User Testing Protocol
Long Beach Single Sign-On

Version 02 (11.01.23)

1. Document Overview

This document outlines the plan for conducting a usability test for the development for the City of Long Beach's Single Sign-On service. The objectives for the service are to (1) to provide Long Beach residents with the ability to sign into multiple City applications with one account and eliminate the need for separate login information for different City services; (2) enable reporting about application enrollment, access, and usage; (3) enable modern security standards, such as multi-factor authentication (MFA), for applications that do not offer desired security levels.

By conducting these tests, we aim to identify any inconsistences and usability problems within the services; these may include navigation or presentation errors and usage problems. The tests outlined in this document are to be conducted either face-to-face or remotely (via Teams, Zoom, or similar service) between a moderator, a single participant, and an (optional) observer.

The following sections of this document outline the introduction, pre-task assessment, task for evaluation, and post-task evaluation. Within each section, the moderators are given a script to ensure continuity across all tests conducted. Additionally, there is space for the moderator to record answers and observations from the participant in real time.

2. Introduction (5 minutes)

The moderator will explain what the Single Sign-On service is and why we are conducting this research. They will go on to explain what is going to happen, how the session is going to be recorded, and how the data collected is going to be used.

The moderator will read aloud the following:

> Hi [NAME OF PARTICIPANT]. My name is [NAME OF MODERATOR], and I
> am going to be guiding you through today's usability testing

session. Before we begin, I am going to provide you with some important information regarding the Single Sign-On service, the usability test process, the data you provide, and what will be done with that data. I will be reading from a script to ensure that I cover everything. This session should take about 45 minutes.

You are here today to provide feedback about a new service provided by the City of Long Beach, the Single Sign-on service. Currently all digital services at the City of Long Beach - such as our 311 app to report potholes, our parks reservation system, and our utility bill payment portal - utilize separate logins with individual usernames and passwords. When fully implemented, a Single Sign-on utilizes one username and password to access multiple services. The goal of this project is to simplify the resident experience when engaging with all of the City's digital services, saving you time! For example, you will be able to use one login to pay your utility bill, check out a book at the library, and book a tennis court at your local park. We are conducting these tests before publicly launching the new service to ensure that it works as intended.

The first thing I want to make clear is that we are testing the service, not you. There are no wrong answers and you do not need to worry about making any mistakes while we are together.

I will provide a series of tasks for you to complete within the Single Sign-On service. Please note that we will be testing a

proof of concept of the Single Sign-On service and does not yet offer connections to all digital City service. As you complete these tasks, I am going to ask that you think out loud. I would like you to say what you are looking at, what you are trying to do, and what you are thinking. This might feel unnatural at first, but this is important for us to understand how you navigate the service so we can uncover areas that are confusing or not functional.

Additionally, do not worry about hurting my or anyone else's feelings. We are doing this to understand your experience using the service and where we can improve it before sharing it with all the residents of Long Beach.

If you have questions as we move along through the tasks, you are free to ask them. I may not be able to answer all of them right away, since we are interested in how you would use the service in the real world without having someone sitting next to you. But if you still have questions when we are done, I'll try and answer them then. Additionally, if you ever need to take a break at any point just let me know.

You may have noticed the audio recorder and screen capture. With your permission, I will be recording our conversation and what is happening on the screen. The recording will only be used to help the team figure out how to improve the service and it won't be shared with anyone outside of the City's team who are working on

this project. Additionally, this helps keep me more engaged with you by having to take less notes.

[If there is anyone else in the room take the time to identify them and their purpose before proceeding]

I am now going to ask you to sign a simple permission form for us. We have shared a copy of this form with you via email to review before our session today. It states that we have your permission to record your voice and your screen, and that the recording will only be used by people working on the project within the City of Long Beach. Do you have any questions regarding the form?

Point of Action
o   Give the participant the Research Consent Form and a pen o   While they read and sign the document, begin the audio recording.

Thank you so much for signing that. Over the 45 minutes, I will ask you to complete a series of tasks using the new Single Sign-On service. Before we begin, I am going to ask you some questions about your digital habits. We will use this information to improve the accessibility of our digital services. Finally, after you have completed the tasks, I will ask you a few questions about your experience using the service. Do you have questions before we begin?

And just as a reminder, if you need a break at any time just let
        me know.

3. Pre-task Interview Questions (5 minutes)

Please complete the following table with any participant information ahead of time using prior surveys. Take a moment to confirm the information provided.

Participant Information	
Participant Name	
Date & Time	
Location	

The selected participants have already completed a demographic and background questionnaire. The questions below are to further clarify any details and to make the participant feel more comfortable before moving forward. These questions are related to how comfortable the participant is using technology and how they currently engage with the City.

The moderator will read the following aloud:

        Before we move onto the tasks to be completed today, I'd like to
        ask you a few quick questions to understand your digital habits.

        1. Roughly how many hours a day do you spend using the
           internet, including web browsing and email during your
           personal time?
        2. Using a scale of one [1] to four [4], how would you rate
           your confidence in using new technologies? One having very
           little confidence with new technology to four having lots
           of confidence with new technology.

3. I am now going to ask a few questions about your current device, can you please tell me the make and model of your device? Don't worry we understand they you may not know the exact specifications.

4. Can you please share what web browser you use on this device? For example, Google Chrome, Safari, Firefox, etc.

Please record the participant's answers in the table below.

Record Answers Below	
Question 1 (Hours)	
Question 2 (Tech confidence)	
Question 3 (Make & Model)	
Question 4 (Browser)	

4. Research Tasks

The script below lists the predefined tasks to be completed during the test. Remember to ask the participants to "think aloud" so we can understand the positive and negative sides of the experience. The moderator should encourage the participant to keep talking without using biased or leading questions that can impact the quality of findings. If participants ask question when they are struggling, note the question in this document and ask them what they would do if you weren't there. If the question is crucial to the test, provide the necessary assistance but note what assistance you provided as this could be a serious usability issue.

As the moderator keeps an eye on the time. While it is ideal that each participant complete all the tasks listed below, it is more important to respect their time and stay within the agreed upon time commitment. If a participant is struggling to complete the tasks this can be an indication of faults in the service and not the participant. Take note of how long each task is taking and record your observations in the tables below.

The moderator will read the following aloud:

Thank you for answering those brief questions for me. I will now ask you to complete a series of tasks using the Single Sign-On service. I will read each task out load and give you a printed copy of the task to reference.

As I mentioned before, I am going to ask that you think out load as you complete each task. I would like you to say what you are looking at, what you are trying to do, and what you are thinking. This might feel unnatural, but this is important for us to understand how you navigate the service so we can uncover areas that are confusing or not functional.

Any last questions before we begin?

Point of Action
o Start the screen recording.   o Hand the participant the first scenario card as you read it aloud.

Scenario One:

Please access the portal using the link provided in your email from Okta and create an account for yourself.

During set up, you should be prompted to set up multi-factor authentication (or MFA). MFA requires one or more additional verification factors such as a phone number or email address, which decreases the likelihood of a successful cyber-attack.

After you have successfully created the account, please log out.

Scenario One Observations	
Time to complete task	
Verbal Participant observations	
Moderator Observations	
Participant Questions	
Moderator Answers	

Scenario Two:

Please log back into the Single Sign-On portal with your credentials. If you have completed the last task successfully, you should be prompted to complete the multi-factor authentication process.

Scenario Two Observations	
Time to complete task	
Verbal Participant observations	
Moderator Observations	
Participant Questions	
Moderator Answers	

Point of Action
○ If the participant has indicated that they speak Spanish at home, hand the participant the third scenario card as you read it aloud. ○ If the participant only speaks English, please proceed to the fourth task.

[Optional] Scenario Three:

Please view your profile in the "settings" and change your portal's language to Spanish. Once complete please navigate back to the homepage

Scenario Three Observations	
Time to complete task	
Verbal Participant observations	
Moderator Observations	
Participant Questions	
Moderator Answers	

Point of Action
○ Hand the participant the fourth scenario card as you read it aloud.

Scenario Four:

Now that you have successfully created your account and have logged in, select "Okta Salesforce" and login. A new tab should

open and log you in without having to re-enter your login

credentials.

Scenario Four Observations	
Time to complete task	
Verbal Participant observations	
Moderator Observations	
Participant Questions	
Moderator Answers	

Point of Action
o   Hand the participant the fifth scenario card as you read it aloud.

Scenario Five:

Please go back to the tab with the Single Sign-On service portal.

Once there, please view your profile in the "settings" and change

your password. Once complete, please log out.

Scenario Five Observations	
Time to complete task	
Verbal Participant observations	
Moderator Observations	
Participant Questions	
Moderator Answers	

Point of Action
o   Hand the participant the sixth scenario card as you read it aloud.

Scenario Six:

Please log back into the portal with the new password. Once logged in, please select "Long Beach SPA with Initiate" and login without having to re-enter your login credentials.

Scenario Six Observations	
Time to complete task	
Verbal Participant observations	
Moderator Observations	
Participant Questions	
Moderator Answers	

Point of Action
o   Collect all the scenario cards and proceed to the "Post-Task Interview Questions"

5. Post-Task Interview Questions (5 minutes)

To close out the session, ask the participant the open-ended question below to capture last thoughts and reactions about the service. You will also be thanking the participant for their time and giving them the promised $25 gift card.

The moderator will read the following aloud:

Now that we have completed the task-based portion of this session, I'd like to wrap up by asking a few questions about your experience using the Single Sign-On service.

1. Overall, how would you describe your experience using the Single Sign-On service?

2. Do you think this service will be helpful in accessing the variety of the City's digital services?

3. Was there anything unexpected about the service? Perhaps something that delighted you about the experience or something you found frustrating?

4. If you could change one thing about the service you used today, what would it be?

5. Is there anything else you would like to mention before we conclude today's session?

Record Answers Below	
Question 1 (Describe your experience)	
Question 2 (Is the service helpful)	
Question 3 (Unexpected findings)	
Question 4 (One thing to change)	
Question 5 (Last mentions)	

Thank you so much for taking the time today to provide your feedback about the new Single Sign-On service. Your perspective is incredibly valuable as we prepare to roll out this service to all Long Beach residents.

Now that we are done, do you have any questions for me?

Take a moment to listen to any questions the participant has regarding the Single Sign-On service, the Civic User Testing program, etc. Please note the questions below and a summary of your answers. This will be helpful in anticipating questions from other participants.

Record Participant's Questions Below	
Participant Question	*Summary of Answer*

Again, I want to thank you for your time and your candid opinions about the service. As promised, we have a $25 gift card for your participation. Additionally, I wanted to let you know to keep a lookout for more opportunities from us. We will be seeking resident feedback on more City projects that are currently in development.

Please do not hesitate to reach out with any questions you may have about today's session or the Civic User Testing Program. Lastly, please share this opportunity with your family, friends, and neighbors! We are accepting interests forms on a rolling basis for several upcoming projects.

Point of Action
o   Give the participant their $25 incentive (or remind them that it will be mailed to them)
o   Share you contact information with the participant (preferably a business card)
o   If the participant reacts positively to sharing the opportunity with others, hand them a few postcards to distribute.

6. Post-Test Notes

After the participant has left, take an opportunity to summarize your initial reactions of the session. While there is a recording of the session and you have thoroughly documented the experience above, it is helpful for those conducting the analysis to understand what jumped out to you in the moment.

Moderator's Reactions	
Top Three (3) Issues	
Three (3) positive experiences	
Useful Quotes	