

Continuous Research Plan

Type	Process	Outcomes	Frequency
Exploratory	<ul style="list-style-type: none"> - Observe internal users in their natural environment - Not directed - remote w/ screen-sharing (need permission to record) - goal is to observe and only ask questions to clarify (not direct) - 1-2 hour window per session (max 2 per day with flexibility) - 6-8 participants - Create and share results via user story (PO will prioritize any recommendations) 	<ul style="list-style-type: none"> - Clearer understanding of how the app is being used (workarounds for unavailable features, etc.) - identify opportunities for improvement <ul style="list-style-type: none"> - UI enhancements - time on task* - workflow changes - error prevention - performance - identify areas to target for additional testing 	Once a month
Targeted Interviews	<ul style="list-style-type: none"> - Review upcoming stories for topics - Interview users to inform upcoming story design - 30 min - 1 hour - 3-5 participants - Share results in associated user story 	<ul style="list-style-type: none"> - Be able to clearly describe the problem defined in the story - Identify any gaps in AC - Recommend new user stories for any new feature requests 	Every 2-3 weeks (as needed)
Targeted Usability Testing	<ul style="list-style-type: none"> - Identify problematic workflows via user feedback / support tickets/ exploratory research - Remote w/ screen sharing - Directed user tasks - 30 min - 1 hour - 3-5 participants - Create and share results via user story (PO 	<ul style="list-style-type: none"> - Recommendations for usability improvements 	As needed

	will prioritize any recommendations) - Measure success		
Usability Testing	- Review features recently implemented in the past month and identify areas to test - Remote w/ screen sharing - Directed user tasks <ul style="list-style-type: none"> - 30 min - 1 hour - 3-5 participants - Create and share results via user story (PO will prioritize any recommendations) - Measure success	- Recommendations for usability improvements	Every other month (based on releases)