

The background is a hand-drawn illustration on a light gray surface. It features several orange gears of different sizes. To the right, the word 'RECRUITMENT' is written in large, bold, black capital letters, with two green puzzle pieces to its right. Below it, the word 'QUALIFICATION' is written in a similar style. On the left, the words 'Experience', 'Skill', and 'Talent' are written vertically. In the center, a blue box contains the word 'INTERVIEW'. At the bottom, the words 'Product manager', 'Assistant product manager', 'Developers', and 'Designers' are listed. There are also some smaller drawings like a target, a lightbulb, and a magnifying glass.

Case 1: Intern recruiting system

Microsoft Research

Product manager *Assistant product manager*

Developers

Designers



Problem

Intern recruiting process in MSR is time-consuming.



Problem

Researchers

HR officers



Intern recruiting system

Applicants

- Affinity Diagramming

1

Stage 1



Development team
Product manager

- Interaction Map

1

Stage 1

**System
evaluation**

Need
assessment

*System
redesign*

Usability
test

- 1. Stability
- 2. Synchronization

? Delay

? User needs

2

Stage 2



Design team
Product manager
Stakeholders

- Behavioral Mapping
- Contextual Inquiry
- Survey

2

Stage 2



1. Serious delay
 - a. HR
 - b. Researcher
 - c. Candidates
2. Needs
 - a. Robust
 - b. Simultaneously
 - c. Communication efficiency

3

Stage 3



Design team

Development team

Product manager

- Design Thinking
- Competitive Analysis

3

Stage 3



Design team

Development team

Product manager



A new

robust, simultaneous, integrated system

4

Stage 4

System
evaluation

Need
assessment

*System
redesign*

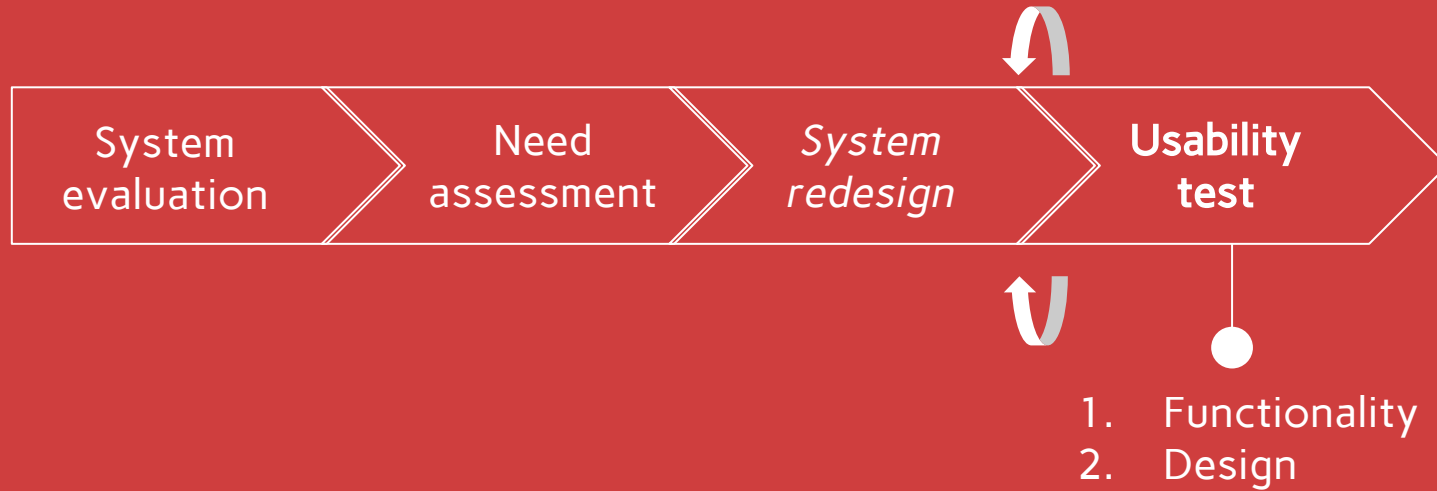
**Usability
test**

Design team
Development team
Product manager
Stakeholders

- Stakeholder Walkthrough
- Cognitive Walkthrough
- Usability Testing



Iterations





Outcome

Decreased the *time cost* in
intern recruiting process:

~92%



Reflection



Mistake:
Confirmation bias
Adversity:
HR - Researcher