

# Cognitive Walkthrough

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# Key Tasks

## Product owner / Product Manager

- Create a PCN, NPI, or EOL
- Edit a PCN
- View a PCN
- Search for a PCN

## Admin

- Create a user
- Approve a PCN/NPI/EOL
- Deny a PCN/NPI/EOL
- Search for PCN or part (Use Part Numbers: 001, 002, 003, 004, etc)
- View the dashboard of all pending or submitted PCN/NPI/EOL

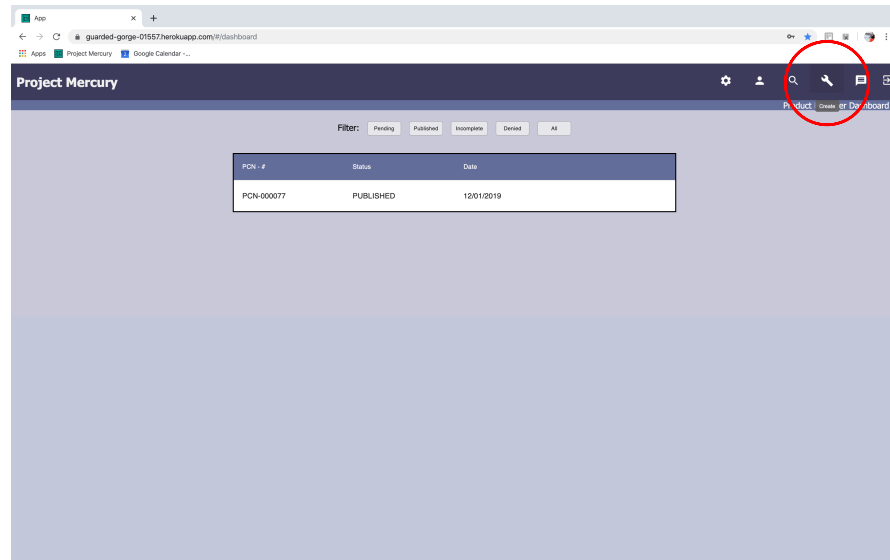
# Cognitive Walkthrough: Tasks and actions tested

		Mental Model	Visibility	Mapping	Feedback
	Action	Will users want to produce whatever effect the action has?	Will users see the control (button, menu, label, etc.) for the action?	Once users find the control, will they recognize that it will produce the effect that they want?	After the action is taken, will users understand the feedback they get, so they can confidently continue on to the next action?
<b>Project Manager:</b>					
Task 1: Create a PCN, NPI, or EOL					
	1 Land on PM dashboard	Yes	yes	yes	yes
	2 Find PCN Form	yes	no- not without hovering over it's icon	yes	yes
	3 Fill out PCN Form	yes	No, boxes should have descriptions with label	Yes	No- not sure when posting
	4 Find your posting	Yes	no- must redirect through multiple pages to find your new posting	yes	yes
Task 2: Edit a PCN					
	5 Find Your posting	yes	yes	yes	no- feedback could be stronger
	6 Edit fields	yes	yes	yes	yes
	7 Submit edited fields	yes	yes	yes	no- no feedback
Task 3: View a PCN					
	8 Find published posting	yes	yes	yes	yes
	9 View published posting	yes	yes	yes	no- could have stronger format
	10 return home	yes	yes	yes	yes
Task 4: Search for a PCN					
	11 finding where to search	yes	no- lacks discoverability	yes	yes
	12 finding PCN	yes	yes (but must know PCN # or have a published PCN)	yes	yes
<b>Admin:</b>					
Task 1: Create a user					
	1 Find where to create user	yes	no- wrong icon, wrong place	no- not until mouse is hovered over	no- no feedback except for the page it jumps to once selected
	2 Filling in new acct fields	yes	yes	yes	maybe...?
Task 2: Approve a PCN/NPI/EOL					
	3 Find pending PCN's	yes	yes	yes	yes
	4 approve PCN	yes	yes	yes	yes
Task 3: Deny a PCN/NPI/EOL					
	5 Find Pending PCN's	yes	yes	yes	yes
	6 Deny PCN	yes	yes	yes	yes
Task 4: Search for a PCN part					
	7 Find Search	yes	no- poor icon placement	yes	yes
	8 Search for part	yes- If they can figure it out	yes	no- searching by number is pretty difficult	yes
Task 5: View dashboard of all pending or submitted PCN/INP/EOL					
	9 log in to landing page	yes	yes	yes	yes
	10				

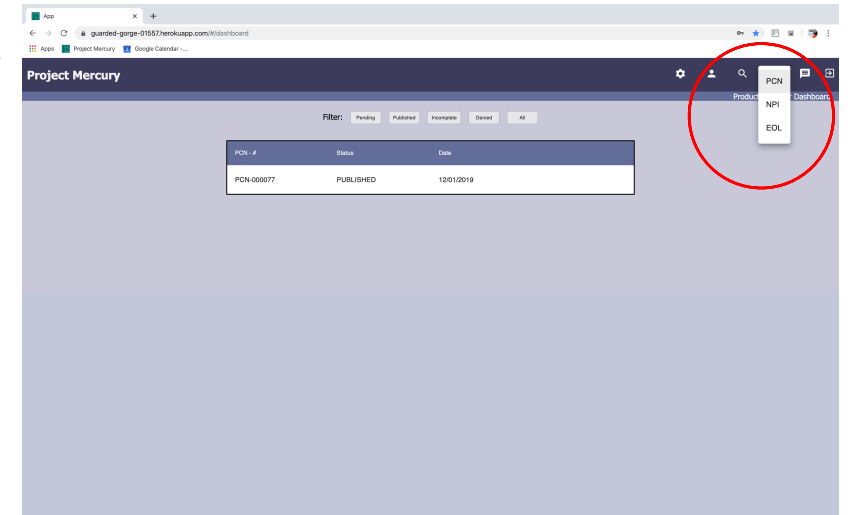
# Product Owner/ Product Manager Tasks

# Task 1: Create a PCN

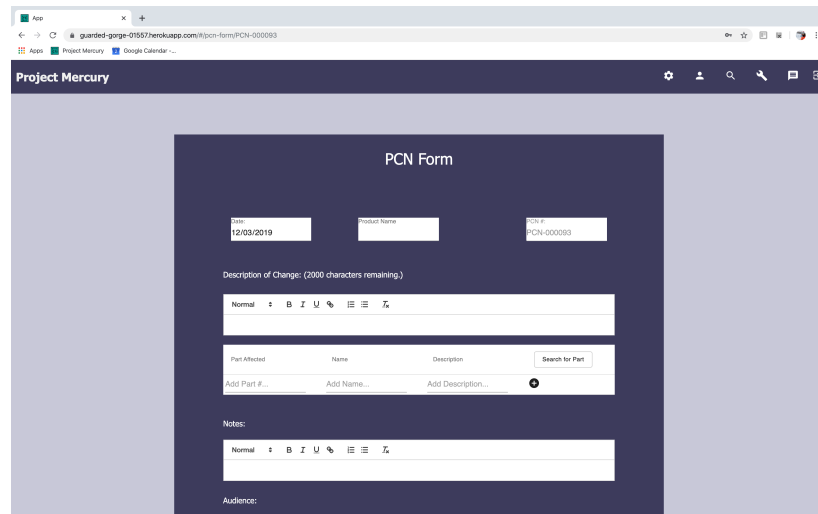
1



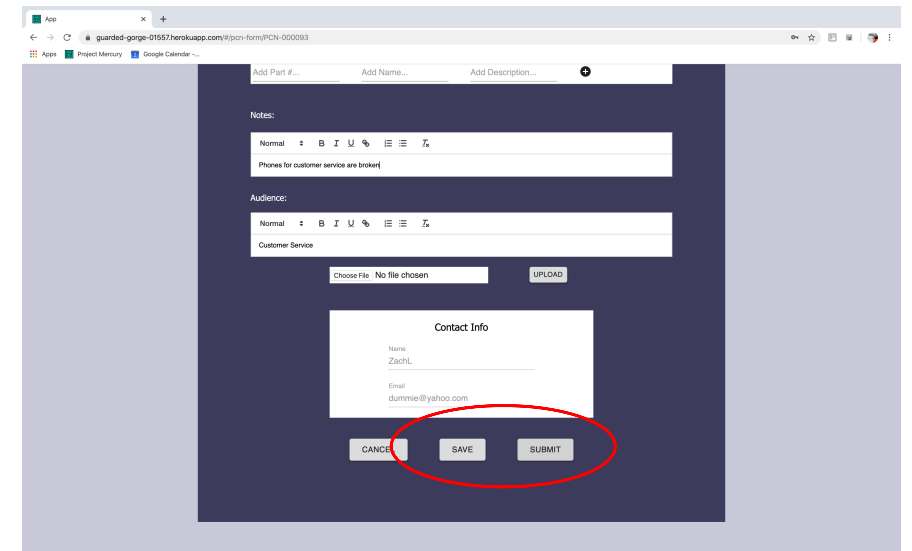
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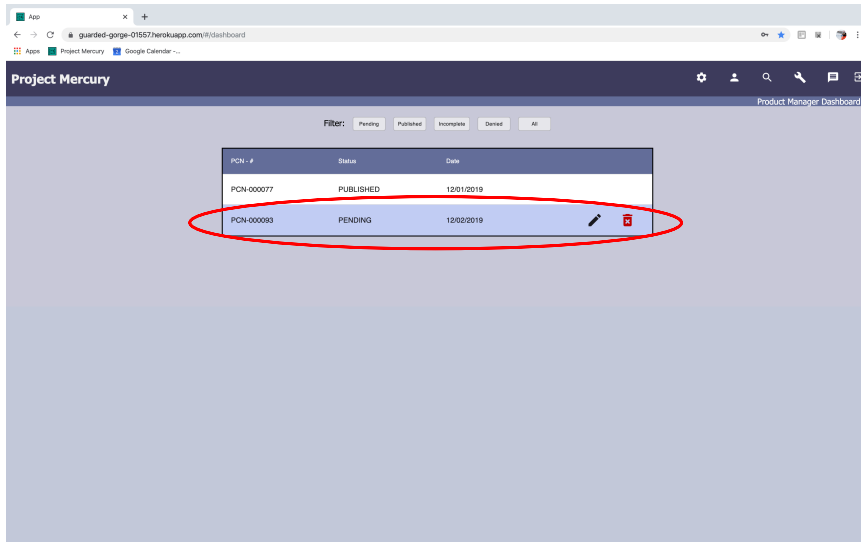


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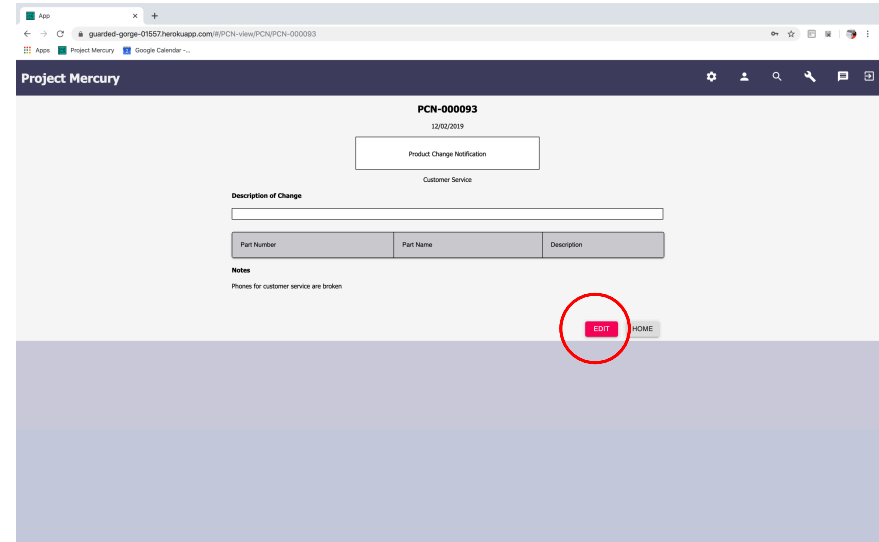


# Task 2: Edit a PCN

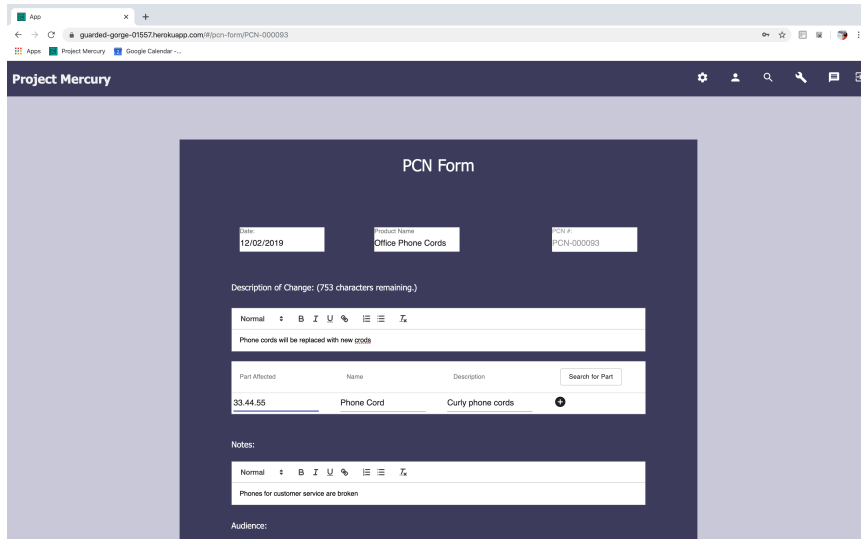
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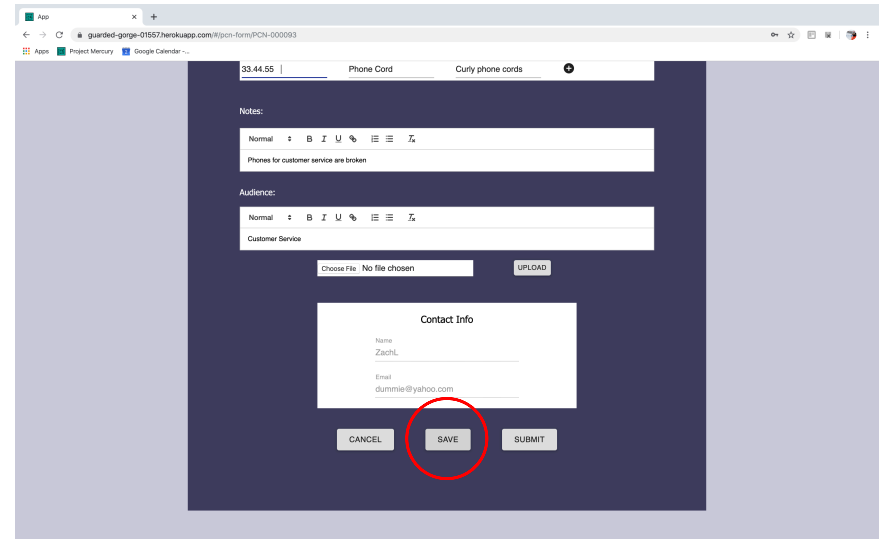
2



3



4



# Task 3: View a PCN

1

The screenshot shows the Project Mercury dashboard. At the top, there's a navigation bar with the title "Project Mercury" and several icons. Below it, a "Product Manager Dashboard" header is visible. A filter menu is set to "Pending". A table lists PCNs with columns for PCN #, Status, and Date. The row for PCN-00077 (PUBLISHED, 12/01/2019) is circled in red.

PCN - #	Status	Date
PCN-00077	PUBLISHED	12/01/2019
PCN-00093	PENDING	12/01/2019

2

The screenshot shows the detailed view for PCN-00077. The title is "PCN-00077" with the date "12/01/2019". Below it, a "Product Change Notification" box contains the text "All users of ballpoint pens". A "Description of Change" box contains the text "Compression springs used in ballpoint pens are being recalled for ejecting out of the pens themselves and causing a massive safety concern". A table lists affected parts:

Part Number	Part Name	Description
#55	Comp. Springs	Springs for pens

Below the table, a "Notes" section contains the text "Is small and silver". A "HOME" button is located at the bottom right.

# Task 4: Search for a PCN

1

The screenshot shows the Project Mercury dashboard. At the top right, there is a search icon circled in red. Below the header, there are filter buttons for 'Pending', 'Published', 'Incomplete', 'Denied', and 'All'. A table displays the following data:

PCN - #	Status	Date
PCN-000077	PUBLISHED	12/01/2019
PCN-000093	PENDING	12/01/2019

2

The screenshot shows the search page in Project Mercury. A search input field at the top contains the text '77' and is circled in red. Below the search bar, a table displays the following data:

PCN - #	Type	Date	Description
PCN-000044	PCN	11/26/2019	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nam in bibendum nisi, non varius ipsum
PCN-000077	PCN	12/01/2019	Compression springs used in ballpoint pens are being recalled for ejecting out of the pens them

3

The screenshot shows the detailed view for PCN-000077. The page displays the following information:

- PCN-000077**  
12/01/2019
- Product Change Notification
- All users of ballpoint pens
- Description of Change**  
Compression springs used in ballpoint pens are being recalled for ejecting out of the pens themselves and causing a massive safety concern
- Table of parts:

Part Number	Part Name	Description
#55	Comp. Springs	Springs for pens

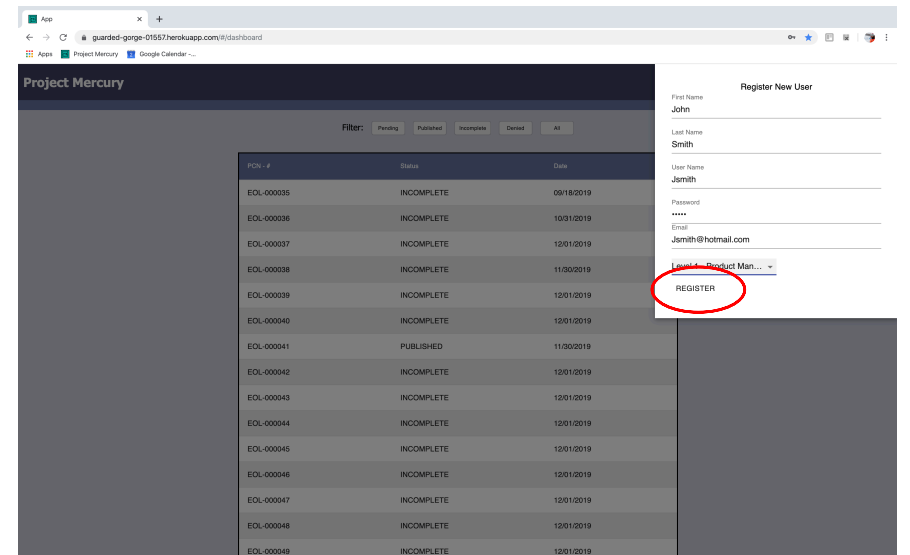
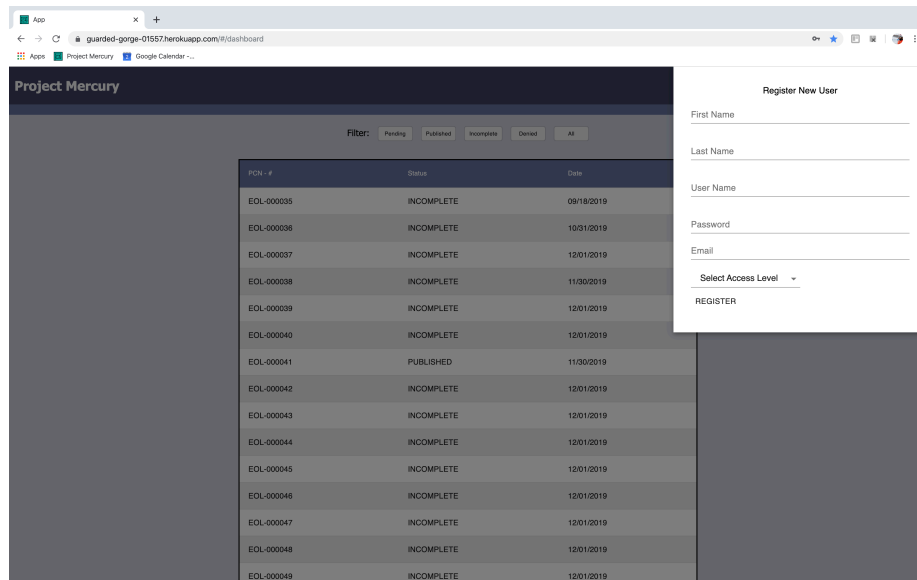
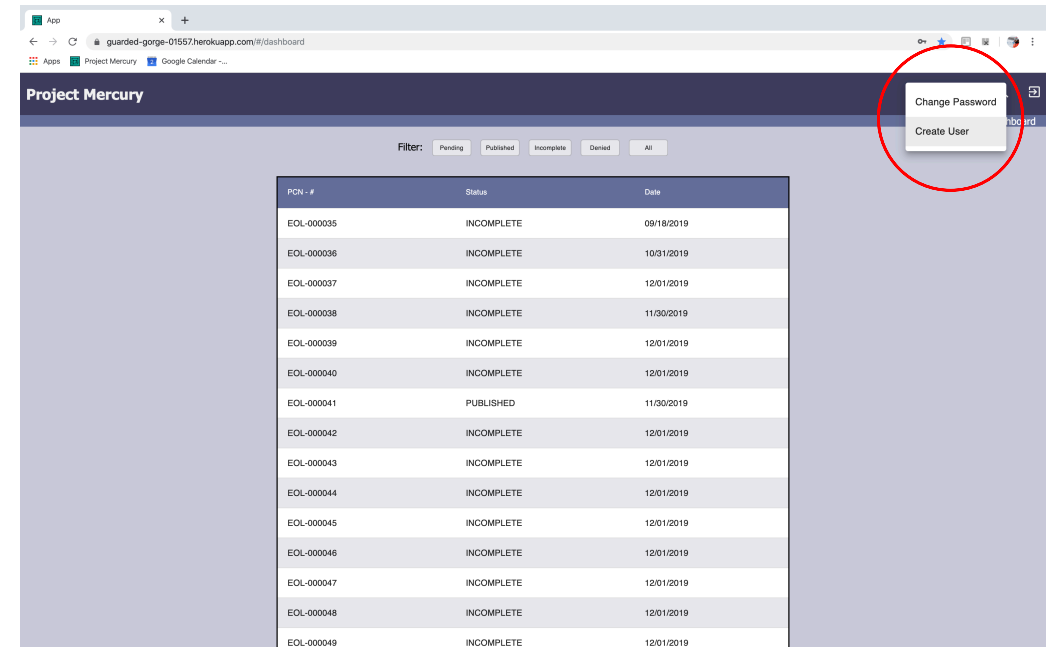
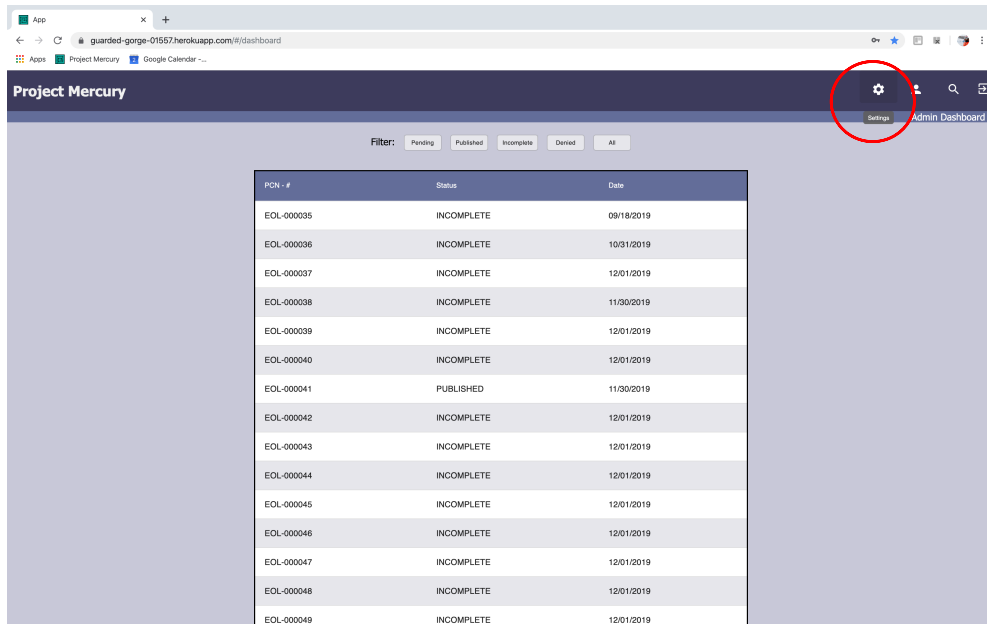
**Notes**  
Is small and silver

HOME

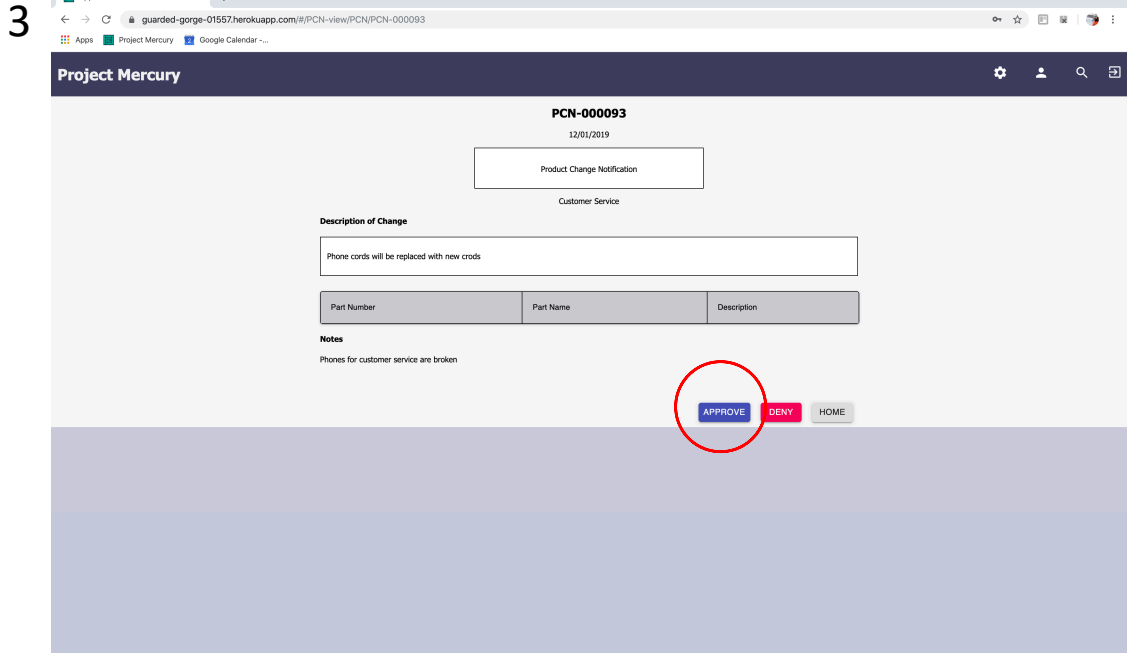
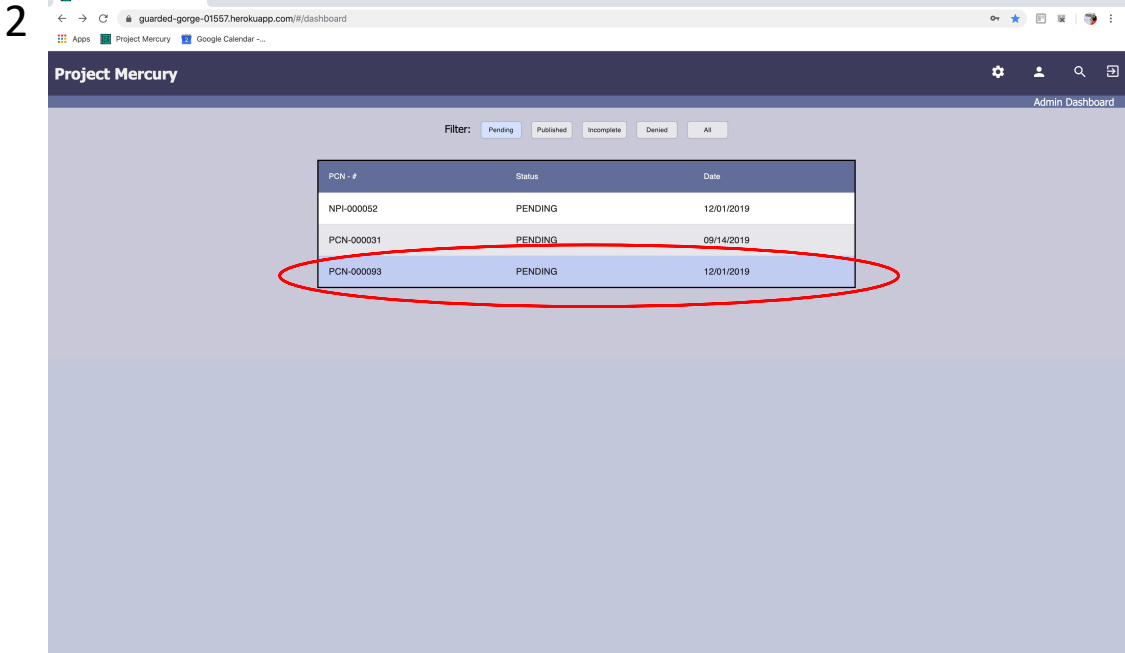
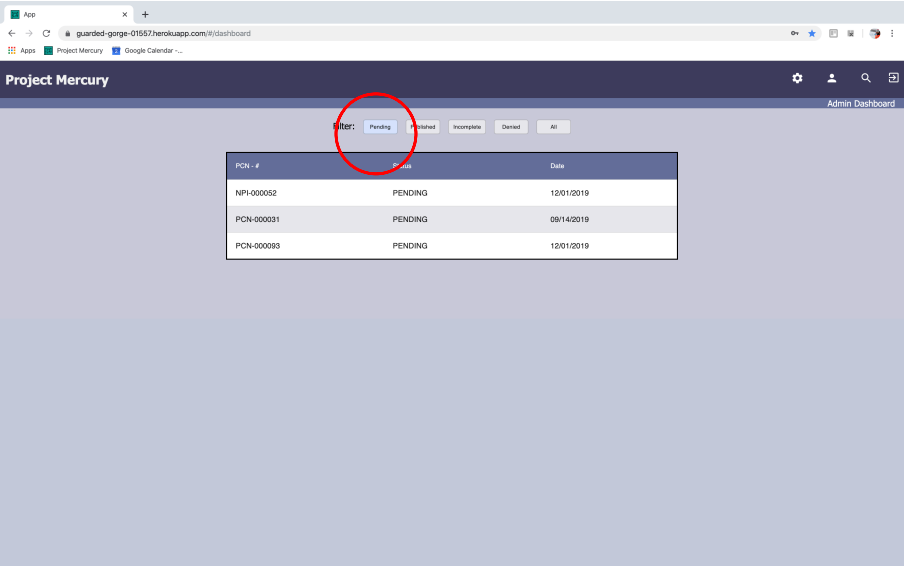


# Admin Tasks

# Task 1: Create a User

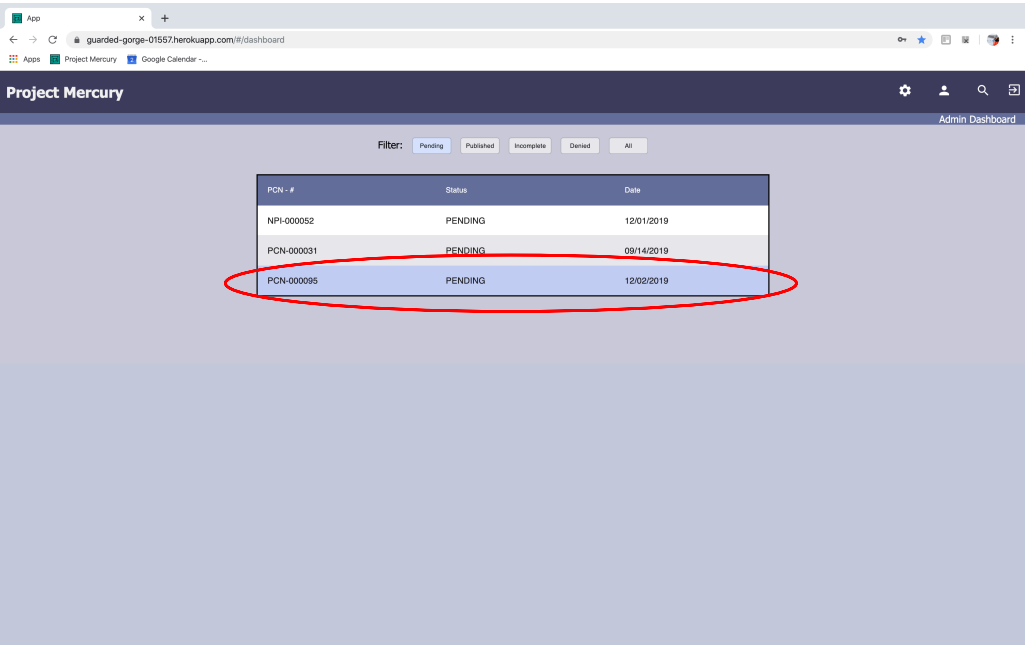


# Task 2: Approve a PCN/NPI/EOL <sup>1</sup>

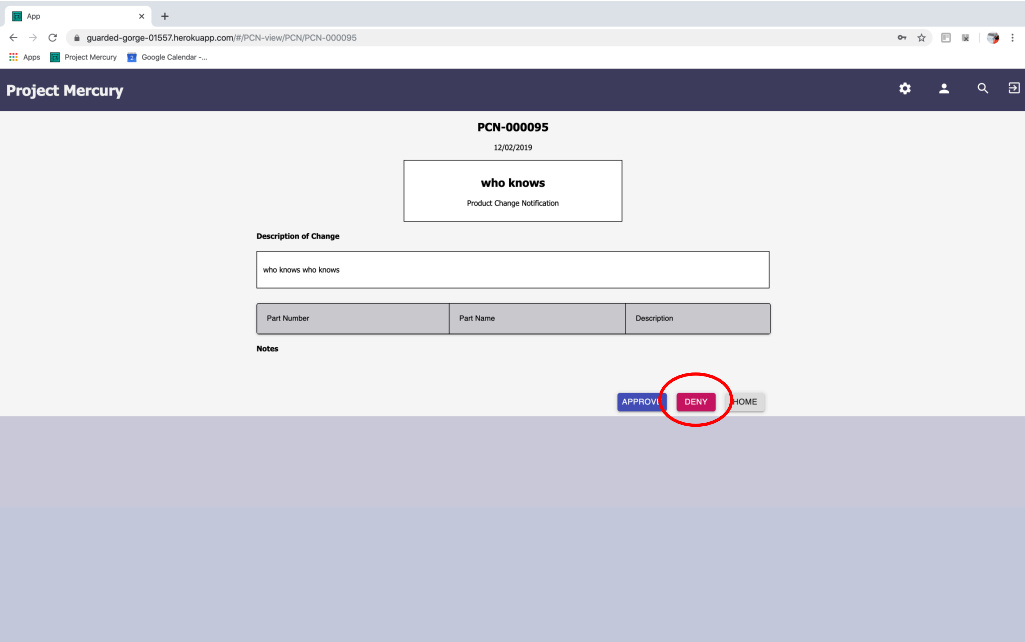


# Task 3: Deny a PCN/NPI/EOL

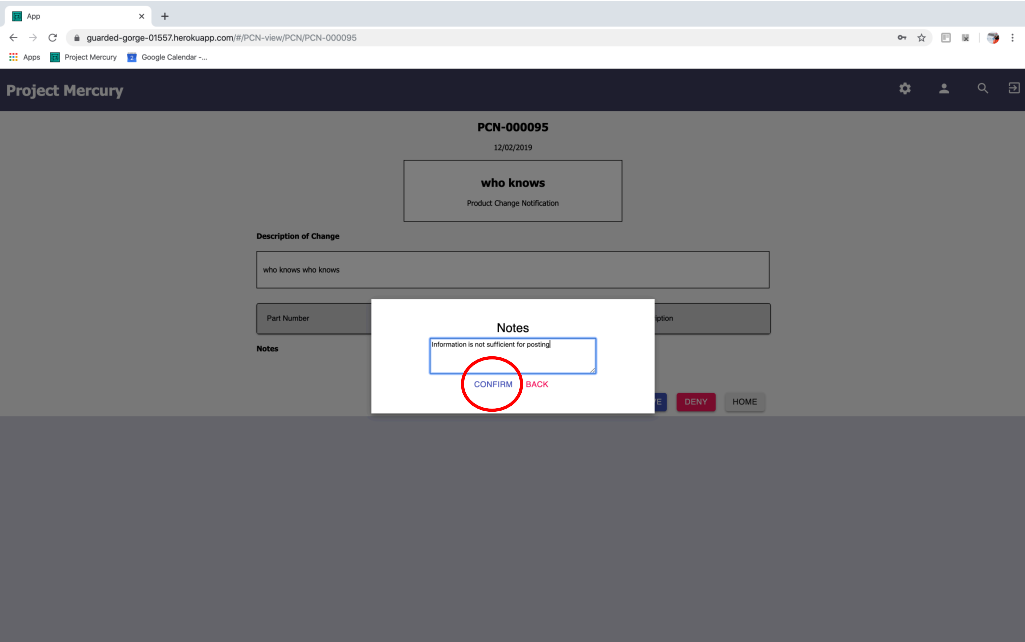
1



2

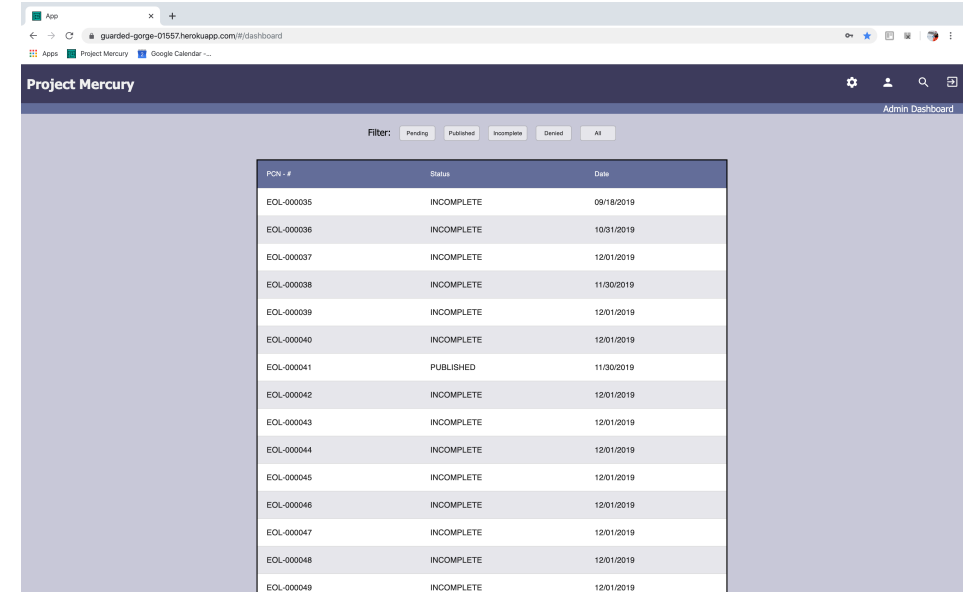


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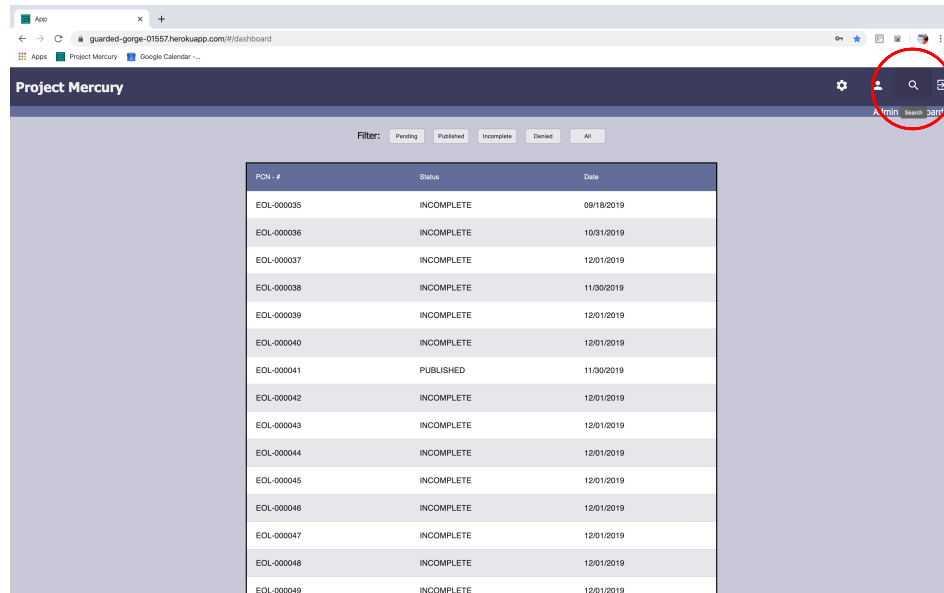


# Task 4: Search for PCN or part (Use Part Numbers: 001, 002, 003, 004, etc)

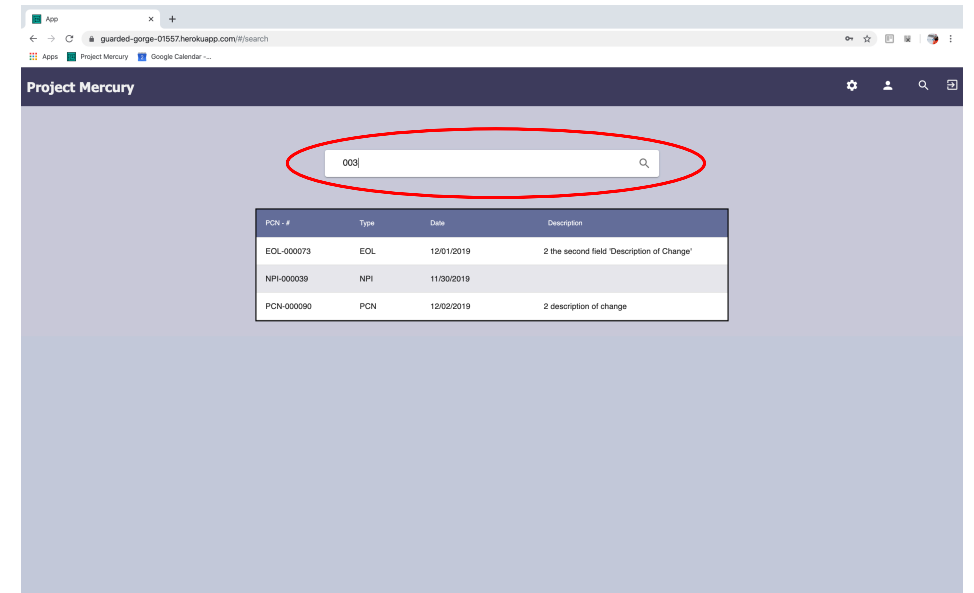
1



2



3



# Task 5: View the dashboard of all pending or submitted PCN/NPI/EOL

