**Admin Interview Session Script**

Admin: setup environments for users, where do they setup environment? why? Can you walk us through what you currently do.

**Preparing for sessions**

Before each session, the following will be completed:

* Participant will know time, location, and materials to bring
* WebEx session will be in session, with moderator as the host
* Distribute copies of session script for note taking to observers on UX team
* Gather forms for participant

After each session, the following will be completed

* End WebEx meeting and recording
* Debrief with observers
* Make necessary changes to script

**Session Introduction**

"Thanks for agreeing to take part in our research study. My name is Ashley, I'll be the moderator of this session guiding you through the session today. Before we get started, I will have your read this permission form over and verbally consent that you understand. It basically states that we will not use your name or personal identifiable information to your quotes or opinions, and you are okay with us recording this session. Let me know once you're done and if you have any questions. [*share permission form on WebEx with client and wait for confirmation*]

Great, so on the call with us, we have some observers that are part of the UX team. They'll just be observing the session and help me take notes, so it's unlikely that you'll hear them, but I just wanted to let you know that they are there.

Have you ever been part of a usability interview? Okay, well hopefully this will be easy for you. We've asked you here today to help us understand your role as an *x* and your experience with development environments. We're working with the DasCODE Project team to gather information on your workflow when preforming these tasks. So the interview will reflect those goals. Essentially the hour will breakdown into 3 sections. First, I'll ask you preliminary demographic information, general easy, questions. Then we'll move on into understanding your role, the tasks your preform, and your thoughts on that process. Finally, we'll close with what an ideal process would look like for you. And I'll be here guiding you along the way. Does that make sense?

During the session I will be asking you a series of questions, and may ask you to show me how you preform them on your laptop. I'll observe how you do them and ask questions to clarify along the way. As you do these things or answer questions, please try to do whatever you would normally do.

We also also ask that you think out loud. Just tell me whatever is going on through your mind. Please know that we're not testing or grading you, and there's no such thing as a wrong answer. If you don't know or don't have an answer to a particular question, that's okay too.You doing this helps us understand what works and what doesn't about the process.

Do you have any questions before we begin? [*answer any questions*]

**Introduction Questions**

"Great. Let's get started. I'm going to start the recording now, and I'm going to ask our observers to make sure they are muted." [*Start WebEx recording*]

* *How long have you been at Cisco? 2004.*
* *What department are you in? engineering*
* *What is your job role? lead for ECS des and E. sofware development*
* *Where are you located? San Jose*
* *How long have you been preforming in this administration role?*
* *Are you familiar with Dascode platform? What is your experience with it? If you've been using it, how long?*

"Okay so that's all I have for the intro questions. I'm going to move us onto the next section. This section's goal is to understand the current tasks with development environments and how you preform these tasks. I may ask you to explain a thought further, and that's just so I can understand the method or your point clearer. If if it's easier for you to show me, we can do that as well."

**Understanding the Role**

* *What would you describe as the most important tasks you preform as an administrator?* (Top 3 tasks)

"Let's start with the first task, you mentioned"

Task 1:

* Casework: wide spectrum of problems of problem.s.
* Resolving cases:
* Report generation:
* Pilots iwthin XR dev team pilots
* Reporting on those pilots
* Emails
* CL
* host your working on
* debugging
* look up info from databases in Cisco. WE use EMAN:
* LVS: tool CLI
* Look up Aurora host:
* Cotinued
* ADS info: w.gets to
* Reporting tools are dependent:
* right click scripts
* ADS info: embedded in lots of script. Who has an aurora VM and are they still at the company?
* OS upgrades, provisioning new hosts, patching
* I would love to see Puppet deployed at Cisco
* OS upgrades: no way to do it. Tell people to delete their VM, and patch
* painful.
* provisioning, copy everything over from local disk over, with some setup
* *What is your goal to complete this task?*
* *Can you walk me through the process on how you do this? Are you able to show me?*
* *Do you need any preliminary information before you get started with the task? If so, what? How do you gather it?*
* *What tools do you use? Is this the standard for admins or your own preference? Are these tools okay?*
* *Does this process vary? Do you ever complete it a different way?*
* *How often do you do this task?*
* *How long does it take?*
* *Any specific obstacles or pain points during this task? What would you like improved?*
* *What is the output?*

Task 2:

* *What is your goal to complete this task?*
* *Can you walk me through the process on how you do this? Are you able to show me?*
* *Do you need any preliminary information before you get started with the task? If so, what? How do you gather it?*
* *What tools do you use? Is this the standard for admins or your own preference?*
* *Does this process vary? Do you ever complete it a different way*
* *How often do you do this task?*
* *How long does it take?*
* *Any specific obstacles or pain points during this task? What would you like improved?*
* *What is the output?*

Task 3:

* *What is your goal to complete this task?*
* *Can you walk me through the process on how you do this? Are you able to show me?*
* *Do you need any preliminary information before you get started with the task? If so, what? How do you gather it?*
* *What tools do you use? Is this the standard for admins or your own preference?*
* *Does this process vary? Do you ever complete it a different way*
* *How often do you do this task?*
* *How long does it take?*
* *Any specific obstacles or pain points during this task? What would you like improved?*
* *What is the output?*

*[If participant states that the tasks are any of the tasks listed below, the moderator will also ask specific questions listed]*

* Creating an environment:
* *How do you currently create an environment? Can you show me or walk me through the process?*
* *What tools do you use? Is this okay? Are there certain tools you'd like to use over others? Does it matter?*
* *How do you share this to the team?*
* *Does this ever change? Why? How often does that happen?*
* Configure environment
* *How do you currently configure an environment?*
* *How often do you update environments? How long does it take?*
* *Is there ever an instance where you would configure an environment with the information? How do you do it when you have to do it again?*
* *Template:*
* *Do you have a template/documentation of some sort?*
* *How do you manage this? Can you step us through the process of creating one? Do you edit/make changes? How?*
* *How long does this take?*
* *Are there any specific frustrations/challenges you face when doing this?*
* *Command line vs web ui? Would you have a preference? Is this important?*
* *Would there ever be different versions of a template? Why? How many versions per template? How do you handle this? How would you like to manage this?*
* Managing Templates
* *Do you currently use templates? How do you manage them?*
* *Does this system completely work for you?*
* *How do you manage versions?*
* *Would you prefer managing templates through the command line or a WebUI and specify the template bundle?*
* *If a system were to be created for you to manage your templates, what would be included, what would look and act like?*
* Removing unwanted environments
* *Would you want to preform this task in the command line or a webUI?*
* *Do you want to preform this in bundles?*
* Troubleshooting errors in the system
* *How do you view the log files? Is there anything else you need this system to do for you?*

"Before we move on, do you have any more comments or questions?" [*answer questions*]

**Current System Process from End-to-End**

**\*ask system they are speaking to\***

"Now that we've identified the tasks on an individual basis, I want to bring the focus outwards to the process as whole. The next set up questions will be based around that."

* *Is there a sequence to these tasks? For example, do you always preform one before the other? Can you outline this sequence for me? Are the sequences random?*
* *Is there anything that works particular well, or that you like?*
* *When you look at it form an end-to-end process, are there any inefficiencies? any long waits or queues, for example? What are the biggest challenges as a whole?*
* *What would change about current process?*
* *What would the ideal process look like?*
* *Have you used similar tools/services?*
* *What are your thoughts on these tools? What do you like about it?*

**Likert Questions**

*The tasks I preform as an administrator (for development systems) occur at least daily*

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

*Creating a consistent process for all administrators is important to me*

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

*I am willing to change or use specific tools to complete these administrator tasks*

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

*A user-interface to the new system is important to me*

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

*The current process is too time-consuming, there could be shortcuts.*

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

*I am willing to change how I currently preform these tasks to use the new DasCODE Platform*

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

*I am interested in learning more about DasCODE*

Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree

**Session Closing**

"Okay, that's all the questions I have for you today. Before we end the session, is there any additional questions or comments you'd like to add?" [*answer questions]*

"Are there are any questions from the the observers?" [*ask/answer questions]*

*"*I'd like to thank you for taking the time. What happens next is my team and I will review the session and speak with other administrators. We'll then create a workflow and design mockups for the new system. Once we have those workflows and designs, would you be interested in seeing them and providing feedback? We'd love to keep the lines of discussion open with you throughout our design process." [end recording and close session]