**User Interview – Male, Front End Developer**

**Me:** So how do you feel about having to follow a project plan?

**Interviewee:** Umm, yeah, I make sure I know what I’m doing before the day or the week. So I think project plans are very important just as your daily schedule.

**Me:** Cool, and what do you think makes it a good experience or a bad experience?

**Interviewee:** So that’s when everything is thought through and you have a got a lot of things planned out in advanced. And so you have a clear cause of action.

**Me:** Cool, and do you feel that having a project management tool that works responsively is necessary, and if so why?

**Interviewee:** Yeah completely, it’s got to work on all screen sizes because you might check it on your phone in the morning or your watch when you’re out and about. Or you might pop it up on your iPad or the big screen.

**Me:** And do you think that being able to integrate apps with the tool will be useful? And what apps do you think would be valuable.

**Interviewee:** Yeah, um if it could integrate with services that people use I mean definitely. It’s got to work with things like calendars, Google calendars is a great one. And maybe stuff like emails and messaging services like Slack. Then you could get daily updates and things which is perfect.

**Me:** Cool, And what tool do you currently use for your projects?

**Interviewee:** At the moment we’re using Teamweek, which is cool. That at the moment integrates with Slack and emails and things as well.

**Me:** And what features do you like and dislike about the tool?

**Interviewee:** It’s nice and easy to use. It’s got a couple of different views, so you can go down and see what your schedule is or more of an overview or like a month view. So you can check out different projects and time ranges.

**Me:** Yeah, but you can’t have dependencies can you? So I guess that’s something its lacking?

**Interviewee:** Yeah Teamweek is very focused on a person kind of view. So it’s not a typical Gantt kind of thing.

**Me:** Are there any features that you feel should be a part of a new project management tool that’s being designed, specifically for creative teams?

**Interviewee:** Specifically, for creative teams?

**Me:** That would be like small to medium sized teams as well

**Interviewee:** Yeah, I think a good thing there is applying details such as time tracking because that’s very important in I’d say the smaller industry at the moment, so that you can relay that back to clients. Other than time-tracking, I’d say just integrating with the services that teams use to communicate. That’s about it really for me.

**User Interview – Male, Full Stack Developer**

**Me:** How do you feel about having to follow a project plan? Do you find they become quickly outdated?

**Interviewee:** When you say ‘follow a project plan’ do you means as a developer or someone managing a project?

**Me:** As a developer

**Interviewee:** It’s super useful to have one, especially for bigger projects. We always have some form of plan for a project, even if it’s just a conversation in the office (for smaller jobs). They remove some of the stress of having to deliver a project on time as it’s often broken down ahead of time with sensible deadlines. As long as I hit those, I don’t need to worry about the impact of other projects on scheduling.

**Me:** Yeah, that makes sense. Have you had any experiences where a projects plan has gone really bad and impacted significantly on other projects in the pipeline?

**Interviewee:** Yes. That’s normally due to underestimating how long something will take and not the fault of the project plan directly. We had a project run 2x longer than it should have. Was difficult delivery all of the other projects we promised.

**Me:** Do you feel that having a project management tool that works responsively is necessary?

**Interviewee:** Responsively as in media queries or automatically pushed projects back?

**Me:** As in media queries. So being able to access project schedules on mobile / tablet devices.

**Interviewee:** I would say there is a use-case for it. Whether it needs exactly the same functionality it a different question. I don’t do this, but it might be that Joe or Susan are with a client and they ask “When can we expect this done by?”. Being able to look at the schedule on your phone or iPad may be useful. Realistically, we would probably just get back to them later. But we should be able to view at least some of the information on mobile in my opinion.

**Me:** Yes, so I’ve got the idea of having full functionality to create / edit project schedules on desktop and laptop devices, but only provide overviews of schedules on tablet / mobile. So it’s great to hear what you think on that. The next question is about having the ability to integrate apps with a project management tool. This could be anything from time tracking software to Slack. Do you think this is beneficial and what apps do you think would be essential?

**Interviewee:** It’s a bonus being able to do those things. I’d probably avoid time tracking tools as I think they will be unrepresentative of how much work has been done or is left to do. Especially as estimates are never 100% accurate. For example, on a current project I’ve spent 155 hours of 210 hours. The project management tool then thinks “Oh, we are 74% complete” but realistically I have another 70 hours left on it. We find it easier putting in high level progress percentages, which is given from the developer. So in this case, I’d say we are 60% done. Slack could be a good integration. Maybe ping a message to a project specific channel with messages like “X deadline in 14 days or X task completed ahead of schedule”.

**Me:** Cool, what tools do you currently use to manage your projects? And what do you like / dislike about them?

**Interviewee:** That is a question for Susan, as she actually does a lot of that now. We don’t have access to it, because I don’t think we need access to it.

**Me:** Okay cool, that’s interesting. So you don’t even see an overview of a project timeline or anything? How do you know your schedule?

**Interviewee:** Nope! My brain doesn’t need to be filled with that information as it doesn’t gain anything. I can’t do anything else as a developer. My job is to deliver work on time. I shouldn’t have to know about all the projects we have on, including ones that I am not involved in. We have a catch up in the office where Susan outlines what she would like people to work on. If things start to get behind, then she can see the impact of that and manage client expectations. A typical conversation is “Adam, you’re on project X for 2.5 days and project Y for 2.5 days. Joe we need A, B and C done this week. Do them in any order that suits you but we need them done. Tom, you’re doing designs this week for X client.”

**Me:** That makes sense! I hate knowing the ins and outs of every project. Especially when you aren’t involved at all.

**Interviewee:** Yeah, one person needs to. And that person also needs to know what expectations have been set with the clients.

**Me:** Last question. Are there any features that you think should be part of a project management tool specifically for creative teams?

**Interviewee:**