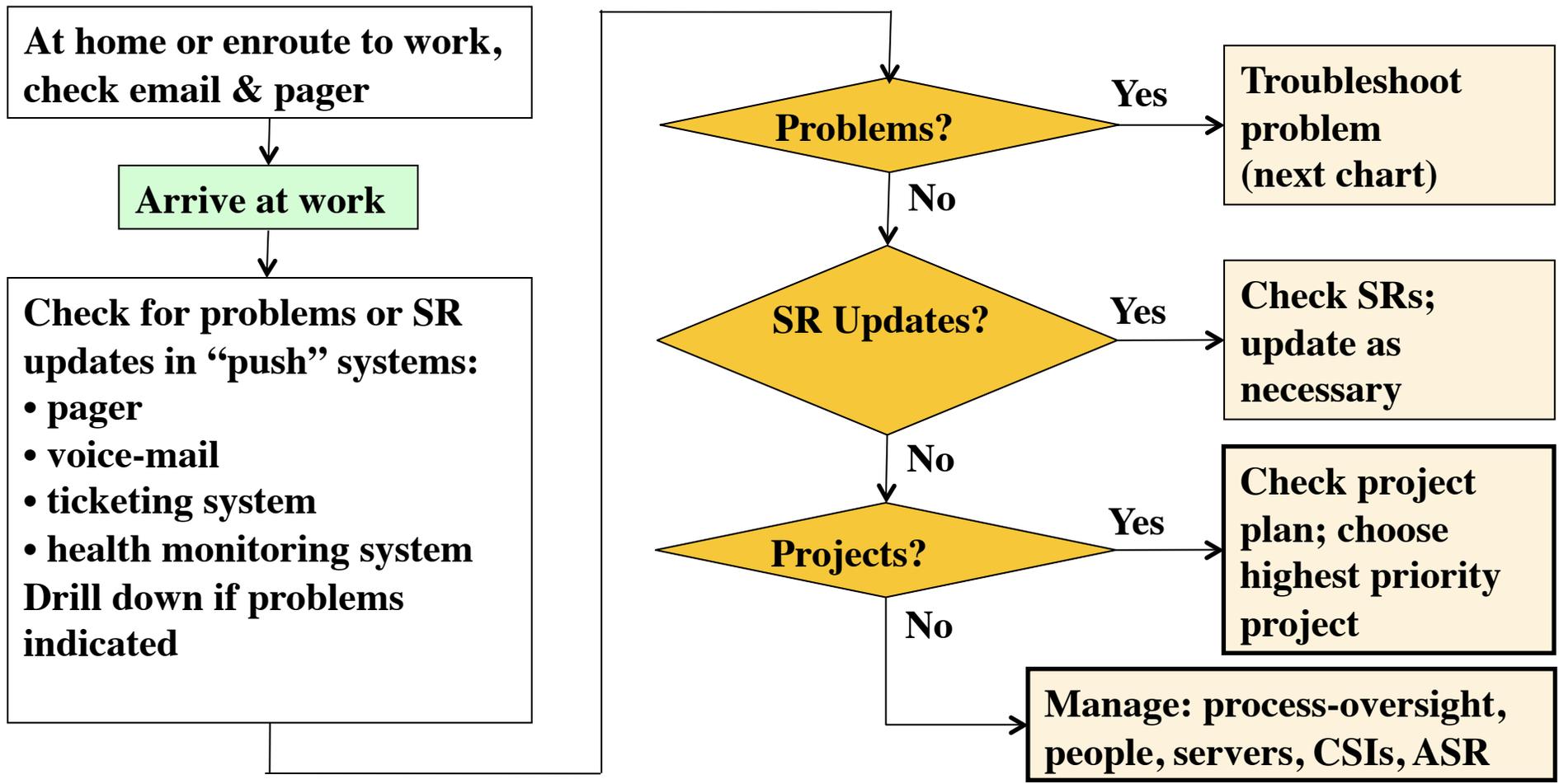


Models Resulting from Contextual User Research

**Task Domain:
Server System Administration**

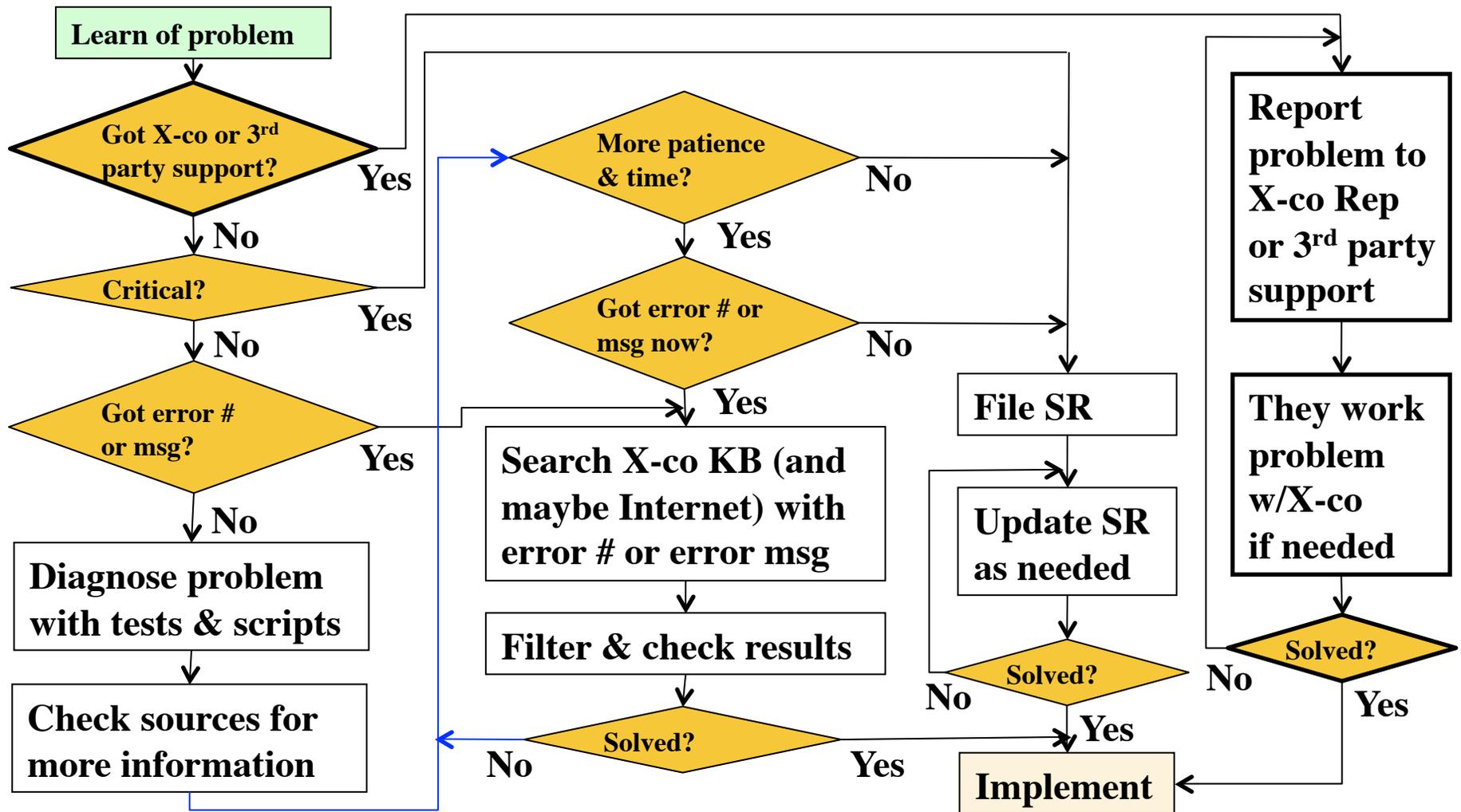
Task Sequence Model – consolidated

Server Sys Admin: Start of Normal Day

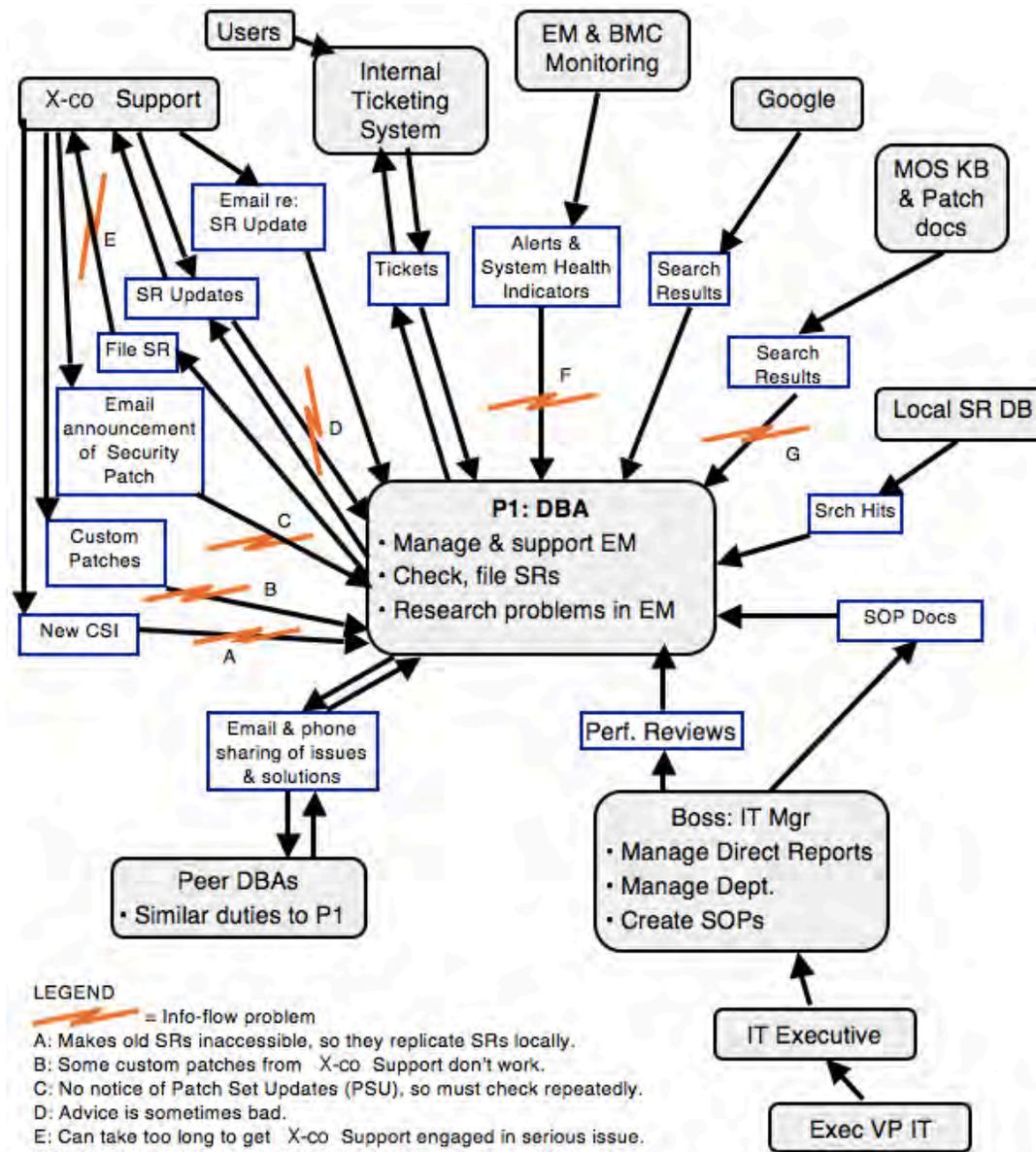


Task Sequence Model – consolidated

Server Sys Admin: Troubleshoot a Problem



Information Flow Model – individual

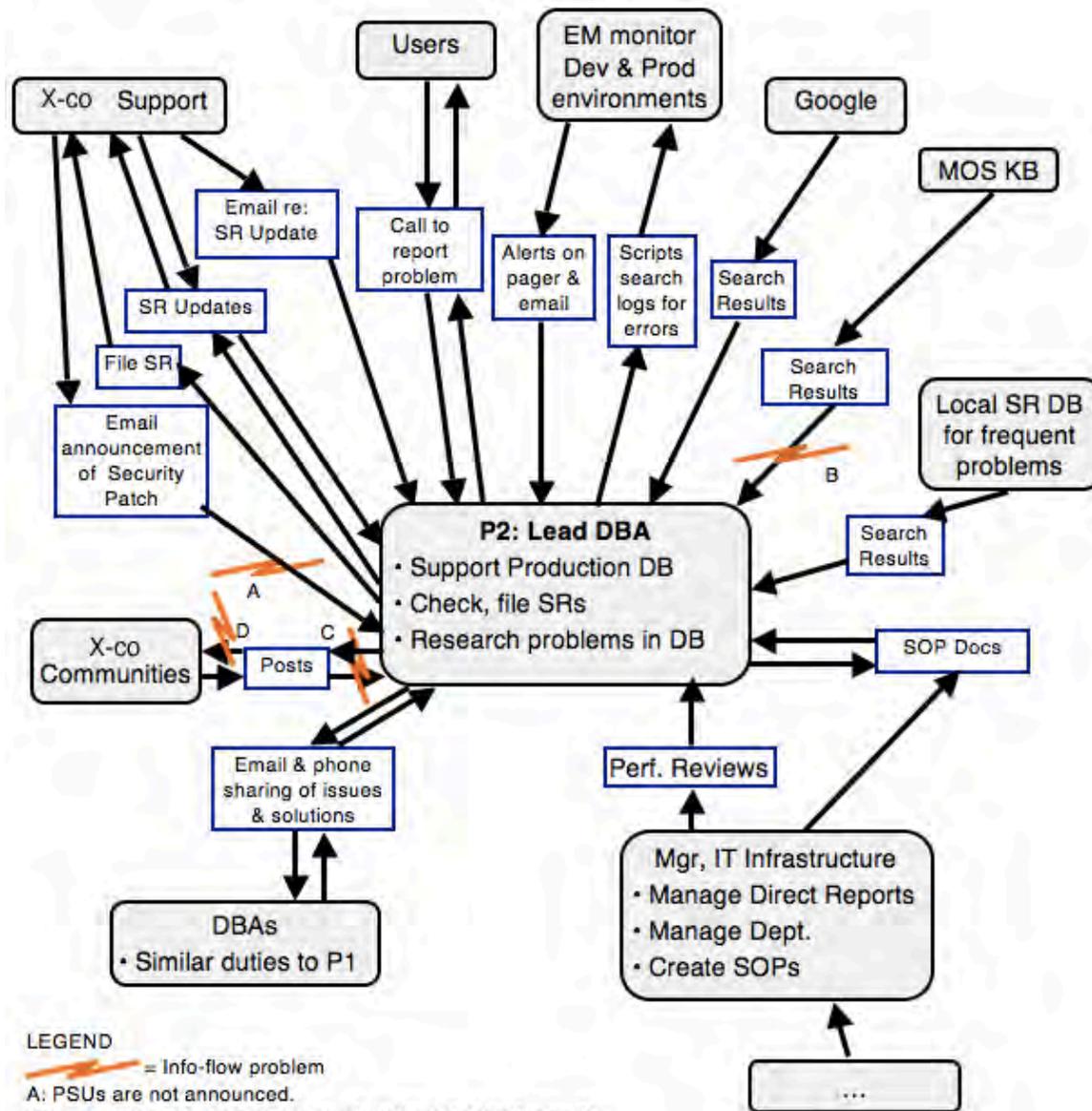


LEGEND

= Info-flow problem

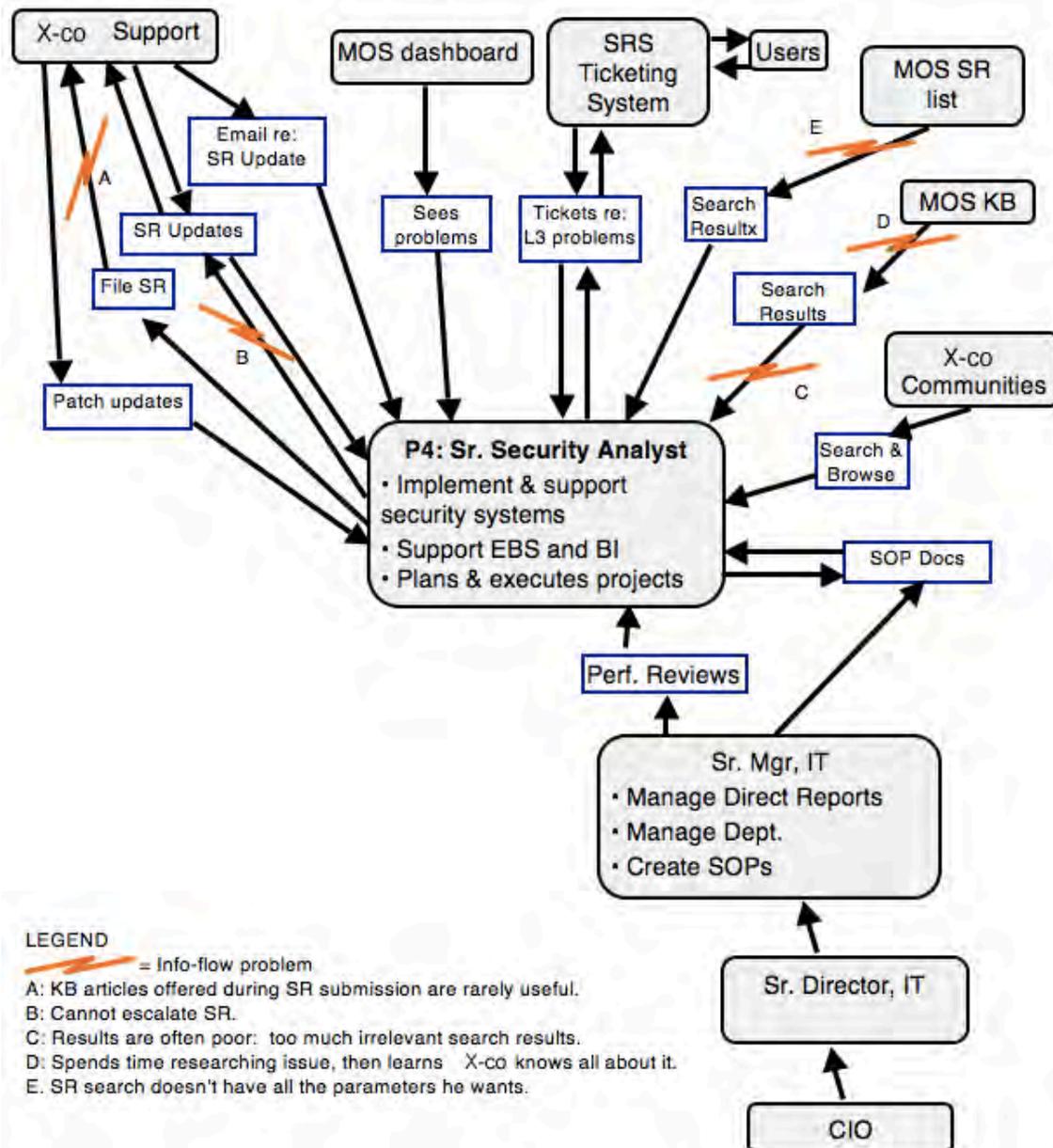
- A: Makes old SRs inaccessible, so they replicate SRs locally.
- B: Some custom patches from X-co Support don't work.
- C: No notice of Patch Set Updates (PSU), so must check repeatedly.
- D: Advice is sometimes bad.
- E: Can take too long to get X-co Support engaged in serious issue.
- F: Many targets (~6K), most are not "his". Must know which ones.
- G: Too much irrelevant search results.

Information Flow Model – individual

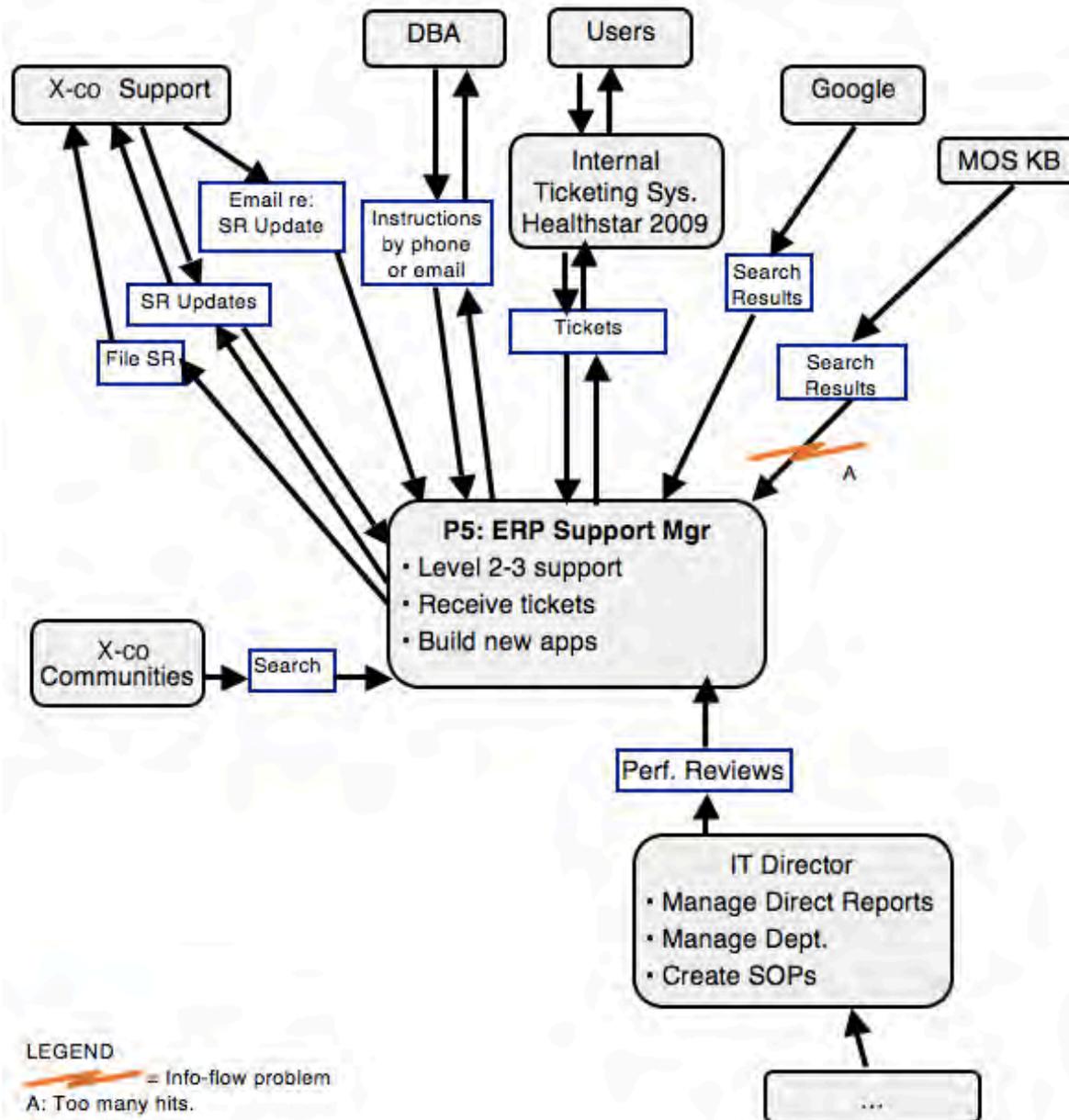


- LEGEND**
- = Info-flow problem
 - A: PSUs are not announced.
 - B: Results are often poor: too much irrelevant search results.
 - C: Community posts don't show up in KB search results
 - D: No time to contribute

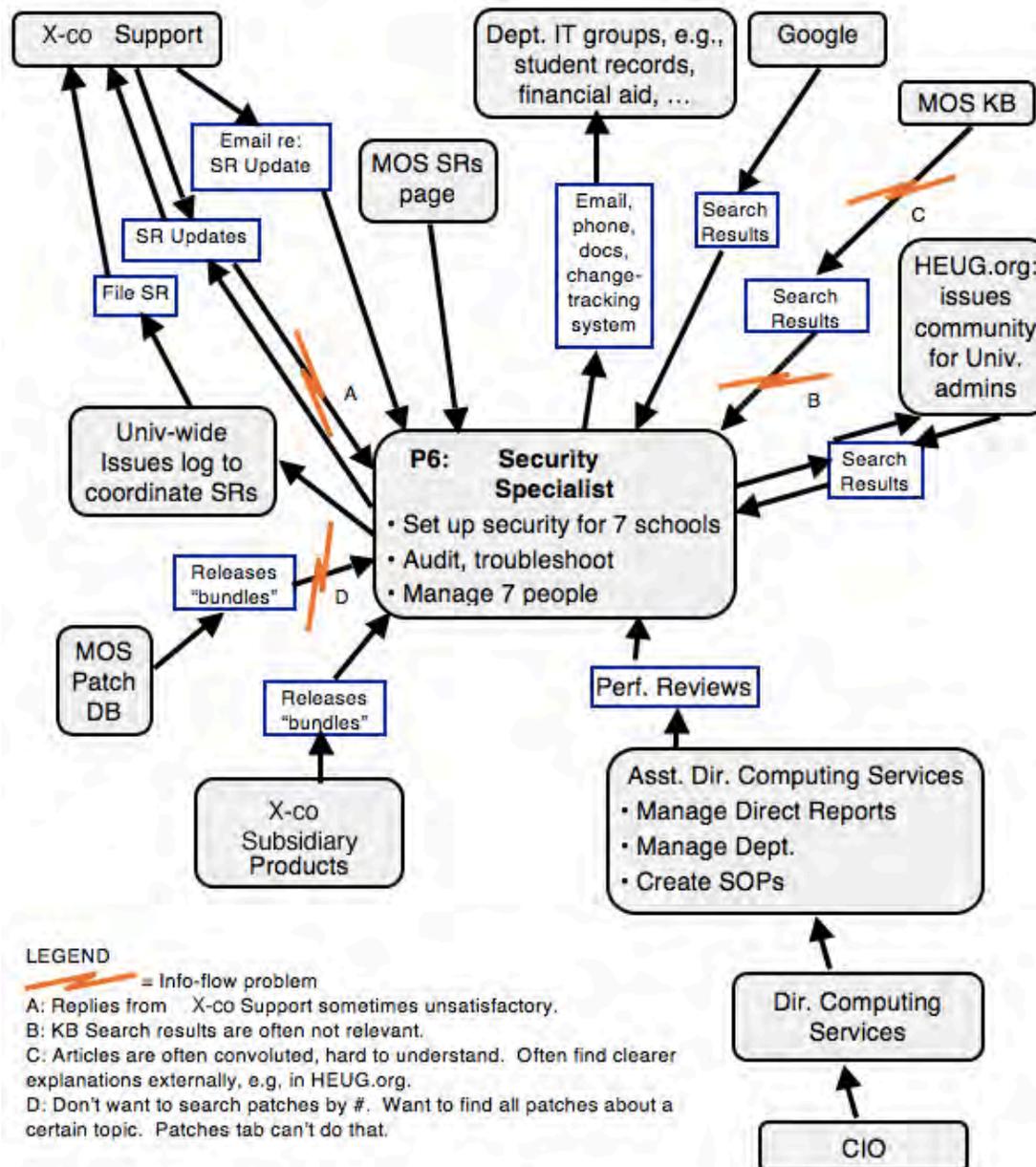
Information Flow Model – individual



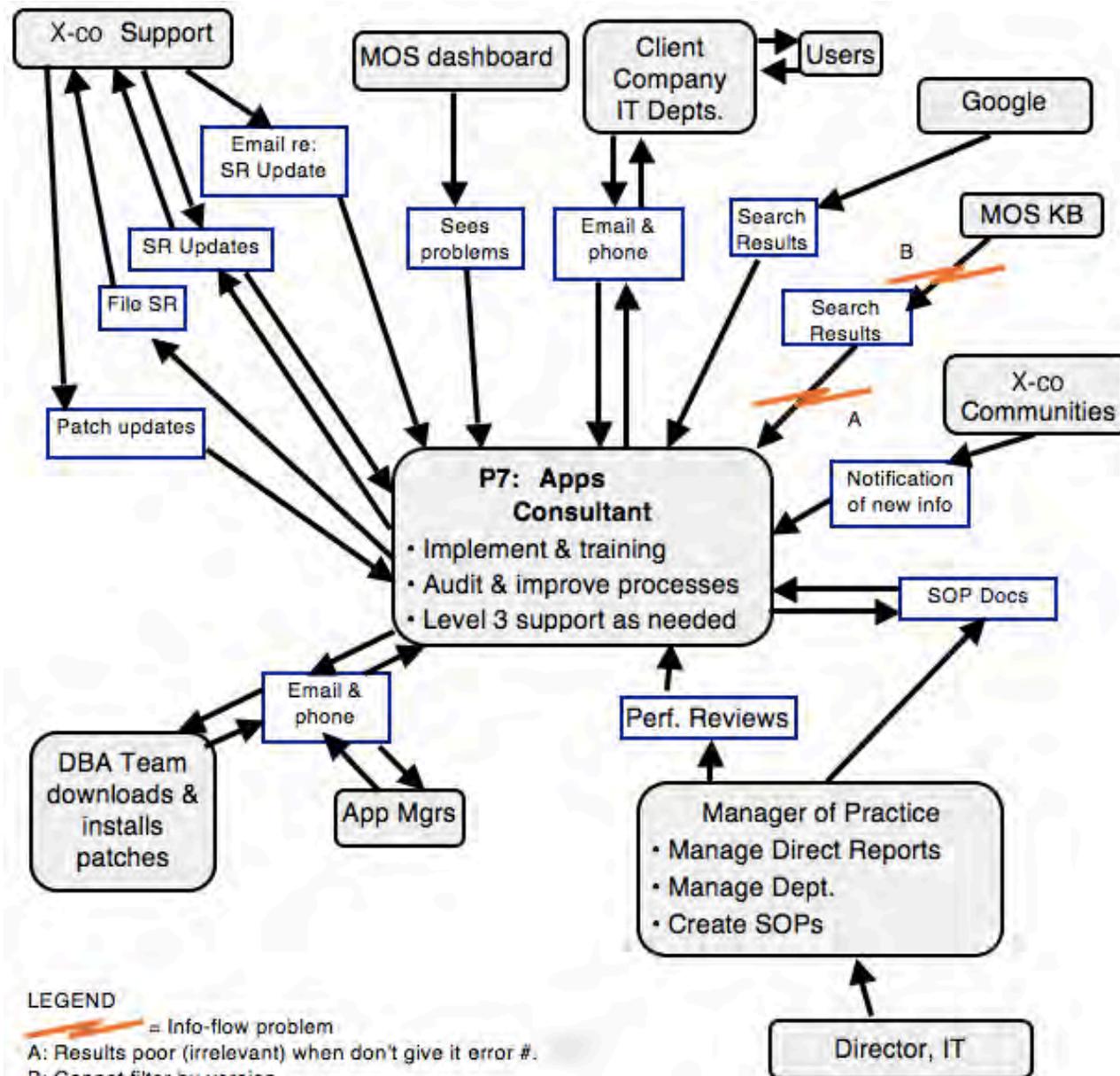
Information Flow Model – individual



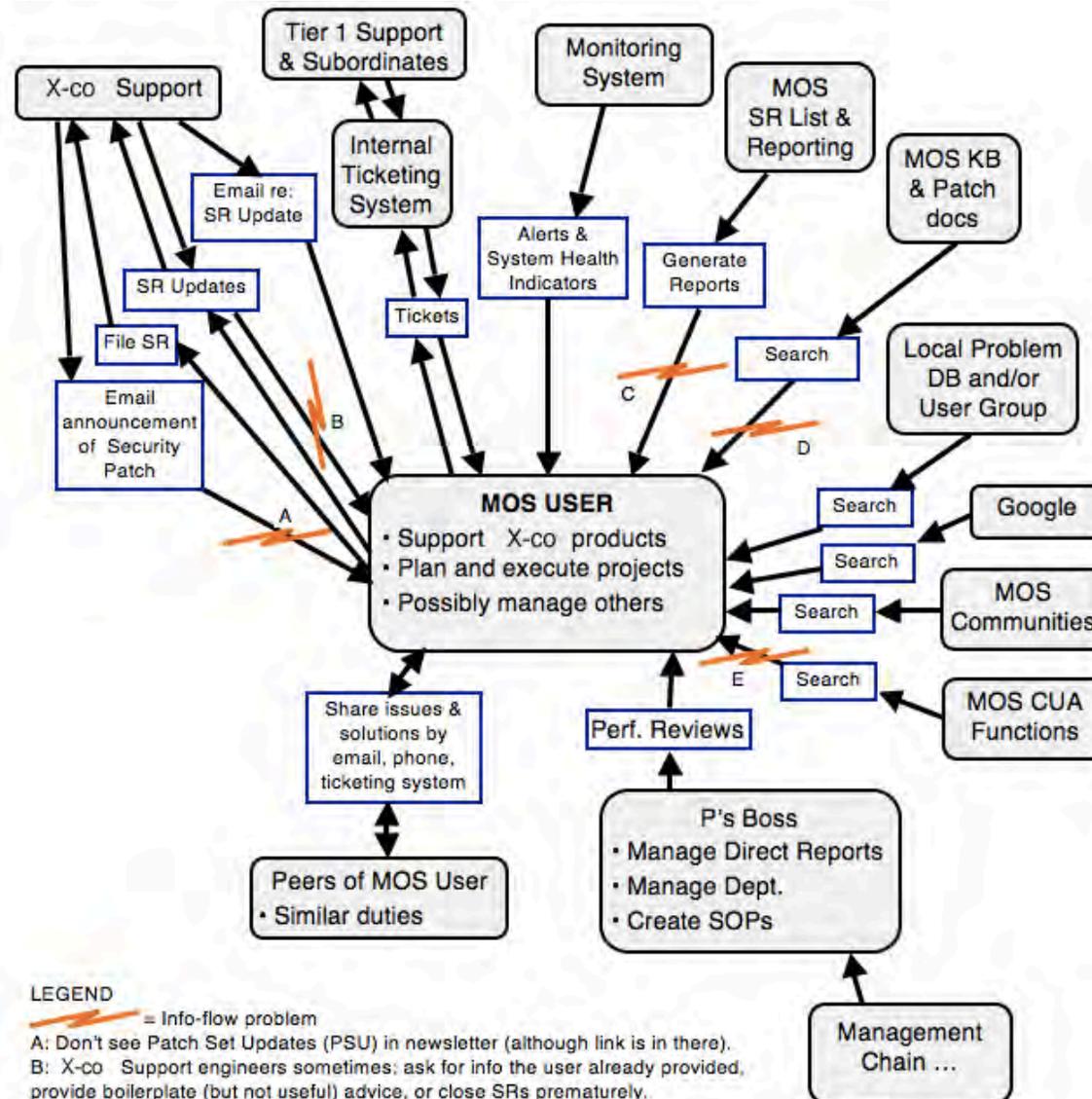
Information Flow Model – individual



Information Flow Model – individual



Information Flow Model – consolidated



LEGEND

= Info-flow problem

- A: Don't see Patch Set Updates (PSU) in newsletter (although link is in there).
- B: X-co Support engineers sometimes ask for info the user already provided, provide boilerplate (but not useful) advice, or close SRs prematurely.
- C: MOS reporting is weak, especially on SR latencies.
- D: MOS KB Search results are poor – too many hits of little or no relevance – unless users search on an error number or name.
- E: MOS's CUA and ASR functions don't scale well to managing large numbers of users, CSIs, or servers. Require much tedious hunting for items.