

Agile PLM 9.3

Agile Exploratory Research Plan

Version History

Version 01	January 13	This is the first draft for review.
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Document Description

This document outlines the early research we will be conducting to inform the design of Agile PLM 9.3.

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Related Documents

None at this time.

Objectives

The objective of this first round of research is to:

- Gain a deep understanding of the work Agile users perform to inform the design process of Agile PLM 9.3
- Identify the key pain points they are experiencing in the application
- Identify opportunities for additional features and feature enhancements

Participants

In an effort to understand the broad range of users of the Agile system, we will be interviewing X participants along the following continuums:

- Frequent to infrequent users of Agile
- Pre to post 9.0 users
- PC only users to PLM suite users

Method

Site Visit

We will be conducting structured interviews and observations for these site visits. The following describes the typical format. An interview guide will be used to help structure the session. However, recognizing that each customer is unique, the questions asked and time dedicated to a specific topic may vary. Interviews will take approximately one to one and a half hours to complete and will cover the following areas:

- Background
- Workflow
- Pain points
- Features loves and loathes
- Feature enhancements (time permitting)

Interview Guide

Background Questions

Everyone introduce themselves and provide the following information:

- Job title and brief description of job
- Experience in this type of work
- Time with the company
- OS, hardware, primary software applications used
- Which Agile client(s) they use

- How long they've been using Agile
- How they learned to use the application (e.g. through training or "by doing")

Workflow

1. How much time do you spend working in Agile per day?
2. I'd like to begin by having you show me the work you do in the Agile system, specifically calling out the tasks that you most frequently perform.
3. When you are on a particular screen in Agile, do you have all of the information you need to complete a given task? What do you do when you need to get to information that is not presented on the same screen?
4. Do you use Agile in conjunction with other tools or applications (e.g. do you refer to other applications, paper documentation, email or any other sources to get the information you need to complete a task)? Can you show me?
5. How do you communicate with other members of your team? For example, by email, calendar, IM, blogs, wiki...
6. When you encounter a problem or issue in Agile, where do you look for assistance?
7. Are there workarounds that you've discovered to help you overcome some of the problems you've encountered?

Workflow - PPM specific

1. Which scheduling tasks do you complete in MS Project and which do you complete in PPM?
2. Are there specific scheduling features in one application that you prefer over the other?
3. In PPM, how do you discover which stage you are at in a project (or program)?

Pain Points

1. Of the tasks you've shown me, which have you found to be the most challenging to perform and why? Can you show me?
2. What other pain points do you experience using the Agile system?
3. Do you encounter issues when you use Agile with other applications?

Feature loves and loathes

1. Are there particular features or functions that you really appreciate about Agile, those that make your job easier or your work more efficient, those that you "couldn't live without"? These could also be features that existed in a previous version of Agile.
2. Similarly, are there particular features or functions that you don't appreciate about Agile, those that make your job harder, less efficient, those things that if addressed would make your work in Agile much easier?

Feature enhancements

1. What could either be added to or changed about Agile to make it easier for you to do your job?