Research Objectives

The focus of this research was to:

- Validate the ways in which users engage with the tool
- Increase the understanding of XxxXxxx Group's work process and tool usage, exploring the following questions:

  How are users currently using the tool and why?

  What are the needs and pain points around the existing tool?

  What features within the current tool support users in their work?

- Explore the potential for building a long-term relationship with XxxXxxx Group to participate in ongoing usability and field research activities
- Validate the level of reliability
- Identify audience characteristics and task characteristics that may influence users level of use of the tool
- Assess the value users place on the LocServices tool

Research Methodology

An interview team of two (ethnographer and a partner) spent approximately 1.5 hours with each participant, guiding them through a semi-structured interview protocol and engaging them in a prioritized set of participatory design exercises.

In addition, a background session was conducted with key stakeholders and a group session was held with the XxxXxxx team, which was on-site in Redmond during our research. Input from both of these group sessions is also included in the results

Participants

A total of 50 participants from the XxxXxxx Group were chosen based on their frequency of use of the XxxXxxx tool. The specific participant roles included:

13 program managers

21 XxxXxxx program managers

7 software engineers

9 test team members

Information from these sessions was translated into a team persona for the group. *(See page X)*

Research Sessions

Interviews and targeted observations were conducted in the participant's natural work environments in order to gain a richer understanding of how they use the tool and what organizational methods they use to support their work practices.

> **Note**: The research that was conducted provides indicators that can guide the decision-making process in the XxxXxxx Group. To obtain conclusive data and fully understand the work practices, behaviors and point of view of these end users, further research is recommended.

The results of these sessions will be used to create an updated UI prototype that will be used in participatory design sessions with the people from the same user group. The outcome of these up-coming sessions will be captured in final UI recommendations documented in the Design Strategy section of page X of this document.

Research Team

A number of people in the XxxXxxx Group and the Design Group contributed to the definition, planning, execution and analysis of this research; special thanks are extended to the following people, some of whom also participated in the interview sessions.

What Users Pointed Out

In summary, these are the areas that users indicated could increase satisfaction and productivity with the XxxXxxx tool:

Integrate with Work Practices

Want us to integrate the tool into our everyday work, even for small projects? Simplify it. Make it easier to use than handling it with email.

Eliminate the need for multiple entries of data. Integrate aspects of our most-used tools by sharing crucial data that we enter once at definite points within each tool

Make it Real-World

Make the tool match the real-world, the way I do my work.

The people who design the tool seem too removed from the actual users even though we sit in the same hallway… they do not come and ask us for our opinions.

There are some things that just do not make sense to us, but we have to use the tool anyway because it's part of our performance goals.

Test, Test, Test

Test the tool thoroughly before releasing it to me. I need it to be reliable when I am trying to get my job done. I do not want to find bugs when I am using it, at least on the scale that I am finding them.

Help Me Understand

Tell me how XXs are generated, assigned and what their status is. I need a way to see the number and if it has been assigned.

Show me the budget numbers and how they affect my work. It would help me do my job to have access to this data.

Let me know in tangible, clear ways that XxxXxxx is committed to globalization. It is difficult to help everyone understand the importance when there are not real consequences if people just do not care or do not see it as their problem.

Opinions on the Tool's Value

On the one hand:

It is an honest effort to automate and standardize some of the repetitive processes with a tool but it should be expanded to cover information consolidation and project management.

It has allowed us to stop relying on separate spreadsheets. If we did not have the tool, we would have to add more people to our staff and I would have to ask, "So how do you want me to produce the data?" and that would be a step backwards to the old processes.

On the other hand:

I would be fine without it and know I could survive because I am self-sufficient. I would be ok without it but would feel disappointed. It would be both good and bad – but I would try to look at it from the positive side. It would be good, and then we could start from scratch.