

ELLIANCE

MyAlliedBarton IA

User Findings

September 2009



Overview

In the effort to better understand the needs of the target audience for which we are creating this website, Elliance has reviewed and analyzed survey responses and derived 12 key findings.

Findings include responses from the following audience segments.

- Training (responses received)
- IT (responses received)
- Human Capital (responses received)
- Human Resources (responses received)
- Payroll (responses received)
- Internal Communications (responses received)
- Strategic Sourcing (responses received)
- **Security Officers (responses not received as of 9.10.09)**

12 Key Findings

Finding #1

Employees commonly visit MyAlliedBarton as they attempt to advance their position in the company

Recommendation:

Emphasize career advancement opportunities.

Finding #2

Employees want feedback and acknowledgement for their training success.

Recommendation:

Provide a dedicated (private and public) area for current awards and recognition with strong visibility.

Finding #3

Supervisors want to distribute information and assign tasks in a personalized fashion.

Recommendation:

Provide personalized task lists and feedback forums between supervisors and individual officers.

Finding #4

Managers want the ability to update groups and individuals on procedural & policy changes.

Recommendation:

Provide a centralized broadcasting area
outside of news.

Finding #5

EDGE system inaccurately reports course completions, resulting in decreased incentive to use the system.

Recommendation:

Provide training for IT to better understand the implications of the system bug.

Finding #6

Managers want the ability to view their employee payroll.

Recommendation:

Provide a 3rd party relationship to provide payroll information within an integrated web solution.

Finding #7

Employees want a central “contact center” for immediate calls and emails.

Recommendation:

Provide regional ‘Contact Lists’ in both digital and PDF formats (wallet size)

Finding #8

Employees want better ways to navigate commonly asked questions.

Recommendation:

Provide a comprehensive central knowledge base

Finding #9

Officers and Managers want better ways to manage requests like time off and shift changes

Recommendation:

Provide a support ticket system for managers

Finding #10

Visitors find the navigation difficult to use which results in the information feeling larger and more complex.

Recommendation:

Provide more relevant taxonomy which conform to language conventions the users are used to.

Finding #11

Employees want the ability to look up their time-off, vacation time and sick days taken.

Recommendation:

Provide a real-time link to HR data

Finding #12

Employees want the ability to change personal information like email, address and phone.

Recommendation:

Provide a central area to let employees update and change their personal information.

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Thank You

