



## Why SUS and what are the benefits?

In over its 30 years of use, SUS has proven to be more dependable to detect usability problems than any home-grown questionnaire and other commercially available ones. Also, SUS can be used on a smaller sample size which gives equally reliable results as that of a big sample size with a 17 points difference 95% of times.

In summary:

- SUS is the **quickest way to measure usability** and is very **easy to administer** participants.
- A **small sample size** of 5 users can provide as reliable result as that of 500 users.
- It can **effectively differentiate** between **usable and unusable** content.
- It consists of only **10 objective and 3 subjective questions** which takes a **maximum of 10 minutes to finish**, **reducing hesitation** from participants to complete the survey.

## How does the UX audit work?

The Infozone UX audit is a 3 stage process which starts with surveying the application users, analyzing survey results and make actionable recommendations. Following are the detailed steps.



1. **Discovery Meeting** – We set up a short meeting to gather information about your application and why you are considering a SUS survey.
2. **Survey set-up** – We set up the survey and send it out to the group of user.
3. **Survey Timeline** – We keep the survey open for 2 weeks with follow up email to encourage participants to take the survey within the time window.
4. **Result Generation** – We take 1 week to analyze the survey data and come up with the results.
5. **Presentation** – We set up a meeting to go over the survey results and provide actionable recommendations based on the feedback received from your users.

6. **Outcome** – In the presentation, we focus on a SUS score that your application has earned and what it means. We also share highlights of the user feedback that we have received and based on that we provide recommendations to make spot fixes. If needed, we create mock-ups of the design recommendations for ease of visualization and development.



A SUS survey gives a holistic picture about the application's usability. It is focused on making sure that the user experience of the application is smooth. It differs from an object-oriented survey which is geared towards learning in detail about the usage frequency of the objects within the application such as charts, tables and KPIs. Along with the SUS survey, this kind of survey is also valuable to refresh and cleanup the applications that might have got complex over time. If preferred, we can offer a customized object-oriented survey in addition to the SUS Survey. This addition will provide an all-round picture about how well the application is serving the user.

With Infozone's longtime experience in the field of Business Intelligence and expertise in User Experience design for BI, we can make sure that the analytics and user experience aspects go hand in hand when conducting an audit of your applications.

We are mindful of selectively translating user feedback into recommendations based on overarching UX guiding principles that will solve usability pitfalls and enhance the quality of the applications. We also compare the user feedback against new requirements and evaluate applications in terms of performance to create the ideal BI environment for your users to be the most productive.

**BI applications evolve as data and processes evolve. We take User Experience seriously in BI applications, so let us assist you to keep them in good shape.**