**Plan**

**Goals**

* Understand the process used by people who update onrr.gov and any pain points in that process
* Define requirements for the CMS and document management tool

**Participants**

* We will recruit people who make updates to onrr.gov, all internal.
* We will try to get representatives from all program areas that have content on the website.

**Interview Guide**

**Intro (5 min)**

* Introductions
* Welcome, thank you for taking the time to meet with us. I’m here today along with a few people from my team who are taking notes.
* What we do on this team is talk with people about their tasks and observe them completing tasks, to learn about improvements we can make to the site. Have you ever participated in research like this before?

**User Task Background (20 min)**

* What is your role and how do you use onrr.gov in that role?
* What do you update on the site?
* What is your overall process when you are doing updates?
  + What are your goals?
  + When you request updates, are any of them urgent, and what kind of turnaround times do you expect?
  + Is there anyone who needs to approve updates other than you?
  + What are the pain points in the process?
  + If you had a magic wand, what would the ideal process look like?
* Are you listed as a contact on onrr.gov?
  + What kind of questions do you get from industry?
  + Are there pain points in the contact process?
  + If you had a magic wand, what would the ideal process look like?
* Is there anything on onrr.gov that needs to be changed immediately?
* If we had a content management system, that gave you access to update your own documents or content on onrr.gov pages, would you use it or be willing to be trained to use it?

**Wireframes (if we have time)**

[**https://qmcq5k.axshare.com/#id=e1wh3o&p=home\_v3&g=1**](https://qmcq5k.axshare.com/#id=e1wh3o&p=home_v3&g=1)

* Show participant homepage and ask for feedback.
* Then have them navigate to the section they update and provide feedback.

**Close (2 min)**

* Are you interested in participating in future studies?
* Are you interested in reviewing and providing feedback on designs for your program area before we build the new site?
* Is there anyone else you recommend we speak with to get more insight on onrr.gov?
* Thank you for your time. Your insights have been helpful to us in understanding how we might improve processes around onrr.gov content updates? If there is additional information that comes to mind that you think might be helpful please feel free to reach out to myself via email.