

UI/UX Design and Development

Concept to Creation

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Heuristic Evaluation of Viewtrust Flagship Product of Virtustream

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Product and Goals

This report documents heuristic evaluation of viewtrust, an enterprise grade, cyber security and compliance solutions for government and enterprise customers worldwide. The goals of this heuristic evaluation were to evaluate the usability of viewtrust using a set of heuristics and disclose a prioritized list of issues to developers' attention. The findings along with the proposed UI Solution will guide future changes in the software's interface.

Methods

Researchers utilized Nielsen's ten usability heuristics (Nielsen, 1994) to evaluate common tasks in viewtrust : Dashboard & Homepage Section. Heuristic evaluation is done to find the usability issues and which heuristic violations occurred, then rated each issue in terms of severity. Usability Analyst later consolidated and prioritized usability issues according to severity.

Findings

This evaluation identified 41 usability issues in total. A proposed Solution is given in the presentation.

Methodology - Ten Usability Heuristics

- **Visibility of system status**

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

- **Match between system and the real world**

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

- **User control and freedom**

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

- **Consistency and standards**

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

- **Error prevention**

Even better than good error messages is a careful design which prevents a problem from occurring in the first place.

- **Recognition rather than recall**

Make objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

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- **Flexibility and efficiency of use**

Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

- **Aesthetic and minimalist design**

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

- **Help users recognize, diagnose, and recover from errors**

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

- **Help and documentation**

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

Heuristic Severity rating Scale

The following 0 to 4 rating scale has been used to rate the severity of usability problems:

0 = I don't agree that this is a usability problem at all

1 = Cosmetic problem only: need not be fixed unless extra time is available on project

2 = Minor usability problem: fixing this should be given low priority

3 = Major usability problem: important to fix, so should be given high priority

4 = Usability catastrophe: imperative to fix this before product can be released



Login Id

Password

Login

A



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ACE™ | 2.6.0.1 | Build - 06052015
B Forgot your Password?
New User Account Request
Limited License Version - Expires on
6/27/2016

Consistency and standards

- A. Mandatory Field are not clearly defined
- B. Forgot your password & New User Account should be part of Login form

(Design is not as per general Form Design pattern)

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Home Page

The screenshot shows the Viewtrust ACE™ 2.6.0.1 web application interface. The browser address bar shows the URL https://10.12.233.199/ace/frmDefault.aspx?myview=home. The application header includes the Viewtrust logo and version information. The main content area is divided into two sections: 'A&A Details [Cases] >> My Active Case[s]' and 'My Tasks'. The 'A&A Details' section contains a table with columns for ID, Audit Case Name, Status, Process Type, RMF Steps, Artifacts, Task, Audit Document, IAC, Team Members, Copy, and Delete. The 'My Tasks' section contains a table with columns for Task No., Status, Task Description, Open Date, Updated By, Past Days, Enterprise Function, Assigned To, Artifacts, and Add Sub-Task. Annotations A through H are placed on various elements: A (Go button), B (Page Size input), C (Add/View buttons), D (Task status), E (Alphabet menu), F (Logos), G (Footer), and H (Header font).

#	ID	Audit Case Name	Status	Process Type	RMF Steps	Artifacts	Task	Audit Document	IAC	Team Members	Copy	Delete
1	70	75UsersAuditCase [System Name : AS22] [NIST (DHS)] EF02	Active	Annual	Annual	+ Add / > View						

Task No.	Status	Task Description	Open Date	Updated By	Past Days	Enterprise Function	Assigned To	Artifacts	Add Sub-Task
PALL-1	Draft / Open	dddd	06/29/2015	AU01 AU01	-	All	Not- Assigned	+ Add / > View	Add Sub-Task
PALL-44	Draft / Open	TestSummary18	01/27/2015	AU01 AU01	147 ▶	All	Not- Assigned	+ Add / > View	Add Sub-Task

G. The content should be placed at the footer and not at this position as it falls under the Menu section.

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

2 = Minor usability problem: fixing this should be given low priority

Consistency and standards

- A. Different color for same button type (GO & Add New Case) & Go button show inactive cases
- B. Page size input box control Inconsistent size
- C. Inconsistent grid actionable items, icon + text & Icons
- D. Inconsistent font color for different column items
- E. Spacing between Alphabets is very less and no visible difference between Alphabets & All items as Active
- F. Two logos on header is confusing, unwanted usage of space.
- G. Footer should be in the Bottom of the page

Severity Rating 2

Aesthetic and Minimalist design

- H. Header Font Color is not clearly visible

Severity Rating 3

Administration Page- Enterprise Setup

The screenshot shows the Viewtrust ACE™ Administration interface. The navigation menu on the left includes: Administration, Enterprise Setup, Vulnerability Mgmt, Audit Cases, Task Workflows, Export & Import, Standards, Menu, Asset Management, Audit Cases, Tasks, Discussion Forum, Reports, My Account, and Collector. The main content area displays a table of Enterprise Units with columns for #, ID, Abbreviation, Enterprise Unit Name, Status, Custom ID, Type, and actions (Add, View, Edit, Delete). Annotations highlight specific usability issues: A (tab size), B (button size), C (breadcrumbs and total count), and D (inconsistent grid actions).

#	ID	Abbreviation	Enterprise Unit Name	Status	Custom ID	Type			Add Template	View Template	
1	VI59B7BC5B-3	EU01	EU01	Active		Platinum		+	+ Add	> View	
2	VIF71EAE54-4	EU02	EU02	Active		Platinum		+	+ Add	> View	
3	VI22AE5238-6	EU03	EU03	Active		Platinum		+	+ Add	> View	
4	VI06085E4E-4	EU04	EU04	Active		Platinum		+	+ Add	> View	
5	VIC6EF85B7-8	EU05	EU05	Active		Platinum		+	+ Add	> View	
6	VICCE32B61-5	EU06	EU06	Active		Platinum		+	+ Add	> View	
7	VIABCA6F9-8	EU07	EU07	Active		Platinum		+	+ Add	> View	
8	VIFF608CB2-7	EU08	EU08	Active		Platinum		+	+ Add	> View	
9	VI70E61508-8	EU09	EU09	Active		Platinum		+	+ Add	> View	
10	VI1B4989DD-8	EU10	EU10	Active		Platinum		+	+ Add	> View	
11	VIE15E79EE-8	EU11	EU11	Active		Platinum		+	+ Add	> View	
12	VI5502E93E-8	EU12	EU12	Active		Platinum		+	+ Add	> View	
13	VI3CF7BBCE-8	EU13	EU13	Active		Platinum		+	+ Add	> View	
14	VI01D6903C-8	EU14	EU14	Active		Platinum		+	+ Add	> View	
15	VI28107389-8	EU15	EU15	Active		Platinum		+	+ Add	> View	

Consistency and standards

- A. Inconsistent tab size, confusing Tab navigation pattern & Color
- B. Button size is very small, padding within the button is missing
- C. Breadcrumbs & Form Data grid, total no of. Result in same row.
- D. Inconsistent grid actionable items, icon + text & Icons

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Severity Rating 3

Administration Page- Enterprise Setup

Logged as: [AU01] AU01 AU01 ■ Current Log in: 7/3/2015 4:35:35 AM [10.13.2.133] Last Log in: 7/3/2015 3:34:25 AM [10.12.233.200] Dashboard | Home | Logout | Feedback | About | Support | Help

virtustream Security Solutions Viewtrust ACE™ 2.6.0.1 [06052015]

ID	Abbreviation	Name	Equation	Status	Severity	Actions
4	VI06085E4E-4	EU04	EU04	Active	Platinum	[Edit] [Add] [View]
5	VIC6EF85B7-8	EU05	EU05	Active	Platinum	[Edit] [Add] [View]
6	VICCE32B61-5	EU06	EU06	Active	Platinum	[Edit] [Add] [View]
7	VIABCBA6F9-8	EU07	EU07	Active	Platinum	[Edit] [Add] [View]
8	VIFF608CB2-7	EU08	EU08	Active	Platinum	[Edit] [Add] [View]
9	VI70E61508-8	EU09	EU09	Active	Platinum	[Edit] [Add] [View]
10	VI1B4989DD-8	EU10	EU10	Active	Platinum	[Edit] [Add] [View]
11	VIE15E79EE-8	EU11	EU11	Active	Platinum	[Edit] [Add] [View]
12	VI5502E93E-8	EU12	EU12	Active	Platinum	[Edit] [Add] [View]
13	VI3CF7BBCE-8	EU13	EU13	Active	Platinum	[Edit] [Add] [View]
14	VI01D6903C-8	EU14	EU14	Active	Platinum	[Edit] [Add] [View]
15	VI28107389-8	EU15	EU15	Active	Platinum	[Edit] [Add] [View]
16	VI01511C14-8	EU16	EU16	Active	Platinum	[Edit] [Add] [View]
17	VI5F36DB8C-8	EU17	EU17	Active	Platinum	[Edit] [Add] [View]
18	VI4D0CE44D-8	EU18	EU18	Active	Platinum	[Edit] [Add] [View]
19	VI9B6EB6A1-9	EU19	EU19	Active	Platinum	[Edit] [Add] [View]
20	VIE7AEBDEA-8	EU20	EU20	Active	Platinum	[Edit] [Add] [View]

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Add Enterprise Unit Page Size 20 Go

Abbreviation: testUI
Name: testUI (A)
Custom ID:
Equation: Default
Type: Silver
Status: Active (B)

Save Changes Cancel

Saving Enterprise Unit details... Please wait..

Consistency and standards

- A. Add Enterprise Unit open additional section in bottom of page, should be open as popup. On low resolution page create additional scroll on the page.
- B. Inconsistent button design for Spellcheck, Save & Cancel

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Administration Page- Enterprise Setup

The screenshot shows the Virtustream Enterprise Setup page. The browser address bar is https://10.12.233.199/ace/frmDefault.aspx?myview=home. The page is titled "Administration Page- Enterprise Setup". The navigation menu on the left includes "Administration", "Enterprise Setup", "Vulnerability Mgmt", "Audit Cases", "Task Workflows", "Export & Import", "Standards", "Menu", "Asset Management", "Audit Cases", "Tasks", "Discussion Forum", "Reports", "My Account", and "Collector". The main content area is titled "Enterprise Setup" and has tabs for "Enterprise Unit", "Enterprise Function", and "Functional Head". The "Enterprise Function" tab is active. The page shows a list of Enterprise Functions with a table containing one entry: "[testUI] : testUI". The table has a "Tree View" dropdown and "Collapse" and "Expand" buttons. Below the table is the "Add Enterprise Function" form with fields for "Abbreviation", "Enterprise Function", "Parent Enterprise Function", and "BIA Category". The form has "Save" and "Cancel" buttons. Annotations A, B, C, and D are placed on the page: A is on the "Tree View" dropdown, B is on the table header, C is on the "Abbreviation" field, and D is on the "BIA Category" field.

Consistency and standards

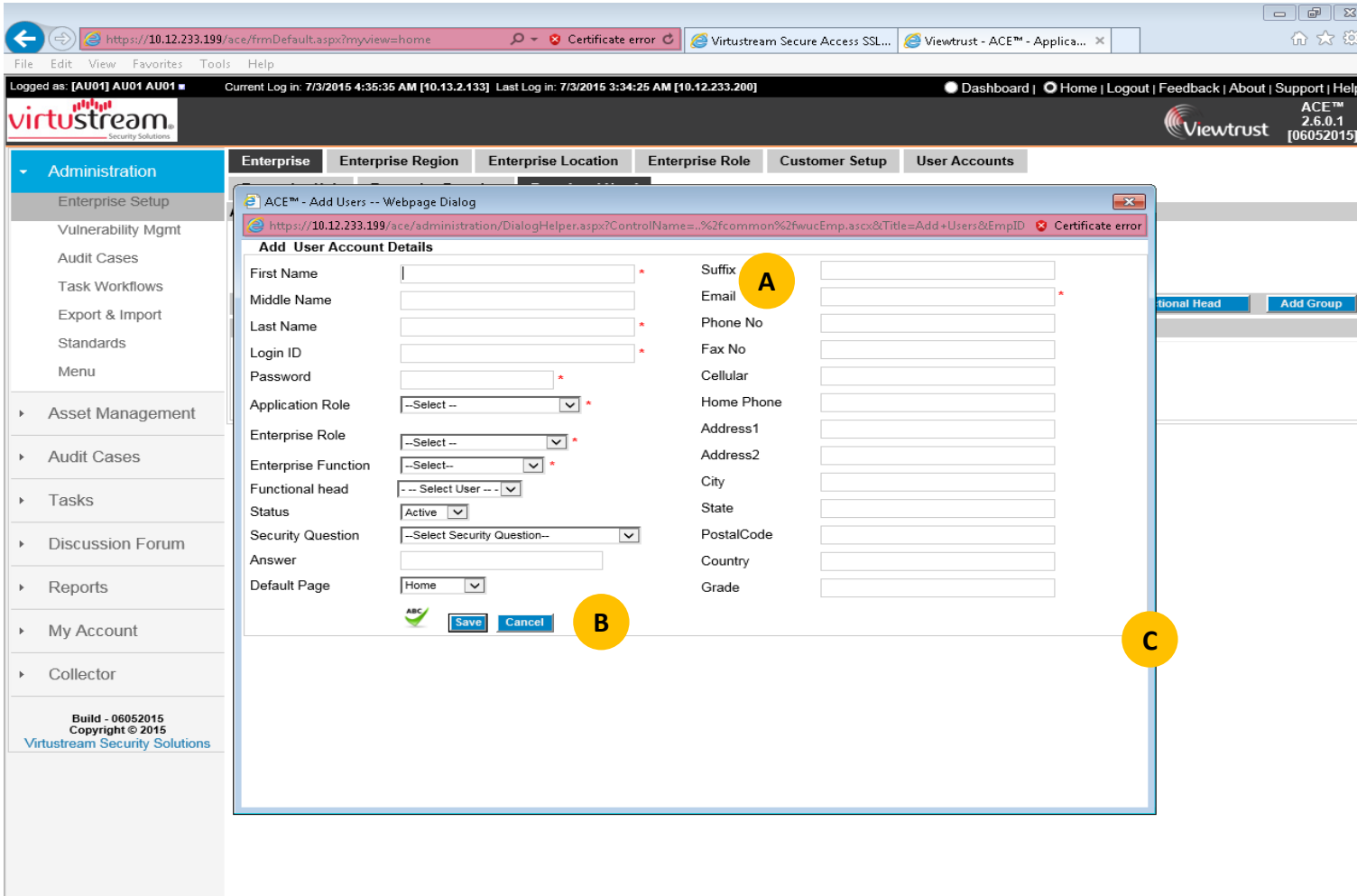
- Missing Label for view type (e.g Tree view)
- Header (Title) is Missing
- Add Enterprise Function form Error message space is not defined
- Add Enterprise Function form should be open as popup

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Administration Page- Enterprise – Functional head- Add user Account Detail



Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Error Presentation

- A. Error/ mandatory fields, Message space is not defined in popup.
- B. Button size should be made bigger for better user interaction

Consistency and standards

- C. Popup should be as model popup so that user cannot click any item behind the popup

Severity Rating 3

Search User

ACE™ - Search Users -- Webpage Dialog

https://10.12.233.199/ace/administration/DialogHelper.aspx?ControlName=..%2fcommon%2fwucForSearchUser.ascx&Title=: Certificate error

Search Users

First Name Last Name

Email Application Role

Enterprise Unit Enterprise Function

Total Count 1 Page Size 20

Employee Name	Email	Enterprise Function	Enterprise Unit
testUI testUI	testui@abc.co.in	testUI	testUI

Page Size 20

Consistency and standards

- A. Confusing Back button for closing the window
- B. Confusing Select button

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Administration Page- Enterprise – Functional head

Administration >> Enterprise Setup >> Enterprise >> Functional Head

Enterprise Unit : [testUI] : testUI

Enterprise Function : [testUI] : testUI

#	Enterprise Function	User Name	TrackingKey		
1	testUI	testUI testUI testUI	testUItestUI_d0bYV3dV1V6I*UWTFBVURJCMA		

Record Saved... Add Functional Head Add Group

Aesthetic and Minimalist Design

- Enterprise Unit & Enterprise Function dropdown should be in same row
- Message should be displayed as popup and different color should be used for saving data. Red color usually used for error message.
- Data grid row text item should be left aligned

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Asset Management Page- Inventory

Logged as: [AU01] AU01 AU01 ■ Current Log in: 7/3/2015 4:35:35 AM [10.13.2.133] Last Log in: 7/3/2015 3:34:25 AM [10.12.233.200] Dashboard | Home | Logout | Feedback | About | Support | Help

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Administration

Asset Management

Inventory

Add Inventory

Vulnerability Manager

Systems

Audit Cases

Tasks

Discussion Forum

Reports

My Account

Collector

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Enterprise Unit: --All-- Enterprise Function: --All-- Asset Type: Select Asset Sub Type: --All--

Asset Name Search

	#	Enterprise Function	Region	Location	Asset Name	Asset Type	Asset Sub Type	Status	Select		
<input type="checkbox"/>	1	EU01 >> EF01	East	Virginia	MSAsset01	Software	Database	Active			
<input type="checkbox"/>	2	EU02 >> EF02	East	Virginia	MSAsset02	Software	Database	Active			
<input type="checkbox"/>	3	EU08 >> EF08	East	Virginia	MSAsset03	Software	Database	Active			
<input type="checkbox"/>	4	EU05 >> EF05	East	Virginia	MSAsset04	Software	Database	Active			
<input type="checkbox"/>	5	EU10 >> EF10	East	Virginia	MSAsset05	Software	Database	Active			
<input type="checkbox"/>	6	EU06 >> EF03	East	Virginia	MSAsset06	Software	Database	Active			
<input type="checkbox"/>	7	EU07 >> EF07	East	Virginia	MSAsset07	Software	Database	Active			
<input type="checkbox"/>	8	EU17 >> EF15	East	Virginia	MSAsset08	Software	Database	Active			
<input type="checkbox"/>	9	EU25 >> EF25	East	Virginia	MSAsset09	Software	Database	Active			
<input type="checkbox"/>	10	EU11 >> EF11	East	Virginia	MSAsset10	Software	Database	Active			
<input type="checkbox"/>	11	EU16 >> EF19	East	Virginia	MSAsset11	Software	Database	Active			
<input type="checkbox"/>	12	EU18 >> EF17	East	Virginia	MSAsset12	Software	Database	Active			
<input type="checkbox"/>	13	EU09 >> EF04	East	Virginia	MSAsset13	Software	Database	Active			
<input type="checkbox"/>	14	EU04 >> EF04	East	Virginia	MSAsset14	Software	Database	Active			
<input type="checkbox"/>	15	EU03 >> EF03	East	Virginia	MSAsset15	Software	Database	Active			
<input type="checkbox"/>	16	EU14 >> EF16	East	Virginia	MSAsset16	Software	Database	Active			
<input type="checkbox"/>	17	EU19 >> EF14	East	Virginia	MSAsset17	Software	Database	Active			
<input type="checkbox"/>	18	EU15 >> EF18	East	Virginia	MSAsset18	Software	Database	Active			
<input type="checkbox"/>	19	EU13 >> EF12	East	Virginia	MSAsset19	Software	Database	Active			
<input type="checkbox"/>	20	EU12 >> EF13	East	Virginia	MSAsset20	Software	Database	Active			

Update Asset Sub Type: --Select-- Update Delete Permanent Delete XML Export XML Import Add Asset Page Size 20 Go

Build Update Assets

Consistency and standards

- A. Inconsistent Button size & spacing between each button
- B. Disabled & Active Buttons should be shown in Different color
- C. Inconsistent space between form control. Should use the available space for better UI.
- D. Dropdown label missing

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Asset Management Page- Inventory

Logged as: [AU01] AU01 AU01 ■ Current Log in: 7/3/2015 4:35:35 AM [10.13.2.133] Last Log in: 7/3/2015 3:34:25 AM [10.12.233.200] Dashboard | Home | Logout | Feedback | About | Support | Help

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Administration

Asset Management

Inventory

Add Inventory

Vulnerability Manager

Systems

Audit Cases

Tasks

Discussion Forum

Reports

My Account

Collector

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testUI [Back] **E**

Enterprise Unit [testUI] : testUI * **F**

Enterprise Function [testUI] : testUI * Add **F**

Asset Details (General): [Managed Asset]

Asset Name testUI * Asset Category -- Select --

Asset Type Hardware * Asset Sub Type Desktop * Add

Network Opportunity --Select--

Asset Tag VI1477F3C9-2010 Asset Identifier Data Source Type Manually added

Bar Code BIOS Serial No.# Motherboard Serial No.#

Description Comments

Continent North America Longitude

Country United States State

Latitude PostalCode

Region East * Add Location Virginia * Add

Status Active Waiver

VM Name VM Data Center

VM Cluster VM Resource Pool

VM Image Id

Vendor Product Version

Update Edition Language

Confidentiality	Integrity	Availability	Asset Value	Impact	Likelihood	Residual Risk Value
Low	Low	Low	1	Low	Low	2

CVE Score 0 CCE Score 0

Asset Score 20.00

Created by: AU01 AU01 On 7/3/2015 4:54:29 AM **B** Updated by: AU01 AU01 On 7/3/2015 4:54:29 AM

Record Saved... **A** **D** Add Save Reset Next

Consistency and standards

- A. Message should be displayed on top of page or in popup
- B. Created & Updated By information should be shown separately from Input form
- C. Group Header should be shown distinctly by putting background color
- D. Actionable Button should be visible in similar patten (Text, Icon with Text or Icon)
- E. Confusing Back button
- F. Unclear button

Severity Rating 3

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

Administration – Enterprise Setup- Add User

Imported Users from Excel Sheet / CSV File - Account Details

Application Role: --Select Role-- Enterprise Function: --Select--

Enterprise Role: --Select-- Functional Head: --Select User--

Total Count: [3355] Page Size 20 Go

ABCDEFGHIJKLMNOPQRSTUVWXYZ

First Name: Last Name: Search User

Login Id	First Name	Last Name	Email Id
25LKIMU1380			25LKIMU1380@abc.gov.in
25LKIMU1381			25LKIMU1381@abc.gov.in
25LKIMU1382			25LKIMU1382@abc.gov.in
25LKIMU1383			25LKIMU1383@abc.gov.in
25LKIMU1384			25LKIMU1384@abc.gov.in
25LKIMU1385			25LKIMU1385@abc.gov.in
25LKIMU1386			25LKIMU1386@abc.gov.in
25LKIMU1387			25LKIMU1387@abc.gov.in
25LKIMU1388			25LKIMU1388@abc.gov.in
25LKIMU1389			25LKIMU1389@abc.gov.in
25LKIMU1390			25LKIMU1390@abc.gov.in
25LKIMU1391			25LKIMU1391@abc.gov.in
25LKIMU1392			25LKIMU1392@abc.gov.in
25LKIMU1393			25LKIMU1393@abc.gov.in
25LKIMU1394			25LKIMU1394@abc.gov.in
25LKIMU1395			25LKIMU1395@abc.gov.in

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Visibility of system status

- A. Navigation/ Breadcrumbs is missing. System does not inform which page is loaded

Severity Rating 3

Aesthetic and minimalist design

- B. Note/ Instruction should be shown separately in light font tone

Severity Rating 2

Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

2 = Minor usability problem: fixing this should be given low priority

Dashboard

Dashboard page showing Homepage icon Selected

My Audit Case[s] in progress

#	ID	Audit Case Name	Phase	Enterprise Function	Audit Case Status	% Completed	
1	70	75UsersAuditCase	Annual Phase [Annual]	EF02	Active	0 %	↕

System A&A Process Types

- [1] Annual
- [0] Change Notification
- [0] Continuous Monitoring
- [0] New A&A
- [0] Security Categorization
- [0] Significant Change
- [0] Triennial

System Audit Case[s]- IA Control Compliance Status

- [0] Compliant
- [0] Non-Compliant
- [0] Not-Applicable
- [676] Unknown

Visibility of system status

- A. Dashboard page showing Homepage icon Selected

Severity Rating 3

Consistency and Standards

- B. Different Header Text color

Severity Rating 2

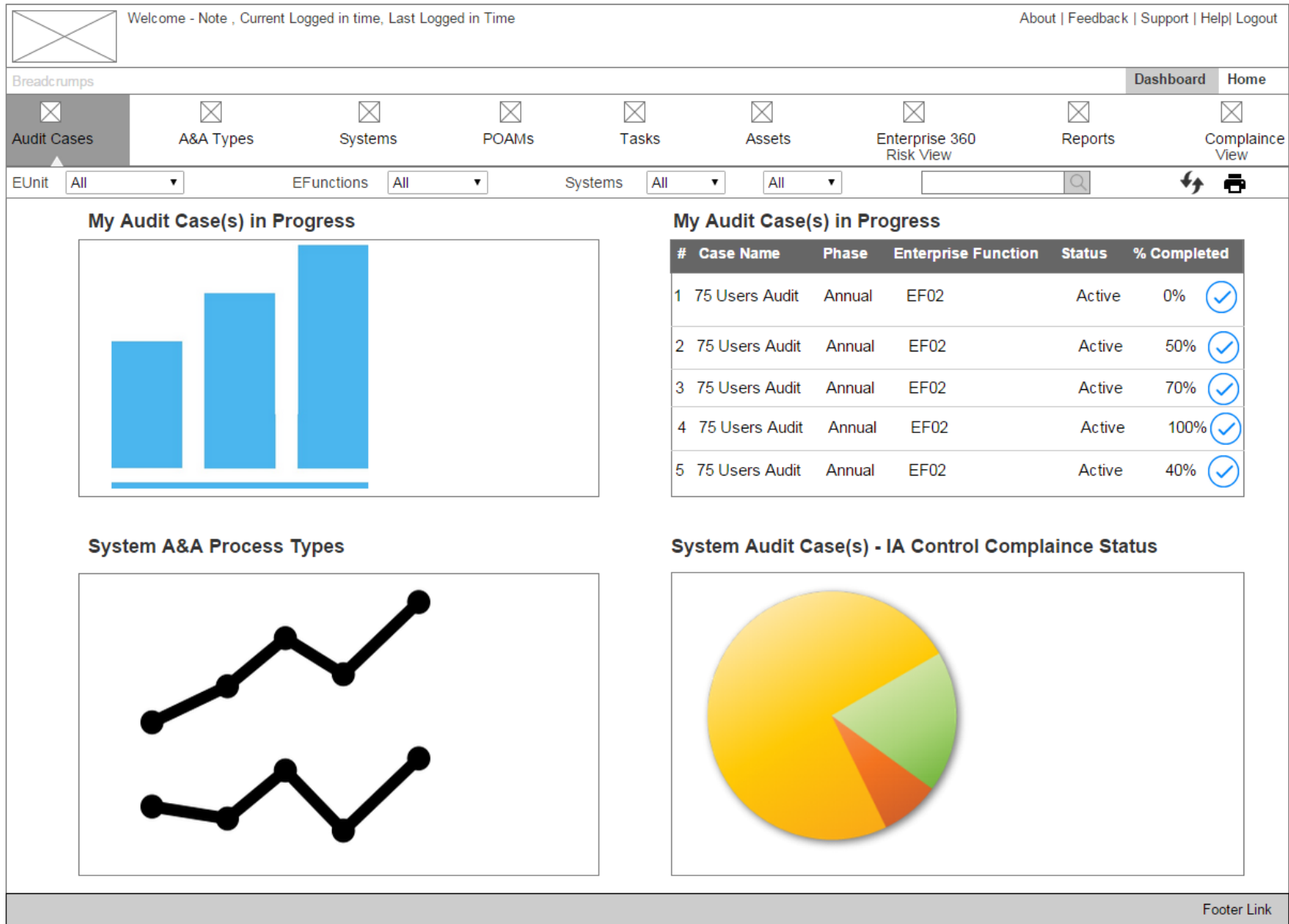
Severity Rating Score:

3 = Major usability problem: important to fix, so should be given high priority

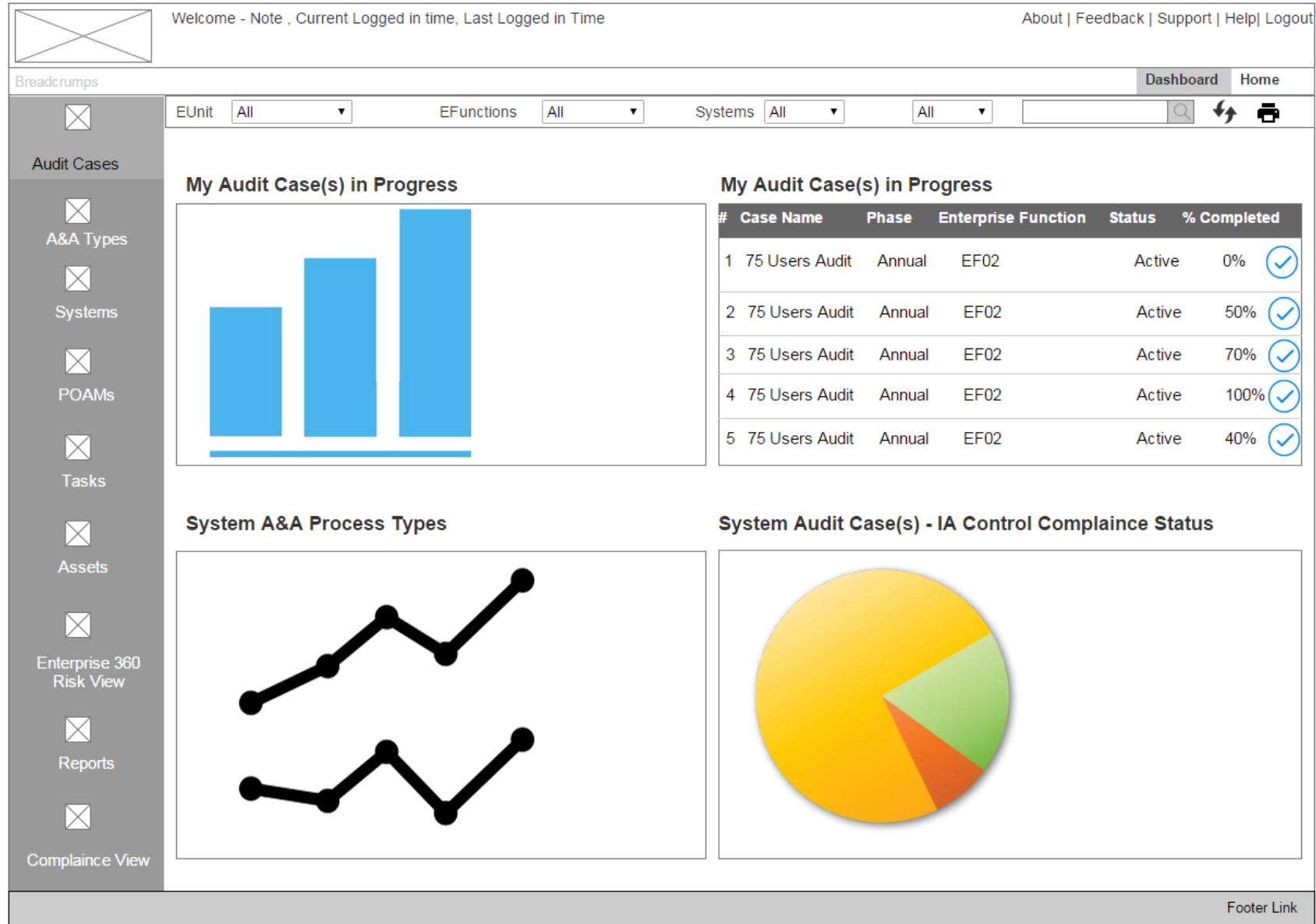
2 = Minor usability problem: fixing this should be given low priority

Proposed UI Solution


Proposed UI Solution for Dashboard



Proposed UI Solution for Dashboard



Proposed UI Solution for Home screen

Welcome - Note , Current Logged in time, Last Logged in TimeAbout | Feedback | Support | Help| Logout

- Administration
- Asset Management
- Audit Cases
- Tasks
- Discussion Fouram
- Reports
- My Account
- Collector

Breadcrumbs Dashboard Home

Active Inactive

Show All Alphabetically A|B|C|D|E|F|G|H|I|J|K|L|M|N|O|P|Q|R|S|T|U|V|W|X|Y|Z

My Active Case

#	ID	Audit Case Name	Status	Process Type	RMF Steps	Artifacts Document	Tasks	Audit IAC	Team Members	Copy	Delete
1	70	75UsesAuditCase [system Name: AS22] [NIST DHS] EF02	Active	Annual	Annual Phase		<input checked="" type="checkbox"/>				

My Tasks

Task No.	Status	Task Description	Open Date	Updated By	Past Days	Enterprise Function	Assigned to	Artifacts	Add Sub task
PALL-44	Draft/Open	Test Summery 18	06/25/2015	AU01 AU01	147	All	Not-Assigned		
PALL-49	Draft/Open	Test Summery 18	06/27/2015	AU01 AU01		All	All Assigned		

Footer Link

Conclusion

Usability Analyst yielded a large number of usability problems from the heuristic evaluation of Virtuetrust. The Virtuetrust development group can use the list of usability issues, in order of severity, to guide the redesign of the software's interface.

Some of the findings are repetitive. Fixing those issue will help to sort out most of the issues in the application

System Usability Scale (SUS)

Question	User 1 rating	SUS score	User 2 rating	SUS score
1. I think that I would like to use this application frequently	4	3	3	2
2. I found the application unnecessarily complex	2	3	4	1
3. I thought the application was easy to use	4	3	2	1
4. I think that I would need the support of a technical person to be able to use this application	2	3	3	2
5. I found the various functions in this application were well integrated	3	2	3	2
6. I thought there was too much inconsistency in this application	4	1	2	3
7. I would imagine that most people would learn to use this application very quickly	3	2	3	2
8. I found the application very cumbersome to use	3	2	2	3
9. I felt very confident using the application	3	2	3	2
10. I needed to learn a lot of things before I could get going with the application	4	1	5	0
SUS score		55		45
1 means they strongly disagree, 5 means they strongly agree, and 2 and 3 are somewhere in the middle				

The Average SUS Score is considered to be 68.

This means that if your score is BELOW 68, then you've got work to do. If it's around 68 then you're doing OK, and if it's high above 68 then congratulations, your website/ application is delivering an excellent user experience; good job!

THANKYOU