Army ARL PA
Synthesis Workshop

April 4, 2018

18F

Workshop topics

Data collection
Interviews
Interview guide
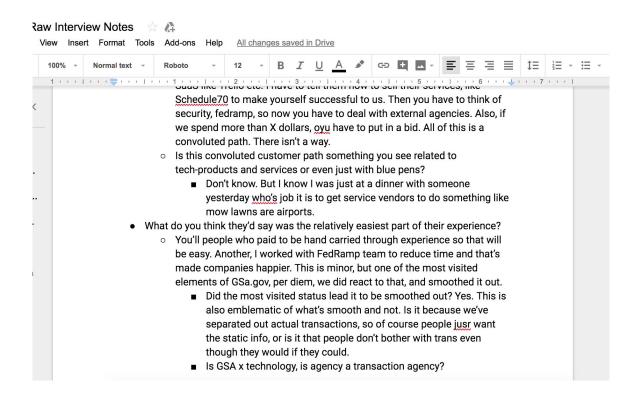**Developing findings**

Data Collection

Desk research from org charts, policies, leadership guidance, mission statements, press releases

Interview data of participants' perspectives on ARL's OSS needs and current process

Data collection - interview data

View   Insert   Format   Tools   Add-ons   Help   All changes saved in Drive

SaaS like Trello etc. I have to tell them how to sell their services, like Schedule70 to make yourself successful to us. Then you have to think of security, fedramp, so now you have to deal with external agencies. Also, if we spend more than X dollars, oyu have to put in a bid. All of this is a convoluted path. There isn't a way.

○ Is this convoluted customer path something you see related to tech-products and services or even just with blue pens?

■ Don't know. But I know I was just at a dinner with someone yesterday who's job it is to get service vendors to do something like mow lawns are airports.

● What do you think they'd say was the relatively easiest part of their experience?

○ You'll people who paid to be hand carried through experience so that will be easy. Another, I worked with FedRamp team to reduce time and that's made companies happier. This is minor, but one of the most visited elements of GSa.gov, per diem, we did react to that, and smoothed it out.

■ Did the most visited status lead it to be smoothed out? Yes. This is also emblematic of what's smooth and not. Is it because we've separated out actual transactions, so of course people jusr want the static info, or is it that people don't bother with trans even though they would if they could.

■ Is GSA x technology, is agency a transaction agency?

Interview process

1. Introduction on project focus, consent, confidentiality

2. Interview guide

3. Snowball sampling: "Who else should we speak to?"

Interview guide

Balance structure (remind us of questions)

with

flexibility (allow reordering of questions/probing)

Developing findings

1	2	3	4	5
Raw notes	Key statements and quotes	Cluster similar data points	Label each cluster with theme	Create statement about theme

Developing findings

Let's try our hand at turning data into findings in a Mural...

Thanks!

Contact 18F@gsa.gov
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