

Guide for Attendees

January 2020

Homework to do before the workshop

Do a Retrospective

1. Think of a project you did in the last few months ideally.
2. Review the files and outputs as if you were doing a case study for an interview -- remember this is **not** an interview or a test of your ability :)
3. Write down the steps in the process, phrased as you would on post-it notes.
4. Write down the artefacts or files that were used with the title and purpose for each, and the people involved, as well as where you were and what equipment you used.

We've all done this at some point -- and it is easier to summarise the info once all the stages and outcomes are known. You may have done this already in compiling projects for your portfolio or case studies at your organization. But if you haven't, here is your chance :)

Alternative Approach: On the job

Another approach, if you have enough lead time, is to capture the activities, thoughts, and ideas that arise related to use of a repo as they are experienced.

1. Prior to the workshop, the facilitator and attendees agree on the problem that will be the topic for discussion. In this case it might be a specific research method or a variety of them.
2. Each participant finds a notebook and a pen.
3. Each participant carries the notebook with them at all times prior to the workshop and records any thoughts and ideas that come to them in relation to the problem at hand.
4. At the time of the actual workshop, each participant can talk through the thoughts and ideas they recorded.

This is a way of generating a broad range of lateral ideas or solutions for a specific problem or opportunity. By giving people the means with which to catch ideas as they arise, a greater quantity of ideas will be generated, and most importantly, recalled.

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Key Concepts

Here are some of the ideas and concepts that we have landed on and that will be helpful to know as you jump in to lead or attend a workshop in the coming months.

What is a repository?

For this project we are taking as wide a view as possible of the definition of repositories. From that perspective, a research repository is any platform, system, drive, database, content collaboration tool, library, knowledge base, wiki, or file cabinet that stores research data, notes, transcripts, images, videos, recordings, findings, insights, reports, metadata, etc. to support consumption and reuse by the entire team.

And yes, that pretty much means that every researcher is interacting with a “repository” already - however unloveable that solution might be at present.

The Research Process

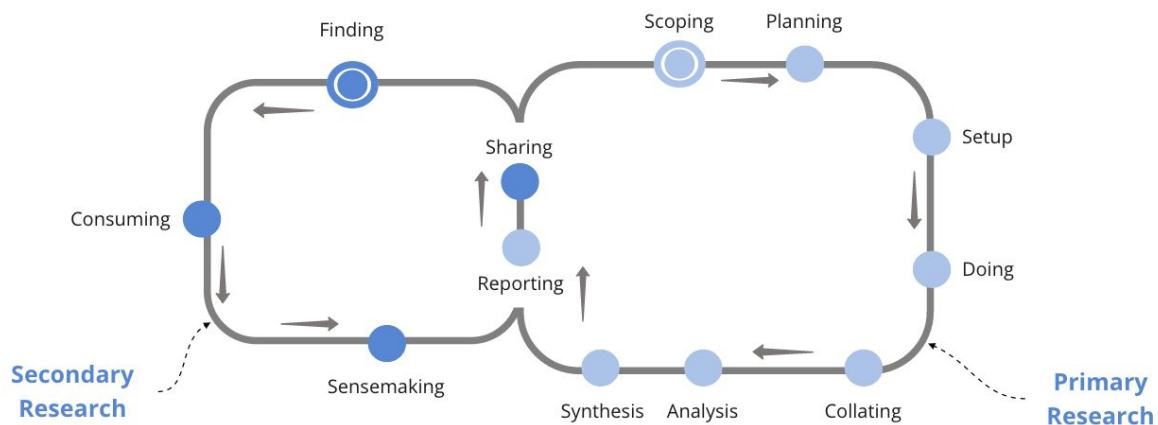
With a definition that broad, we needed something to ground us in our similarities -- something that would help to structure the conversations as we began talking with researchers and workshoping in the community.

We needed a view of the research process that would allow for all of the touchpoints with a research data repository.

We landed on a diagram that we have been referring to as the Tube Map as that is what it (sort of) looks like.

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(Fig 1. Tube Map)

Now, it's not done yet -- and we expect it to evolve a LOT as the year progresses and by the time you have all had a chance to weigh-in, we expect that the guiding framework that emerges will no longer resemble a tube map.

But for now, this visual achieves something important for us -- it makes a clear distinction between primary (fieldwork) and secondary (sensemaking) research. It illustrates the flow of primary research and the separate cycle of consuming, reuse, and synthesis that occurs outside of a typical start-to-finish research project. It alludes to the way that primary research is taken, edited, redacted, reformulated, and represented by product owners, clients, and different departments. And it has launched us into an exploration of research and repos through the lenses of fieldwork and sensemaking.

About the Community

What is the ResearchOps community?

We are a global community on Slack with 3,600+ members in 62 countries - we are always awake, always online and always happy to chat about the operations and operationalization of user research and design research.

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What are the values we promote for this project?

- **Quality:** Strive to ensure that the data, insights, method, as well as technical & human resources, are robust, reliable and replicable. Where possible, grade the quality/significance/certainty of your insights.
- **Accountability:** Be responsible for the work you do, including; planning, fieldwork, analysis, storage, administration, and distribution.
- **Integrity:** Consider legal and ethical implications throughout the project. This includes; acknowledging all people and resources that contributed to the work, as well as safeguarding all information and people involved.
- **Transparency:** Promote an honest dialogue with members both within and outside of the project regarding; data, insights, practice, intention, and criticism.
- **Common Good:** Promoting open access and universal design. Put in more than you take out.