

User Testing Plan

Digitalising Financial Reporting

Project Background

Reporting the performance and market movements of an investor's portfolio in the form of an annual or quarterly report is standard practice and required by the Markets in Financial Instruments Directive (MiFID). The digitalisation of this process is an item that a number of our clients have expressed and also presents a unique selling point for Elinvar.

Stakeholders & contributors

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Introduction

How we will test our Report Builder

Having complete the first iteration of our 'Report Builder,' we will do a series of usability tests with a number of our users. Each testing session is composed of three distinct parts

→ A Pre-test Questionnaire

The pre-test has some basic demographic questions, but also helps to understand the existing approach to generating reports, it also helps us to clarify the user's prior knowledge regarding report building and general technical abilities.

→ A Usability Test

Users will be presented with a high-res mockup and be asked to complete a series of tasks. The task follows a largely linear process of asking a user to create, edit, preview and eventually publish a report for their investors.

→ A Post-test Questionnaire

The post-test gives our testers an opportunity to give their general feedback and impression on the report builder.

Testing objective

What we want to find out from testing

There are two main questions we want to answer with our testing session.

- Whether the users can figure out *how* create a new report from scratch, including adding, editing and deleting components.
- Whether the generated reports fulfil the expressed user needs from a branding, compliance and story-telling perspective

Participants

Who we will test with

Participants will be a selection of our long-term (greater than one year) and recently onboarded (less than 3 month) users with a mix of high and low networth clients. The participants should be recruited from a variety of our user base. (e.g. diverse AUM, business models). There are explicitly no geographical or age related demographics we are interested in for this project.

Medium

Where and how the testing will take place

Ideally, testing would have been conducted in the client's office and workspace for observation purposes. Given the ongoing covid-19 related restrictions, the testing 'location' will be a video call online via zoom.

We will use Maze [🔗](#) as our testing tool for recording user clicks, time on task, and hosting pre and post questionnaires.

Maze.co

What is Maze.co and why should we use it?

Maze is a piece of software that assists in the capturing of (mostly) quantitative testing data. It will be able to record the session and also create a heatmap for analysis. Moreover, it helps track the following items:

→ Time on task

How long did it take the participant to complete the task.

→ Number of errors

Count the number of times the participant makes an incorrect action when trying to complete their task.

→ Tree tests (see question 7 in pre-test)

A tree test evaluates a hierarchical category structure, or tree, by having users find the locations in the tree where specific tasks can be completed.

Pre-Test

→ 1. What is your current job title?

Free-text field

→ 2. How old are you?

- 18 - 25 years old
- 26 - 35 years old
- 36 - 45 years old
- 46 - 55 years old
- More than 55 years old
- Prefer not to say

→ 3. Have you ever used a site builder, for example Wix, weebly, wordpress, google web designer, etc? If yes, what tool have you used?

- Yes with free text field

→ 4. ^{No} How confident would you feel setting up a new work laptop with email, slack and necessary software to work remotely?

Scale from 1 to 10 with 1 being 'not at all confident' and 10 being 'Very confident'

→ 5. How confident would you feel setting up a new work laptop with email, slack and necessary software to work remotely?

Scale from 1 to 10 with 1 being 'not at all confident' and 10 being 'Very confident'

→ 6. Which devices do you use regularly in your job? (select all that apply)

- Laptop
- Smart phone
- Tablet
- Desktop
- Other

→ 7. We would like to test the navigation of our application. Find where you would send a quarterly report to your investors

● Overview

- └ Portfolio Management

● Model portfolios

- └ Modules
- └ Securities
- └ Target market data
- └ Whitelist changes
- └ Price provider
- └ Prices
- └ Import market data
- └ Incoming transactions
- └ Rebalance log
- └ Order overview
- └ Order analysis
- └ Mock order management
- └ Mock order management
- └ Corporate actions
- └ Timeline

● Customers

- └ Customer overview
- └ Customer management
- └ Customer analysis
- └ Post box
- └ Transactions
- └ Account analysis

● Pending Customers

- └ Onboarding funnel
- └ Identification
- └ Rejected Identifications

● Analytics

- └ Dashboards

● Communication

- └ Messages
- └ Market report
- └ Report builder

● Warnings

- └ Alert overview
- └ Passive limit violations

Pre-Test (cont'd)

- **8. On a scale of 1 to 10 how familiar are you with the services or features offered in the Elinvar Portal?**
Scale from 1 to 10 with 1 being not at all familiar, 10 being very familiar
- **9. How long have you been using the Elinvar Portal?**
- 0 - 3 months
 - 3 - 6 months
 - 6 - 12 months
 - 1 - 2 years
 - 2 - 3 years
 - Longer than 3 years
- **11. Please describe how you imagine creating a report would be possible in the Elinvar Portal.**
Free-text field

Post-Test

- **1. Had you used a digital similar to our Report Builder before today? If yes what tool?**
- Yes with free-text field
 - No
- **2. What is the most intuitive part of the report builder? What is the least intuitive?**
Free-text field
- **3. If there were only one thing you could *change* about the Elinvar Report builder, what would it be?**
Free-text field
- **4. If there were only one thing you could *keep* about the Elinvar Report builder, what would it be?**
Free-text field

Post-Test (cont'd)

- **5. I found navigating to the Elinvar Report builder to be..**
- Very difficult
 - Difficult
 - Somewhat difficult
 - Moderate
 - Easy
 - Very easy
- **6. I found adding components to the report builder to be..**
- Very difficult
 - Difficult
 - Somewhat difficult
 - Moderate
 - Easy
 - Very easy
- **7. I found previewing a report to be..**
- Very difficult
 - Difficult
 - Somewhat difficult
 - Moderate
 - Easy
 - Very easy
- **8. What is your overall feeling about the Elinvar Report Builder? Is it intuitive? Simple? Difficult?**
Free-text field
- **9. Imagine the Elinvar Report builder was a standalone application, would you recommend it to a colleague who wanted to create a report?**
Free-text field
- **10. Any last comments or pieces of feedback regarding the Elinvar Report Builder?**
Free-text field

User testing

Introduction

The participants will be asked to complete 10 tasks.

Each tester will be informed that the results will be anonymised, there is no right or wrong answer and to think aloud as they complete the tasks.

The tasks revolve around:

- navigating to the report builder page in the bApp,
- Setting up a series of new pages,
- Adding widgets to a page,
- Editing a widgets
- Updating the metadata of the report,
- Previewing a report,
- Editing an existing report,
- publishing a report.

After the task was completed, the user was invited to ask any questions they may have or provide any general comments on either the report builder or the testing itself.

#	Task/mission	Context	Moderator comments	Tester quotes
1	Welcome to the Elinvar Portal. Today we will be creating a quarterly report template that is to be issued to a number of investors at a later date.	Find where you would create a quarterly report for your investors.		
2	Create a new report.	a) Create a new quarterly report template. b) The report should have the title: "Quarterly Report 2021" c) The report should have the comment: "Quarterly report to be used for the year of 2021" d) The report should have a footer with the text: "Your quarterly report"		

User testing (cont'd)

#	Task/mission	Context	Moderator comments	Tester quotes
3	Create a performance page.	<ul style="list-style-type: none"> a) Setup a new page with the title 'performance' b) The page should include a performance overview table. c) The performance overview table should be full width. 		
4	Further design the performance page.	<p>To the performance overview more information is needed.</p> <ul style="list-style-type: none"> a) add a performance comparison diagram to the page, b) add a performance comparison table to the page. 		
5	Another page is needed in the report to inform our clients of some general information	<ul style="list-style-type: none"> a) Create a new page after the performance page b) Give the new page the title 'General Information.' 		
6	Communicate general information with customers	<ul style="list-style-type: none"> a) Add text to the 'General information' page, b) The text should be 100% page height, c) The text should have a title and a body text. 		
7	Edit the performance comparison diagram	<p>You've noticed a change is needed on the previous performance page.</p> <p>Change the title of the performance diagram from 'Performance comparison' to 'Your strategy vs Benchmark'</p>		

User testing (cont'd)

#	Task/mission	Context	Moderator comments	Tester quotes
8	The report is almost ready for review.	Edit the title page to display: a) the Depot bank b) the contact details. The report is now ready to be saved and reviewed at a later date. c) Save the report without publishing it.		
9	Some time has passed and you wish to edit the report to display different footer information.	a) Edit the report you just created and change the footer text from 'Your quarterly report' to 'Your Bank'.		
10	Preview and release the quarterly report.	The report is now ready. a) Preview your report to ensure everything looks correct b) Publish the report		