

APPENDIX H - IMPLEMENTATION ISSUES FROM USER ASSESSMENTS ASSESSMENT INTERVIEWS

**Implementation Issues captured from the User Assessments and the Assessment Interviews**  
 ( Premise: The higher number of issues, the higher the degree of implementation complexity )

Index Number	Issue Type	Input / Dev	Store	Query	Review / Edit	Send	Print / Publish	Archive / Destroy	Other Workflow	Other-Pgm Admin	Other-General	
1	Accessibility	0	0	2	2	0	0	0	0	1	0	5
2	Availability	1	0	0	0	0	0	0	0	0	2	3
3	Consistency	5	1	0	1	1	1	0	0	4	1	14
4	Cost	0	0	0	0	0	0	0	0	0	1	1
5	Confidence	0	0	0	0	0	0	0	0	0	2	2
6	Documentation	0	0	0	0	0	0	0	0	3	0	3
7	Functionality	2	0	3	2	2	5	0	0	0	0	14
8	Incompatibility	0	0	0	0	0	0	0	0	0	3	3
9	Indication	0	0	0	2	1	0	0	0	0	1	4
10	Integration	1	0	1	0	0	0	0	0	0	3	5
11	Legibility	0	0	0	1	0	0	0	0	0	0	1
12	Performance	6	0	3	2	0	5	0	0	0	12	28
13	Qualification	0	0	0	0	0	0	0	0	1	0	1
14	Quality	3	0	0	0	0	2	0	0	0	1	6
15	Reliability	1	0	6	2	4	0	0	0	0	5	18
16	Standards	0	0	0	0	0	0	0	0	1	0	1
17	Suitability	1	0	0	0	0	0	0	0	0	1	2
18	Support	0	0	0	0	0	0	0	0	4	0	4
19	System	0	0	0	0	0	3	0	0	0	0	3
20	Training	0	0	0	0	0	0	0	0	2	0	2
21	Usability	8	0	6	0	0	0	0	0	0	3	17
22	Workload	17	0	0	5	4	6	0	0	1	9	42
		45	1	21	17	12	22	0	0	17	44	179

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Index Number	Issue Type	Input / Dev	Other- General	Print / Publish	Query	Review / Edit	Other- Pgm Admin	Send	Store	Archive / Destroy	Other Workflow	
1	Accessibility	0	0	0	2	2	1	0	0	0	0	5
2	Availability	1	2	0	0	0	0	0	0	0	0	3
3	Consistency	5	1	1	0	1	4	1	1	0	0	14
4	Cost	0	1	0	0	0	0	0	0	0	0	1
5	Confidence	0	2	0	0	0	0	0	0	0	0	2
6	Documentation	0	0	0	0	0	3	0	0	0	0	3
7	Functionality	2	0	5	3	2	0	2	0	0	0	14
8	Incompatibility	0	3	0	0	0	0	0	0	0	0	3
9	Indication	0	1	0	0	2	0	1	0	0	0	4
10	Integration	1	3	0	1	0	0	0	0	0	0	5
11	Legibility	0	0	0	0	1	0	0	0	0	0	1
12	Performance	6	12	5	3	2	0	0	0	0	0	28
13	Qualification	0	0	0	0	0	1	0	0	0	0	1
14	Quality	3	1	2	0	0	0	0	0	0	0	6
15	Reliability	1	5	0	6	2	0	4	0	0	0	18
16	Standards	0	0	0	0	0	1	0	0	0	0	1
17	Suitability	1	1	0	0	0	0	0	0	0	0	2
18	Support	0	0	0	0	0	4	0	0	0	0	4
19	System	0	0	3	0	0	0	0	0	0	0	3
20	Training	0	0	0	0	0	2	0	0	0	0	2
21	Usability	8	3	0	6	0	0	0	0	0	0	17
22	Workload	17	9	6	0	5	1	4	0	0	0	42
		45	44	22	21	17	17	12	1	0	0	179

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Index Number	Issue Type	Input / Dev	Other- General	Print / Publish	Query	Review / Edit	Other- Pgm Admin	Send	Store	Archive / Destroy	Other Workflow	# of Issues	% of Issues
22	Workload	17	9	6	0	5	1	4	0	0	0	42	23.5%
12	Performance	6	12	5	3	2	0	0	0	0	0	28	15.6%
15	Reliability	1	5	0	6	2	0	4	0	0	0	18	10.1%
21	Usability	8	3	0	6	0	0	0	0	0	0	17	9.5%
3	Consistency	5	1	1	0	1	4	1	1	0	0	14	7.8%
7	Functionality	2	0	5	3	2	0	2	0	0	0	14	7.8%
14	Quality	3	1	2	0	0	0	0	0	0	0	6	3.4%
1	Accessibility	0	0	0	2	2	1	0	0	0	0	5	2.8%
10	Integration	1	3	0	1	0	0	0	0	0	0	5	2.8%
9	Indication	0	1	0	0	2	0	1	0	0	0	4	2.2%
18	Support	0	0	0	0	0	4	0	0	0	0	4	2.2%
2	Availability	1	2	0	0	0	0	0	0	0	0	3	1.7%
6	Documentation	0	0	0	0	0	3	0	0	0	0	3	1.7%
8	Incompatibility	0	3	0	0	0	0	0	0	0	0	3	1.7%
19	System	0	0	3	0	0	0	0	0	0	0	3	1.7%
5	Confidence	0	2	0	0	0	0	0	0	0	0	2	1.1%
17	Suitability	1	1	0	0	0	0	0	0	0	0	2	1.1%
20	Training	0	0	0	0	0	2	0	0	0	0	2	1.1%
4	Cost	0	1	0	0	0	0	0	0	0	0	1	0.6%
11	Legibility	0	0	0	0	1	0	0	0	0	0	1	0.6%
13	Qualification	0	0	0	0	0	1	0	0	0	0	1	0.6%
16	Standards	0	0	0	0	0	1	0	0	0	0	1	0.6%
Phase Totals		45	44	22	21	17	17	12	1	0	0	179	100.0%

Top 6 Issue Types account for 74.3% of all issues