

# Contextual Inquiry

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## Logistical Questions

### External Users

- How many external vs internal users would be using the system?

### User Role Management Strategy

- How many different roles/personas/groups of people will be using the system?
- Do you anticipate new roles in the future? If so, who creates them?

## Process Questions

### Can old info be moved forward

- Current Data Storage System vs. new system.

### How is data used once in the system

- Reports generated most
- How much time is needed for data to be accessed?
- What info is wanted from reports and by whom
- How are searches conducted? What data do users use to search?

### International

- Interaction from other countries into the system?
- Which countries/languages?
- How often, who does it?

## Branding Questions

- What are your priorities while using the product?
- How could the product make your job easier?
- What is the highest need for the product?
- What app would you like it to work like?

### Company Culture

- Training for position
- Level of Expertise with app specifically and technology in general
- Domain Specific Knowledge
- Connection to others in the group.
- How they see their relation to the other groups

## Persona Data Questions

### Median Data

- Average Time in position (in that job)
  - How much experience needed for that position?

- Hours worked during the day, time worked
- Work environment
  - Stress level/distractions
  - Interaction with others
- Annual wage: ([www.bls.gov/oes/](http://www.bls.gov/oes/))
- Main official requirements of position

### **Interaction Characteristics**

- How often the app is used
- Length of average time for each use.
- Level of attention while using app.
- How much attention to detail is used.
- Stress levels at time of use
- Best/average/worst case time for use

### **Motivation**

- Do they like doing what they are doing.
- Emotions felt while doing actions
- Why they do what they do for their actions.

### **Context of Use**

- Environment while in use (Lighting, dual monitors?, distractions, keyboard vs mouse ratio)
  - Viewport configurations: dual monitor, monitor size/settings, other apps running concurrently, multiple machines
  - Software Configuration: virtual desktops, roaming profiles, OSs, browsers, in shell or not in shell, corp or not corp
  - Describe work environments: lighting, space, shared machines, standing/seated
- Locations/time of day while in use
- Size and type of devices used
- What else they will be doing when completing action.
- What steps led up to their use of app.
- Time spent on different responsibilities