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| **Contextual Inquiry practicalities** |
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| **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. |
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| **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:**

1. Introducing
   * Ask background and demographic information

The conventional interview. Duration approximately 15 minutes.

* + Make the focus clear for the user
  + Ask permission to record
  + Introduce the method and master-apprentice

approach

1. Stating the rules

The transition. Duration approximately 30 seconds.

* + Set rules
    - User works
    - Interviewer interrupts

1. Interviewing
   * Observe, interpret, ask questions,

The contextual interview proper. Duration approximately 60 minutes.

suggest interpretations, analyze artifacts

and write notes

* + Recall principles of context, partnership,

interpretations and focus as guidelines

1. Summarizing
   * Summarize interview and relevant occurrences

The wrap-up. Duration approximately 15 minutes.

* + Ask for corrections
  + Ensure thorough understanding