DWP Authenticate

Discussion guide: Organisation admin

Sprints 15 and 16 march 2020

# Objectives

* Understand more about different organisations and how they’re managed
* Explore the structure of how users would be managed
* Understand needs of organisational staff using the admin portal
* Test designs for searching, filtering and sorting specific users within the list of users
* Understand users’ understanding and use of status categories
* Test users’ reactions to Sign-Out journey

# Introduction

* First of all, thank you for taking time to talk to us today. My name is Will and we’ll be together for around 45 minutes if that’s ok? My colleague Stu is also on the line.
* The purpose of the research today is for you to help us explore the use of a service called Authenticate and the admin portal which will allow you to gain access to a DWP service. And will allow you to manage users from your organisation who also need access to the DWP service.
* There are no right or wrong answers, we would like to hear your thoughts so we can improve the process for everyone.
* We’ll take notes during the session if that’s ok with you? The notes will allow us to analyse the feedback in more detail later.
* The notes and all the information from the project will be anonymised, so your identity is not associated with your responses.
* This is just a prototype; it’s not the finished service. It may change based on what you and others say about it. It’s not connected to any real data. On that basis, please don’t publicise or circulate this – the service may end up looking very different.
* Do you have any questions?
* Please get in touch with me if you have any questions after today’s session.

## About the participant (if the participant has not already answered these questions in a previous round of research)

* How comfortable are you using a computer and the internet?
* Starting with outside of work, how often do you use technology?
  + What time kind of devices do you have?
  + What kind of things do you do online?
* Is there anything you don’t do online? (online banking? Online shopping?) if so, why?
* Do you ever need someone else to show you how to use a device or certain types of technology? Could you give me an example?
* Do you think you could teach someone else to use or do something on a device/online?
* Can you tell me about your role?
  + What are your main responsibilities?
  + What do you do day to day?
  + What do you do specifically for Igneus?
* Have you heard of Authenticate?
* And the Admin Portal?
* What are your expectations/your experience of these things?
* Do you have any concerns?
* Who within your organisation do you envision needing access to manage a system like this?
  + Why them?
* How many users’ details do you manage currently?
* How do you manage them e.g. on a spreadsheet? Is it just a static record? When and how does it change?
* In terms of managing the list, what functions do you use? (e.g. adding, deleting, searching, filtering)

# Scenarios

We’re now going to have a look at an example of how the system may look and work. As it’s a prototype, it’s not connected to anything and some sections may not work – don’t be alarmed if we encounter one of those.

I’d like you to use the website however you’d like to and I’d like to hear your thoughts as we go through. THINK OUT LOUD

I may also ask you some questions as you’re using the website too – is that ok?

## Warm up

Add a user to the service

## Scenario 1 – resending invite to a specific user whose invite has expired

You want to resend an invitation to the service to someone whose invite has expired. They’re called **Steve Hodge**. Can you talk me through how you would go about that?

Observe how they find (or not) the means to change the status of Jon Newsome

* How did you find that?
* What made it that way?
* What would have made it easier?
* What were you looking for that you couldn’t see (If anything)?

## Scenario 2 deleting a user

Scenario intro

What do you have to do currently to delete someone from your system?

When does this happen? How often is that?

Can you show me how you’d delete Jon Newsome from the service?

*[since there’s no search option on the landing page, this is a testing start]*

* Observe how the user tries to find a specific person
* What was your reason for doing it like that?
* Is there anything that could make this easier
* If the user clicks on the filters and sort –
  + What’s your understanding of this?
  + Why did you click there?
  + How would you expect this to work?
  + Are there any options missing?
    - Why would that be useful?

## Scenario 3 Filtering by status

How would you go about finding users of a particular status? (+ follow up probes)

Are there any other status categories that you use currently? What are they?

## Scenario 4 Forgotten password?

From Sign in Page

If you couldn’t remember your password, can you show me what you’d do at this point?

Follow up probes re comprehension/familiarity/ease of use

## Scenario 5 Sign out

What would you do to sign out of the service?

What would you expect to see once you’d clicked “Sign out”?

What’s your reaction to seeing what you do see…?

# Final remarks

That’s everything we’re going to be doing on the website today.

* What are your overall thoughts about what we’ve looked at?
* Are there any particular things you think should be improved?
* Was there anything missing?

Changes to names/organisation/email????

REMEMBER: CAN WE REPEAT AND IS THERE ANYONE ELSE THERE WHO USES THE SERVICE THAT WE COULD TEST WITH?