

Contextual Inquiry practicalities

Focus:

- A customer creation process in the current ERP system is not highly optimized and especially the contact information input actions could be improved significantly.
- The focus of this Contextual Inquiry is to find how customer creation process could be improved and which the critical retardant factors in the process are.

Inquiry Design:

- The subscriber company wants to create a new ERP system. The whole work process needs to be examined in order to enhance the customer creation and contact information input processes.
- The inquiry needs to aim into a more straightforward and partly automated process implementation.

Inquiry in practice:

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| 1. Introducing <ul style="list-style-type: none">○ Ask background and demographic information○ Make the focus clear for the user○ Ask permission to record○ Introduce the method and master-apprentice approach | }
The conventional interview.
Duration approximately 15 minutes. |
| 2. Stating the rules <ul style="list-style-type: none">○ Set rules<ul style="list-style-type: none">▪ User works▪ Interviewer interrupts | }
The transition. Duration approximately 30 seconds. |
| 3. Interviewing <ul style="list-style-type: none">○ Observe, interpret, ask questions, suggest interpretations, analyze artifacts and write notes○ Recall principles of context, partnership, interpretations and focus as guidelines | }
The contextual interview proper. Duration approximately 60 minutes. |
| 4. Summarizing <ul style="list-style-type: none">○ Summarize interview and relevant occurrences○ Ask for corrections○ Ensure thorough understanding | }
The wrap-up. Duration approximately 15 minutes. |