

| Appendix H: User Evaluation Raw Data |          |                |   |            |              |              |
|--------------------------------------|----------|----------------|---|------------|--------------|--------------|
| Scenario #                           | Expected | Actual         | Participant Comments  | Dead On    | To 1st Level | To 2nd Level |
| A                                    | 2a       | 1e             | feels "mostly good" about choice  | O          |              |              |
| B                                    | 2b       | 4, 2b          | "nothing here [4], start over"  | 2nd try    |              |              |
| C                                    | 2b       | 2b; 2b         | "suppose it's 2, a or b"  | X, X       |              |              |
| D                                    | 2c       | 2c; 2c         |   | X, X       |              |              |
| E                                    | 2c       | 2e; 2e         | "This is upgrading."  | O,O        | X, X         |              |
| F                                    | 2d       | 2d; 1, 2d      | "can't remember"; "back to 2; I went to 1 first but it is in the RNs."  | X; 2nd try |              |              |
| G                                    | 2d       | 1, 2d; 2d      | "expect in RNs (tainted background)"; "no"; "don't know"; "oh, 2!"  | 2nd try; X |              |              |
| H                                    | 2d       | 11, 3          | "looking for RN page" "what should I know before installing category would be helpful"  | O          |              |              |
| I                                    | 2e       | 2e             | "easy"  | X          |              |              |
| J                                    | 2e       | 2e             |   | X          |              |              |
| K                                    | 1a       | 9, 4b2         | "do over." "monitoring vs for dev?" "a lot of this is configuration oriented"   | O          |              |              |
| L                                    | 1a       | 4b4b           | "looked up this question 1000x" (syntax lookup). "would probably be 4b" "I think of it as tools for doing something" (this is also viable answer)   | OK         |              |              |
| M                                    | 1b       | 8d; 8a         | "pretty good" "I almost thought it was about domains"; "hmm. I'm not terribly confident."   | O, O       |              |              |
| N                                    | 1b       | 8a; 1b         | "I pick the first one that looks interesting."  | O, X       |              |              |
| O                                    | 1c       | 9a3            |   | O          |              |              |
| P                                    | 1e       | 1e             |   | X          |              |              |
| Q                                    | 3c       | 1, 6a          | "I'd expect tutorials in [1]." "no, dead end." "want to see something about a runtime production environment." "[6] stands out as related to applications"  | O          |              |              |
| R                                    | 4a1      | 4b3            | "holy cow" "organize" (has trouble w/ question); not confident; doesn't like seeing tools, just tasks.  | O          | X            |              |
| S                                    | 4b3      | 4b3            | "easy one"  | X          |              |              |
| T                                    | 4b4a     | 4b2            | "I'm unsure, not confident. If the words in the question matched words in menu, I'd think I got it."  | O          |              | X            |
| U                                    | 4b4b     | 4b4b           | "a or b, I'm not sure"  | X          |              |              |
| V                                    | 4b4c     | 4b3; 6, 4b4c   | "config.xml" "not happy with titles focused on tools instead of tasks"; "hard! Functional links versus reference? Config.xml = domain. Don't like any under [6]. I don't like any under 4b4 - I'm looking for a reference - I don't feel like it would lead to a reference."                                | O, 2nd try |              | X            |
| W                                    | 5a       | 5a             | "This is a tough one because it's shutdown. I take things literally."   | X          |              |              |
| X                                    | 5a       | 10b, 4c; X, 5a | "What is RASP? I'm not confident [both times]." (Told revised title)  | O, X       |              |              |
| Y                                    | 5b       | 4b3; 4c, 5b    | "It would be 4b if the domain is already configured. I know that you can do this in the Admin Console when you create a machine." [Was affected by Console organization.] "Hey, I wrote this module. I'd probably not look under monitor. [4c] (no!) I've seen Node Manager before. Oh! Ding ding ding! 5b" | O, 2nd try |              |              |
| Z                                    | 5c       | 5c             | "It depends on what you're using it for."   | X          |              |              |

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| AA                                   | 4c1      | 6a, 4b3        | "I don't know if this is the right one. I don't see it. It depends on whether you're looking at it from a Web app perspective."  | O             | X            |              |
| BB                                   | 4c1      | 3a; 4b3        | "4c seems like clustering and that's not what I want"  | O             | X            |              |
| CC                                   | 4c1      | 5a             | "That's where I'd set it up."  | O             |              |              |
| DD                                   | 4c2      | 4b3            | "maybe 6" "manage server cmm" bothers me - within or outside the WLS env?"   | O             | X            |              |
| EE                                   | 4c2      | 4c2            | "I'm sure it's right"  | X             |              |              |
| FF                                   | 4c3      | 2b             | "Good question. 3 options make sense. What is RASP?"   | O             |              |              |
| GG                                   | 4c3      | 4c2, 1?        |  | O             |              | X            |
| HH                                   | 6a       | 6a; 5, 6a      | "5 is wrong! 6a" (fairly confident)  | X, 2nd try    |              |              |
| II                                   | 6a       | 10a, 4c2       | "This is the wrong path. If the page loads slowly, I read carefully."  | O             |              |              |
| JJ                                   | 6b       | 7, 4c2         | "This is wrong. Kinda weird."  | O             |              |              |
| KK                                   | 6c       | 10a            | "Feel OK." "Tuning has to do with databases" "I think of what's internal to WLS versus what's external."   | O             |              |              |
| LL                                   | 6c       | 5a; 4, 6c; 4b3 | ID'd mistake quickly; "thinking in terms of the thing I'm trying to configure. I don't look at it from SA point of view."  | O; 2nd try; O |              |              |
| MM                                   | 6d       | 6d             | "I'm looking for a reference section"  | X             |              |              |
| NN                                   | 6e       | 10a            | Asks me which store b/c there's many - told "stores app data". "There's no application stuff." "[6] has apps." not confident. Console vs command line = different routes; "I throw search terms into google." "This is a hard one."  | O             |              |              |
| OO                                   | 6f       | 4b3            | "Interesting. This isn't right. But the right one does kind of make sense." [New feature.]   | O             |              |              |
| PP                                   | 6f       | 10, 4c2; 7c    | "Tough one. Not this one [10]. Will this one [4c2] take me there? [New feature.] What is RASP?" "Oh dear, what does this mean. What is RASP? I'm not sure what they are. I'm somewhat confident. [6] is OK."   | O, O          |              |              |
| QQ                                   | 7a1      | 4b2, X; 11f    | "gotta be 4 again" "I think I'm off" "not sure at all" "still think it's 4" (looking for existing systems that are NOT wls); "would not have picked 7" "1st step is readable; 2nd is best choice. This is a very specific thing. The ? Is for debugging so I think about use."             | O, O          |              |              |
| RR                                   | 7a1      | 7a1            | "7a definitely. 1 or 2" (perceives quick start as simple)  | X             |              |              |
| SS                                   | 7a2      | 7a1; 4b3, 6    | Remembers category even after 2 hour break!; "4 or 6. Not in here either. This one's pretty deep and specific. I would look by feature but this is not how SAs would. 7 is what use the feature for but depends on their knowledge. I'm colored by the existing org and a dev standpoint." | O, O          |              | X            |
| TT                                   | 7a3      | 7a3; 6, 4b3    | "my brain is hurting!" "on, doing migration stuff"; (see previous)   | X, O          |              |              |
| UU                                   | 7b1      | 6a; 4b3        | "oh gosh" "I'm not a JCA guy"; "my point of view is how you would configure versus how you would use." "this drives you to the console but you can also do this in other ways (scripting)"   | O, O          |              |              |
| VV                                   | 7b2      | 9, 4b          | "I know SNMP but customers don't know what it is. Want to Monitor."  | O             |              |              |
| WW                                   | 7b2      | 9x             | "Configure SNMP > Agents/Traps/Monitors" (see previous)  | O             |              |              |
| XX                                   | 7b3      | 4b3; 8a, 8c    | "about config environments" "a runtime thing"; "tough one. Existing docs has a reference section. These things overlap."   | O             |              |              |
| YY                                   | 7b4      | 9, X           | "talking SNMP?" (yes); "none. Oh, I see. No other choice. SNMP is all monitoring. It's the hardest for customers."   | O             |              |              |
| ZZ                                   | 8a       | 8d; 8b         | "d or a. or maybe c"; "good one - no one gets this SSL stuff correct. Easy, 8b or 11g if I already know the error."  | O             | X            |              |

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| AAA                                  | 8a       | 8c; 8a          | "Definitely." "Can be c or d"   | O, X       | X            |              |
| BBB                                  | 8b       | 1b              |   | O          |              |              |
| CCC                                  | 8b       | 8b              |   | X          |              |              |
| DDD                                  | 8c       | 8c              | "Now I know that. Yes, it is an app resource."  | X          |              |              |
| EEE                                  | 8c       | 1a              | "this is basic info" feels "so so" "users aren't necessarily about security"  | O          |              |              |
| FFF                                  | 8d       | 8a              | "torn between a & d" "feel good"  | O          | X            |              |
| GGG                                  | 8d       | 8d              |   | X          |              |              |
| HHH                                  | 9a1      | 10, 9b1         | "[10] is the wrong place. Oh, stupid! Yes, [9] is right. Good headers, but both a and b are possible."  | O          | X            |              |
| III                                  | 9a2      | 9a1             | "unsure of the [a] part - seems more like configuration aspect, not interpretation"   | O          |              | X            |
| JJJ                                  | 9a2      | 9a2; 11c, 9a2   | "I'd go straight to [9]. I'm very confident"; "Not enough information to go on - this is new so I don't know."  | X; 2nd try |              |              |
| KKK                                  | 9a3      | 9b, 9a3         | "It's either a or b."   | 2nd try    |              |              |
| LLL                                  | 9b1      | 6, 9b2; 6f, 9b2 | "Not necessarily [6] because I'm not necessarily making changes. This is a good question, it's always a pain. I haven't seen [9] yet." "Tricky one. [6f] reasonably confident. [9b2] is sound choice. Easy."  | O, O       |              | X, X         |
| MMM                                  | 9b1      | 7c, N/A; 9b1    | "I'm curious about [7]. Seems like server config, which you do at the domain level. I already know [4]. It seems like an Admin Console only thing. [9] makes sense, but I don't think of this as configuration." "I've been down this road before." | O, X       |              |              |
| NNN                                  | 9b2      | 6f              | "Hmmm. This seems associated with a particular EAR or WAR."   | O          |              |              |
| OOO                                  | 10a      | 10a             |   | X          |              |              |
| PPP                                  | 10a      | 10a             | "I guess, though this is a pretty broad category."  | X          |              |              |
| QQQ                                  | 10b      | 6b              |   | O          |              |              |
| RRR                                  | 10b      | 4c2; 4c, 4b3    | "I don't see anything like this."; "I'm off topic. Need a few more categories."   | O          |              |              |
| SSS                                  | 10c      | 11d; 4b2        | "I'm unsure. 10 would have been my 2nd choice."   | O, O       |              |              |
| TTT                                  | 11a      | 11a             |   | X          |              |              |
| UUU                                  | 11b      | 2c              |   | O          |              |              |
| VVV                                  | 11c      | 11c; 11c        |   | X          |              |              |
| WWW                                  | 11d      | 5a, 8d          | "[4] or 98]? [10]? [Picks 5.] This is maintenance functionality. No, this [5] is a dead end. Great links!"  | O          |              |              |
| XXX                                  | 11e      | 9b1             | "Yeah."   | O          |              |              |
| YYY                                  | 11f      | 11a             |   | O          | X            |              |
| ZZZ                                  | 11g      | 11g; 11a        | "I sometimes go to the first thing I read rather than what's most appropriate."   | X, O       | X            |              |

| <b>Miscellaneous User Comments</b>  |  |  |  |
|---|--|--|--|
| "You should spell out acronyms, like you to for WTC."   |  |  |  |
| "I'm always looking for an index."  |  |  |  |
| "[9] through [11] have a lot of overlap, especially [9] and [10]. To tune, you have to monitor. Diagnosing problems is troubleshooting. I like [11] and that the error messages are listed first."  |  |  |  |
| "I like the SSL category. It would be helpful to call out certificates too. When customers have 2 WLS systems behind their firewall and want to do secure communication, we tell them they can't use demo certs, but how should they do it without commercial certs. There should be some procedure for this."              |  |  |  |
| "The store and forward one really got me. I didn't connect it immediately with integrating applications."   |  |  |  |
| "I like the structure. It would be more helpful. It looks fine."  |  |  |  |
| "I'd like to see this when it's online. When will it be implemented?" [Told end of March.] "I will send you an e-mail reminder!"  |  |  |  |
| "I don't know anything about Tuxedo." [Skipped those questions.]  |  |  |  |
| "Category 4 looks right. 5 looks good for what's underneath it. Seeing it like this, in bullets, is more helpful than this exercise. I think I could find it this way, definitely."   |  |  |  |
| "The only thing is the Learn About and Get Started categories are weird. They should be combined. I'd call it "Get Started." That's what Sun does. It's like an industry standard to find this type of information under that [label]. I don't want to learn about anything. I want to get in there and start working."     |  |  |  |
| "Whenever I have issues, since I'm internal, I can just ask someone."   |  |  |  |
| "I'd like to see an online prototype of this."  |  |  |  |
| "Once I see it all laid out like this, I know I could find what I'm looking for."   |  |  |  |
| "I don't use headings. I usually search for something like 'monitoring security'."  |  |  |  |
| "I usually have a hard time finding things the second time."  |  |  |  |
| "It's missing connections between things." (Advocates for polyhierarchy)  |  |  |  |
| "Examples are very helpful. You could have no doc except for the examples and it would be fine."  |  |  |  |
| "The Education group has labs that are task-based and generally make a lot of sense to customers. Look especially at the clustering and proxy plug-in labs."  |  |  |  |
| "Customers could spend 5-6 hours learning how to cluster using e-docs, and less than an hour with samples."   |  |  |  |
| "Having searching within one of these categories would make the hugest difference for me."  |  |  |  |
| "It needs something about how to migrate from development to test to production."   |  |  |  |
| "This is great. It's definitely a lot better."  |  |  |  |
| "I'd have something about how I would do it if I'm used to using another application server."   |  |  |  |
| "I'd typically look up something like 'what does a log file entry mean?' or 'how do I monitor JRockit?' or 'How to I monitor using all the different methods (console vs command-line vs SNMP) or 'How do I make a command-line script out of something done in the console?' (very concerned about method for doing tasks) |  |  |  |
| "Yes" (when asked whether having subsystem subcategories under "monitoring" would be helpful).  |  |  |  |
| "This is a good process."   |  |  |  |
| "I'd move RNs after Upgrade b/c you're walking through."  |  |  |  |
| "I'd not expect the admin command-line reference to be under server startup" (2nd person mentioned) - "used primarily for config - put in 4"  |  |  |  |
| "SNMP goes under monitoring"  |  |  |  |
| "Messaging should go under Integrate [6] unless you add "to interoperate with foreign providers" in the title.  |  |  |  |
| "I'd not expect to look under RASP to talk about cluster configurations (rather 4)"   |  |  |  |
| "MSI would go under 5 or manage server communications (will be supported in Diablo, just disable avail for config.)"  |  |  |  |
| "This is very good."  |  |  |  |
| "In the past we had people who had trouble understanding what a domain is."   |  |  |  |

|  |  |  |  |  |
|--|--|--|--|--|
| "I generally think this is good."  |  |  |  |  |
| "At the top level there should be something about application deployment. 'Integrate' is a fuzzy term."  |  |  |  |  |
| "I much prefer the task-oriented approach, but I'm not a programmer and not a SA."   |  |  |  |  |
| "I tripped when there were tasks versus tools in the labels."  |  |  |  |  |
| "I think tutorials should be surfaced at a higher level. I think combining 1 and 3 is a good idea. I didn't go into 3."  |  |  |  |  |
| "I've had 2 cases on monitoring this week. Customers don't know where to start. Should have sections on what to do, how to configure, how to use, and examples."                                   |  |  |  |  |
| "SAs don't think in terms of goals"  |  |  |  |  |
| "People don't think the same way. I'd like an alphabetical list of configuration attributes, but that doesn't mean everyone would."  |  |  |  |  |
| "Everything is interrelated. SAs who don't have Java dev/app pkging experience fare much less well than those who do."   |  |  |  |  |
| "Related Resources or Additional Topics sections at the end that point the SA to Dev stuff would be helpful."  |  |  |  |  |
| "I would like a web app that made a customized guide. Like enter my OS and DB and then just see what applies to me."   |  |  |  |  |
| "I got to know where things were in the docs, so I'd have to relearn."   |  |  |  |  |
| "I use the docs constantly."   |  |  |  |  |
| "The Admin Cmd-Line Reference is also used for shutdown and other MBean stuff. It's best fit where it is, but monitoring is only a slightly less common use for it."                               |  |  |  |  |
| "Everyone wants the performance tuning guide."   |  |  |  |  |
| "I would like to see a prototype. I would have at least a few comments."   |  |  |  |  |
| "You're tasked with something incredibly difficult here."  |  |  |  |  |
| "What is RASP?"  |  |  |  |  |
| "I'm not sure. I don't look at the documentation like this, I go straight to search."  |  |  |  |  |
| "I think it is helpful. It depends on what I'm doing. It would be more helpful for learning. If I had a problem, I'd go to search"   |  |  |  |  |
| "[7] thre me because I'm installing something whose function is to operate. I keep getting drawn in [6] or [4]. [6] and [4] are related - it's a difference between the wholistic and particulars" |  |  |  |  |
| "[7] is what they're used for. The rest look pretty good."   |  |  |  |  |
| "I'm more a developer than an SA. I'm tuned to the things I put in the server, versus the server and putting things in it."  |  |  |  |  |