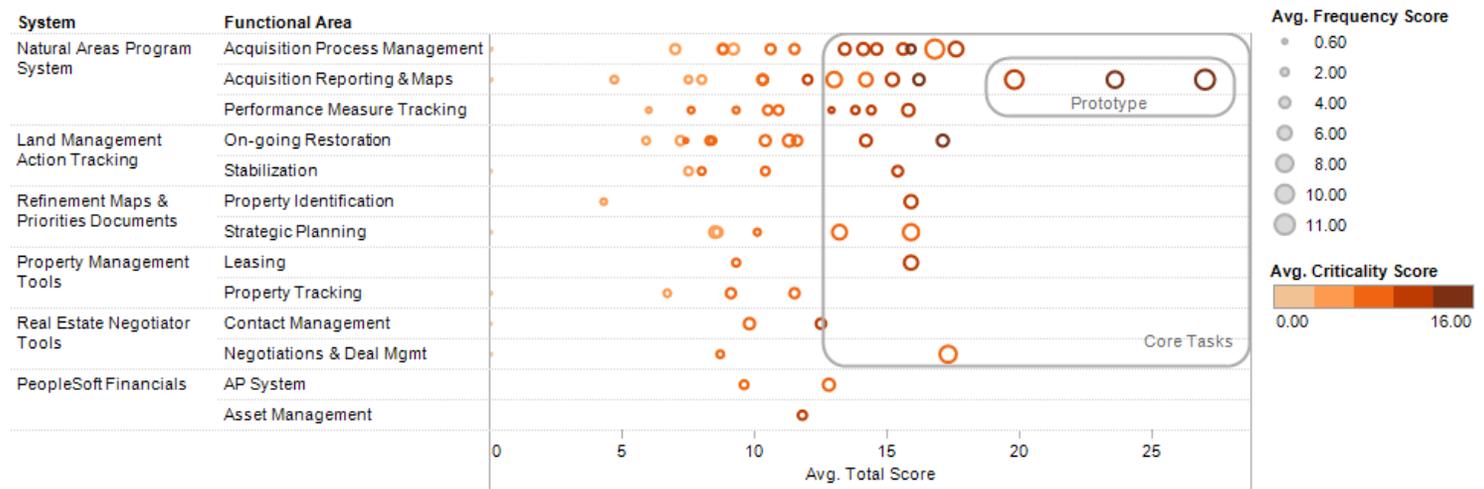


User Task Analysis

(v17 - Latest version, last modified 12 days ago)

At our core team meeting on 9/29/2010, we updated the team on the project status, walked them through the [current broadsheet \[PDF\]](#), and then did a card sorting activity to get their ranking of tasks the NA Info System might support. This page summarizes the results of the card sort of the user tasks.



[UserTasks.xlsx](#) | [UserTasksViews.pdf](#)

Surprises

- Higher than expected rankings:
 - Checking status of IGA (task 162)
 - Manage leases for a property (task 124)
 - Capture information about trail easement (task 152)
- Lower than expected rankings:
 - Create dashboard for Oversight Committee (task 192)
 - Run report on deals that fell through (task 150)
 - Track contact info for people and organizations (task 190)
 - Analyze bond progress over time (task 134)

Conclusions

- The highest ranking tasks, what we call "core tasks," reinforce our early guess at what the core of an NA Information System might contain.
- Each of the other main system areas (e.g. Land Mgmt, Strategic Planning, Financials, etc.) had 1-3 high ranking tasks, and then a few lower.
- While tempting to want to implement each of the highly ranked tasks whether or not they are in the core functional areas, we recommend keeping the focus on the core tasks and address the other high priority tasks when the time comes to tackle the other functional areas, unless getting early engagement by all the functional teams is deemed critical to system acceptance.
- There are a number of tasks that were not prioritized or not part of the card sort activity that are needed to help support core tasks. These tasks can be thought of as dependencies of the core tasks and should be prioritized appropriately. (Example: "Write/send the "Money Memo" supports "View the "Money Memo")
- Though it ranked relatively low, tasks supporting a dashboard for the oversight committee should receive additional consideration during the prioritization process since we are fairly certain the OC wants that.
- The performance measures ranked pretty low. However, it is known that Council, Oversight Committee, and taxpayers will want that data. Task 192 and supporting tasks should receive additional consideration during the prioritization process.
- There is a curiously large disparity between criticality and frequency regarding PeopleSoft financials. Perhaps those who participate in those tasks were not fully represented during the card sorting activities. Given the importance of linking to PeopleSoft, these tasks should receive additional consideration during the prioritization process.

Caveats

- Our interviews primarily focused on the acquisition workflow and therefore we did not uncover all tasks in the non-core functional areas.
- The functional area classifications assigned to the tasks influenced some of the scoring decisions of participants. "This task doesn't seem to be in scope, therefore it is less critical."

Task Total Score



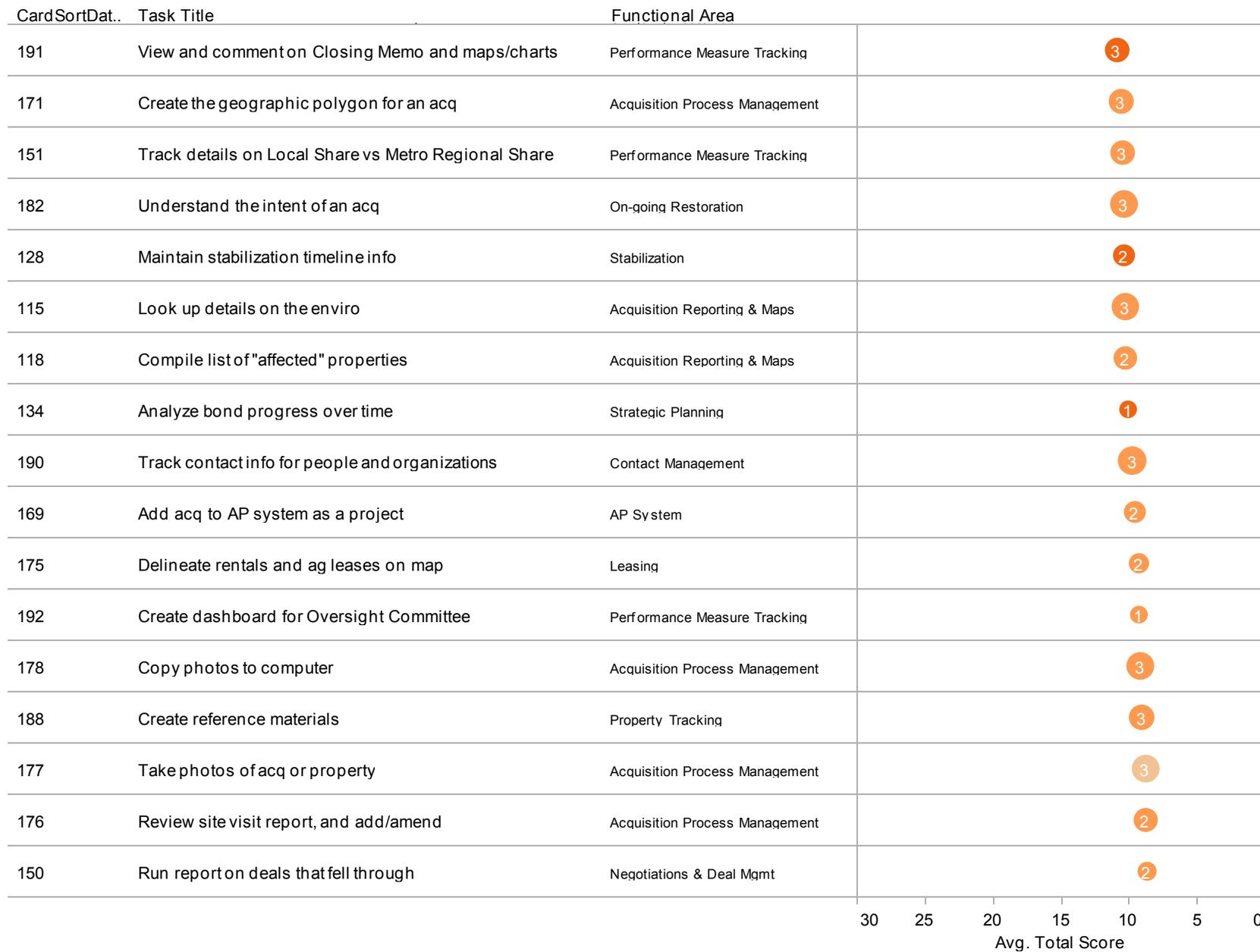
Average of Total Score for each Functional Area broken down by CardSortData.Task ID and Task Title. Color shows average of Criticality Score. Size shows average of Frequency Score. Details are shown for various dimensions. The view is filtered on CardSortData.Task ID, which excludes Null. The marks are labeled by average of Frequency Score.

Task Total Score

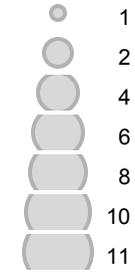


Average of Total Score for each Functional Area broken down by CardSortData.Task ID and Task Title. Color shows average of Criticality Score. Size shows average of Frequency Score. Details are shown for various dimensions. The view is filtered on CardSortData.Task ID, which excludes Null. The marks are labeled by average of Frequency Score.

Task Total Score



Avg. Frequency Score



Avg. Criticality Score

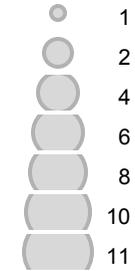


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Task Total Score



Avg. Frequency Score



Avg. Criticality Score



Average of Total Score for each Functional Area broken down by CardSortData.Task ID and Task Title. Color shows average of Criticality Score. Size shows average of Frequency Score. Details are shown for various dimensions. The view is filtered on CardSortData.Task ID, which excludes Null. The marks are labeled by average of Frequency Score.