**UCD Workshop:**

* 2 hr sprints (2 weeks=2hrs)
* Pop up user research (online or in the room)
* Beware of proxy users (who know about it but don’t use it)

**Today:**

Ask questions, do research, upfront design.

**Tomorrow:**

Write up epics, start programming.

**Wednesday:**

Build, test, iterate.

**Thursday**

Think about your pitch, brand, team roles, solution and judges.

**Bad example 1:**

Developers vs designers, no discussion

No product person, manager- make decisions

Nothing built

**Bad example 2:**

Good idea but not visually appealing

Didn’t do live demo

**Good example:**

2 days of talking/thinking

Everyone knew plan and how they fitted

Kanban board

Timeline -top 3 things to do next day

Prototypes

**Top 4 things:**

1. Show that you have met user needs.
2. Solution in heads might not be what user needs.
3. Ways of working- sprint cycle, timeline
4. Show the live demo.

Use MOD design system

And GOV service manual

Interviews:

Overarching q, and smaller q

Play with prototype

**Interview Questions:**

To cover:

* Pain points of current system
* Most frustrating
* Main goals
* How are they currently managing the problem?
* Ideal solution
* What they like about the current system
* Who are they?
* Role
* How they use product
* What they want to accomplish from it
* Start to build personas
* User stories
* Pre-prototype and post prototype questions?
* Change management.

Questionnaire Template:

|  |  |  |
| --- | --- | --- |
| Agenda | Question | Answers |
| Opening Statement and Introductions | Hi, we are from team 9 and we are currently investigating solutions to the current skills searching and networking capability across MoD.  My name is Rhiannon, and I am the User Researcher for this project. I will be asking you a set of questions regarding the above problem statement.  You have the right to withdraw from this interview at any point. Do you give consent to being recorded? |  |
| Question 1: | Please introduce yourself and tell us about your current role. |  |
| Question 2: | How would you currently access social or sporting groups/ find capability within Defence? |  |
| Question 3: | What are your pain points with the current system? Can you recall a situation where you had difficulties searching for a club or society// capability in Defence? |  |
| Question 4: | What is the most frustrating element of the current system? Please expand on this. |  |
| Question 5: | How are you currently managing this? Are you able to have any success? |  |
| Question 6: | What would be your ideal solution? |  |
| Question 7: | If you had a question about the current system, would you know who to contact? |  |
| Question 8: | How do you navigate the current system? Please explain from start to finish the current process you use. |  |
| Question 9: | Do you have any further comments to add? |  |
| Question 10: | Would you be open to testing a prototype of a solution? |  |

Great State Workshop:

**Factors**

Company, technical and user requirements

**Process**

Empathise, define, ideate, prototype, test.

**Types of Research**

* User interviews- 15 mins
* Unmoderated research
* Guerrilla research
* Surveys

**Personas**

* Picture
* Description
* Quote
* Environment
* Tasks
* Pain points
* Wants/needs

How might we….. (make it easy to collect kit on deployment)

Ideate; what fidelity?

Paper🡪 Lo-fi🡪 Hi-fi

Storyboarding-

**Base User:**

|  |  |  |
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| Question 3: | What are your pain points with the current system? Can you recall a situation where you had difficulties searching for a club or society Defence? |  |
| Question 4: | What is the most frustrating element of the current system? Please expand on this. |  |
| Question 5: | How are you currently managing this? Are you able to have any success? |  |
| Question 6: | What would be your ideal solution? |  |
| Question 7: | If you had a question about the current system, would you know who to contact? |  |
| Question 8: | How do you navigate the current system? Please explain from start to finish the current process you use. |  |
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**Tasking Chain**

|  |  |  |
| --- | --- | --- |
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| Question 1: | Please introduce yourself and tell us about your current role. |  |
| Question 2: | How would you currently search for talent and capability within the organisation? |  |
| Question 3: | What are your pain points with the current system? Can you recall a situation where you had difficulties searching for a specific skillset? |  |
| Question 4: | What is the most frustrating element of the current system? Please expand on this. |  |
| Question 5: | How are you currently managing this? Are you able to have any success? |  |
| Question 6: | What would be your ideal solution? |  |
| Question 7: | If you had a question about the current system, would you know who to contact? |  |
| Question 8: | How do you navigate the current system? Please explain from start to finish the current process you use. |  |
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Hello

Hello

Hello

**Searching organisation: Jules**

|  |  |  |
| --- | --- | --- |
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| Question 1: | Please introduce yourself and tell us about your current role. | My name is Jules and I head up learning as a service in digital foundry.  Often works with skills data: |
| Question 2: | How would you currently track skills and development within Defence? | Two parts:   1. Other areas approach her for list of defence people with specific skills, i.e JHub coding scheme modules, recently DAIC wanted to know how many had done AI training – looked at Skillsoft data + JHub 2. Report on digital skills, people who have been using their learning platform which provides raw data, analysis in Power BI or Excel 3. Don’t use this to track progression, haven’t reached that level of granularity yet- not asked for that kind of content yet. |
| Question 3: | What are your pain points with the current system? Can you recall a situation where you had difficulties when tracking skills across Defence? | The problem is that there are lots of platforms that they don’t have access to. Can see the platforms she manages, can’t see other platforms i.e AWS learning or Immersive Labs  Can’t see who our learners are on there, can only see Microsoft.  Can’t report on this at an enterprise level because no access- very disjointed.  Doesn’t matter if on HR or not- would be easier if we uploaded that info on a learning platform so that users aren’t relied about. |
| Question 4: | What is the most frustrating element of the current system? Please expand on this. | Disjointed sources  Bringing mil and civ data together |
| Question 5: | How are you currently managing this? Are you able to have any success? | Problem isn’t being managed, there is a management capability in planning phases.  Looking to build single learning record pan-Defence |
| Question 6: | What would be your ideal solution? | Single place, for anyone to go to, with appropriate permissions to search people with appropriate skills so that they can search them if they have an urgent operational task/requires |
| Question 7: | If you had a question about the current system, would you know who to contact? | Getting access to data outside of area is a problem. Difficult to know who to go to, i.e AWS is a gov initiative. |
| Question 8: | How do you navigate the current system? Please explain from start to finish the current process you use. | Go to different systems, as no learner records, know where to get data and how to match that data.  There is data analysis that must take place, learner record + HR record which tells you more info- about bringing it all together.  On the platforms, it doesn’t tell you where the person works, can identify the person using HR records, no single learner record.  In time the system will be updated with HR hierarchy, but currently having to do that manually.  Doesn’t take lots of time to do this- couple of hrs  Problems with datasets- cleaning problems, the HR system is never fully up-to-date, HR reports monthly.  Sometimes she sends things out to people, and they have left service, must constantly run a match against HR system. People also get removed if they are on special operations and assumed to have left service when they haven’t.  Really about knowing the data, without knowing JPA and my HR are very different systems with very different column settings, even though you have unique identifier (staff num), when you try to bring those datasets together you must do it manually as the column names don’t match. - one of the most difficult things, bringing mil and civ data together. |
| Question 9: | Do you have any further comments to add? | When it comes to skills they are described in very different ways, on MyHR we recognise DDaT, Cyber and KIM professions. On JPA its very different, service, RAF, in one field you have RAF-Cyber-Job--- doesn’t match back  You have to know the data to put it together, very hard if someone took over her role. |
| Question 10: | Would you be open to testing a prototype of a solution? | yes |