



Kronos HRMS v6.0

Usability Test Proposal

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Executive Summary

The Kronos HRMS v6.0 system is a single source for small to medium sized companies who need to manage their Human Resources management in one place. The recently redesigned Leave-of-Absence feature and New Hire feature are in need of user research. After reviewing the company's business goals, we propose conducting a round of summative usability testing using a think-aloud protocol. Outlined in this proposal are the business goals of Kronos, the test objective, target user profile, and our study method.

Business Goals

The Kronos HRMS v6.0 system is meant to reduce the amount of work done by Human Resources. The business goals for conducting user research are therefore considered in the context of Kronos as well as in the context of our customer's business goals. They are outlined as follows:

Kronos business goals

- Reduce calls to support
- Eliminate training for Kronos products

Test Objectives

From usability testing, we seek to identify issues by asking the participants to vocalize their thoughts as they go through a series of tasks. The test objectives for this usability test are two-fold.

- Identify problems with the system's efficiency, such as with the system's navigation
 - Are participants able to conduct a New Hire workflow?
 - Are participants able to initiate a Return from Leave workflow?
- Identify problems with ease of use for the user
 - Can participants locate useful features?
 - Is the system terminology familiar to users?

User Profile

The Kronos HRMS v6.0 system is aimed toward companies of small to medium size, which we have defined as less than 2500 employees. For this particular test, we are aiming for a cross-section of the typical user, which can be categorized into three user types:

- 4 HR Administrators
- 4 HR IS Managers [see Appendix A: Maria Flores persona]

Study Method

We propose conducting a single round of summative usability testing using a think-aloud protocol. We will use the redesigned HRMS v6.0 system, which is live and accessible in our usability lab through a VPN connection. Kronos has conducted previous user-centered design research, creating two rich personas [see Appendices A and B]. We intend to use these personas as a basis for recruiting as well as task development. In addition, Kronos has provided us with additional reference material on the HRMS v6.0 functionality and features that we will review.

Appendix A

HRIS Manager



Maria Flores

Maria, HRIS Manager at MicroWear. She prides herself in keeping things running smoothly. Maria is a very active person. She jogs 10 miles before work every other day and enjoys long distance bike riding on the weekends. She needs all this energy to keep up with the demands of her job.

Maria reports directly to the VP of HR. She sees herself as the link between the business side of HR and the IS staff for the company. She prides herself in understanding the applications that the HR/Payroll staff uses and her ability to troubleshoot any problems she encounters. She is responsible for setting up and testing any new systems being brought in-house.

Goals:

- Ensure that the HR/Payroll staff can perform their jobs efficiently and effectively.
- Ensure that management gets the data they need to make decisions.
- Comply with business standards

Frequent Tasks:

- Serve as the IS partner to the human resources and payroll departments.
- Serve as a liaison with the HR/Payroll departments and IS
- Write and run reports needed by management.
- Perform setup and maintenance of the applications used in HR/Payroll
- Answer system questions for the HR/Payroll staff.
- Create and maintain user account information.

