

Please include the following in your status report:

- Team meeting minutes (if any)
- Interviews with potential users (if any).
- Problems encountered.
- Problems solved.
- Action items.
- Observations, lessons learned, etc.

Group 12 Progress Report

7/13/2015

Travis Robinson

Heidi Binder -Vitti

Tamur Khan

Kyle Johnson

Over the past week our group has had two interviews performed as well as one observation. These gave us insights into our project for ways that we can work on the user experience for the ServiceNow forms. We did have some audio issues in one of the interviews where we lost recording for part of the interview. This was the main reason for conducting a second interview with a different set of users.

There were no significant difficulties for our group this week. The only minor one we had was on what interview questions to ask; we initially had quite a few, but ended up narrowing them down by lumping them into groups of similar questions and wording one that covered that group, or by determining which questions relevancy was dependant on the answers for other questions and then placing those as subquestions. We also eliminated several unnecessary questions through group consensus.

For this week our action items are to begin prototyping our ServiceNow form based on the research insights that we've had.

We are continuing to learn how to improve in our groups communication, and have been getting more and more efficient in how we collaboratively work on project. This past week's assignment seemed to go more smoothly than the past, and our communication seemed to be more clear. We continue to have regularly scheduled check-in meetings so the group stays up to date and on track with our project.