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| QUESTION TYPE | QUESTION ASKED | SUMMARY |
| Consent Question | Hello! My name is Vishnuraj, and I will be conducting this user research today. I would like to emphasise that this test is not meant to determine your skills or abilities, it is simply designed to determine what are your expectations on a new cloud storage website based on your past experiences.  Are you happy to continue with this user research and for me to note down your answers? | Yes, you may. |
| Warm Up Question | Before we get started, I would like to ask you some general get-to-know-you questions, particularly about your internet usage.   1. What is your current occupation? 2. Can you tell me about your experience with using cloud storage services in general? 3. What are your expectations when using a cloud storage website? 4. How frequently do you use cloud storage services, and for what purposes? | 1. I’m working as Head of the Recruitment Department of an Organization named “ABC Tech”.  2. "Sure, I've been using cloud storage for a few years now. I primarily use it to store my documents, and some work-related files."  3. I expect it to be user-friendly, secure, and accessible from any device. It should also offer enough storage space for my needs and must have the feature of high security since some of the files are of confidential nature.  4. I use it almost daily, mainly for storing documents related to work |
| Any Questions | Thank you. Do you have any questions before we get started? | No Questions |
| **General question about the interface** | What features do you consider essential in a cloud storage website? | I think features like easy file upload and download, folder organization, file sharing options with customizable permissions, and robust security measures are essential." |
| Explain the next stage of the usability test and ask if there are any questions. | Thank you for your answers. Let’s now move on to using this site to do some specific tasks. I am going to ask you to do 3 different tasks, and I would like you to comment anything you are thinking or feeling regarding details like concerns, or anxieties, etc.  Are you ready to get started? | Yes, I’m ready |
| Scenario 1 | *Scenario:*  *You need to access important HR documents while traveling for a recruiting event. How confident are you in the reliability of the cloud storage website to access these documents anytime, anywhere?* | Reliability is crucial, especially when I'm on the go and need access to critical documents quickly. I expect the cloud storage service to have minimal downtime, fast response times, and seamless synchronization across devices to ensure I can access the information I need whenever and wherever I am. |
| Scenario 2 | *Scenario:*  *You found that an important HR document was deleted from the cloud storage website because of the cloud crash. How confident are you in the website's backup and recovery mechanisms to restore the deleted file?* | I would expect the cloud storage service to have reliable backup and recovery options, such as version history or recycle bin functionality, to easily restore deleted files. Knowing that my data is backed up and recoverable gives me peace of mind and confidence in the platform. |
| Scenario 3 | *Scenario:*  *You're working on sensitive documents containing employee payroll information. How important is it for you to trust the security of the cloud storage website you're using?* | It's critical. As an HR recruiter, I deal with confidential employee data regularly, including payroll information, which must be kept secure to maintain trust and comply with privacy regulations. |
| Follow Up | Thank you for your participation in this user research. Based on your experience, what key improvements or features would you like to see implemented in the cloud storage website to better meet your needs as an HR recruiter? | I would suggest that the website should be more user friendly. It would be beneficial if there is a facility to choose the security of the uploading file by the user himself. |

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| Warm Up Question | Before we get started, I would like to ask you some general get-to-know-you questions, particularly about your internet usage.     1. What is your current occupation? 2. How often you interact with cloud storage solutions? 3. How would you describe your level of familiarity with cloud storage services and the specific features they offer? | 1. I’m currently working as the head of the project department in an organization  2.We heavily rely on cloud storage for sharing project files and collaborating with team members. I interact with our cloud storage solution daily.  3. I consider myself quite familiar with cloud storage services. I've used various platforms for several years now, and I'm well-versed in the features commonly available, such as file sharing, version control, and security settings. |
| Any Questions | Thank you. Do you have any questions before we get started? | No Questions |
| **General question about the interface** | What features do you consider essential in a cloud storage website? | They must be user-friendly, scalable, secure and reliable in nature |
| Explain the next stage of the usability test and ask if there are any questions. | Thank you for your answers. Let’s now move on to using this site to do some specific tasks. I am going to ask you to do 3 different tasks, and I would like you to comment anything you are thinking or feeling regarding details like concerns, or anxieties, etc.  Are you ready to get started? |  |
| Scenario 1 | *Scenario:*  *You're about to upload sensitive project documents containing proprietary information to the cloud storage website. What security measures would you expect the platform to have in place to ensure the confidentiality of these documents?* | I would expect the platform to offer end-to-end encryption for data transmission and storage, multi-factor authentication to prevent unauthorized access, and robust access controls so I can restrict who can view or edit these documents. |
| Scenario 2 | *Scenario:*  *How confident are you in the website's backup and recovery mechanisms to restore the deleted file?* | I expect that multiple copies of the files that I uploaded must be made by the software to cope with a situation like clous crash |
| Follow Up | Thank you for your participation. Based on your experience using the cloud storage website during user research, what are your overall impressions and any final thoughts or suggestions you'd like to share? | As a project manager in an IT firm, I need a cloud storage solution that offers intuitive interface for efficient file management, robust security features to safeguard sensitive project data, and seamless collaboration tools for effective team communication and document sharing. Additionally, reliability and scalability are crucial to ensure uninterrupted access to project resources and accommodate our growing storage needs |

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| Warm Up Question | Before we get started, I would like to ask you some general get-to-know-you questions, particularly about your internet usage.     1. What is your current occupation? 2. Can you tell me about your experience with using cloud storage websites? 3. How frequently do you use cloud storage, and what types of files do you typically store? 4. How important is security and privacy to you when using cloud storage? | 1. Currently I’m completing my MS  2. Sure! I've been using cloud storage for a couple of years now. I started using it primarily for storing my college assignments and projects.  3. I use cloud storage almost daily, especially during the semester when I have a lot of assignments and research papers. I store a variety of files, including documents, presentations, and PDFs  4. Security and privacy are important to me, especially since I store a lot of personal and academic documents on the cloud. |
| Any Questions | Thank you. Do you have any questions before we get started? | No Questions. |
| **General question about the interface** | What features do you consider essential in a cloud storage website? |  |
| Explain the next stage of the usability test and ask if there are any questions. | Thank you for your answers. Let’s now move on to using this site to do some specific tasks. I am going to ask you to do 3 different tasks, and I would like you to comment anything you are thinking or feeling regarding details like concerns, or anxieties, etc.  Are you ready to get started? |  |
| Scenario 1 | *Scenario 1:*  *Imagine you've just uploaded some important personal documents to your cloud storage account. How confident are you that these documents are secure?* | Um, I guess I assume they're secure since I entered a password to log in. But I'm not really sure what happens to my files after I upload them |
| Scenario 2 | *Scenario 2:*  *Let's say you accidentally delete an important file from your cloud storage account. What options would you expect to have for recovering the file?* | Hmm, I'm not sure. Maybe there's a 'trash' or 'recycle bin' where deleted files go before they're permanently erased? It would be great if I could restore files from there |
| Scenario 3 | *Scenario 3:*  *Suppose you're planning to store some sensitive financial information on your cloud storage account. What measures would you expect the service provider to take to ensure the security of your data?* | I would expect them to use strong encryption to protect my data and maybe have some kind of verification process when I log in. Also, regular security updates would be important, I think. |
| Follow Up | Thank you for your participation. Based on your experience using the cloud storage website during user research, what are your overall impressions and any final thoughts or suggestions you'd like to share? | I think they should be user-friendly and reliable in nature. Lastly, don't forget about security—must provide an interface to use strong passwords for an extra layer of protection |