

# ██████████ Process Model Interface Concept Testing Protocol

## Introduction and Housekeeping

Thank you for meeting with me today. I really appreciate your participation! I wanted to go over some housekeeping information before we start if that's okay.

To begin, I'd like to record this session. It just allows me to be able to focus on our conversation and go in and take notes later. Are you ok if I record this session?

*If yes: press record*

Any information you provide me will be used to assess the usability of our software and will not be shared for any other purpose. You may also decline to answer any particular question, or end this session at any time. All information that we collect will be anonymized and all personal information or anything that could identify you will be removed. Please refrain from sharing any personal data during this interview.

*Get verbal consent from user at this point*

## Study Overview

The ██████████ user experience team is looking to learn more about ██████████ new process model UI by meeting with employees who currently interact with process models in order to get some feedback on some design concepts we are considering for future releases that can better improve visibility on the various process models used by the apps and faster implement ██████ launch/changes. So, this interview will be mainly about learning how might the new design benefit and cost you in terms of the activities you perform, the functionalities you may use, and the decision that let you to a certain point. To do this, I'll be first asking you a series of questions to get to know you a little better, then I'll ask you some questions related to the jobs and responsibilities you perform as a content author. Finally, I'll be showing you some designs and ask you some questions about navigating through the system.

This session should take no longer than 45 minutes. Do you have any questions for me before we get started?

## Background Questions

- Tell me a little about you and your role here at Amazon
- How long have you been in this role?
- How long have you been at Amazon?
- What are your primary responsibilities of your job?

## Top Tasks

- How does utilizing process models associated with ██████████ fit into your primary responsibilities?

For the next few questions, I'd like to ask you about the top tasks that you complete when utilizing process models associated with Umbrella and would like to see how you manage those tasks today at a high level.

- *[For each task]:*
  - What is the expected outcome and goal of this task? What is the purpose of this task?

- Can you walk me through how you do it today? *[Tasks associated with view and find only]*
- On a scale of 1 – 5 with one being not very good to 5 being very good, how would you rate this tool for helping you complete this task successfully?
  - Why did you give it that score?
- *If not mentioned: how do you view and find process models today?*
  - *How frequently are you doing this?*
  - *Tell me about a typical situation in which you would view process models associated with Umbrella?*
    - *Hour*
  - *Tell me about a typical situation in which you would find process models associated with Umbrella?*
    - *Hour*
  - *On a scale of 1 – 5 with one being not very good to 5 being very good, how would you rate this tool for helping you view and find process models today?*
    - *Why did you give it that score?*

### **Concept Testing**

*Facilitator shares screen and presents the prototype:*

#### **Medium Fidelity Prototypes (view and find):**

**Mockup Click Order for view and find:** *Process Model Creation Page (default [redacted] dashboard page) → click any process model to show process model details OR sort by filters then click process model → click arrow on states or events to open details*

- Looking at this interface, tell me some of the things that stand out to you immediately.
  - *Tell me what you expect on the list of process models on the left*
  - *From this view, what information about the process model do you see?*
    - *Is what you would wanted to see?*
    - *How do you feel about this?*
    - *What do you think clicking on any of the buttons will do and signify?*
      - *If they think nothing will happen, "why do you think nothing might happen?"*
    - *Let's say you click on "Stow" here, is this what you would want to see? To be able to do here?*
      - *How do you feel about this?*
      - *What do you think clicking on the view button will do and signify?*
  - Repeat for next three screens
    - *Imagine this to be changed with [redacted] and then [redacted] is there anything that stands out to you immediately? What would to expect to see here? To be able to do here?*
      - *Is what you would wanted to see?*
      - *How do you feel about this?*
      - *What do you think clicking on any of the buttons will do and signify?*
        - If they click on the [redacted],
          - *Is what you would wanted to see?*
          - *How do you feel about this?*
          - *What do you think clicking on any of the buttons will do and signify?*
      - *If they think nothing will happen, "why do you think nothing might happen?"*

- For a [redacted] *process model task*] can you show me on this page where you believe you would access this task:
  - If you were to click here, what would you expect to find?
    - Why do you think it would produce this result?
- On a scale of 1 – 5, how confident are you that this is where you would complete this task?
  - Tell me why you gave it that score
- When it comes to information about the process itself - what are the top three details about the process model that you would want to see?
  - Is there any information that confuses you?

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- For [redacted] *process model*:
  - *What do you expect the default frame to show and why?*
  - *How frequently would you check process model information?*
  - *Do you compare previous versions of process models and current versions of the process models?*
    - *How do you use that information?*
    - *What specific information do you look for?*
    - *How far back would you like to see?*
  - *Let's say you want view the entire list of process models that are being used at the moment and are existing. Where would you go to see this?*
    - *What do you think "version" means? What would you expect to see here? To be able to do here?*
  - *Let's say you want to look for a description of a process model, where might you go see that? Where would you go to do this?*
  - *Let's say you want to look for states and events of a process model, where might you go see that? Where would you go to do this?*
    - *Where might you access the details of the state and events?*
  - *Now let's say you want to find a specific process model, where would you go to do that?*
    - *How might you try to make adjustments to find a specific process model? by search ID or name? by filtering it through A to Z?*
  - *What do you think "export" means? What would you expect to see here? To be able to do here? [Only use if prototype has export feature]*

Thank you so much for answering those questions. Before we head onto the final overview and close, I wanted to ask if you can answer this quick questionnaire detailing your experience with the system in terms of usability. It should only take a few minutes. [After taking the SUS] Thank you so much taking that - this will help us navigate towards the best direction for our design.

	Strongly Disagree (1)	2	3	4	Strongly Agree (5)
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I think that I would like to use this system frequently.					
I found the system unnecessarily complex.					
I thought the system was easy to use.					
I think that I would need the support of a technical person to be able to use this system.					
I found the various functions in this system were well integrated.					
I thought there was too much inconsistency in this system.					
I would imagine that most people would learn to use this system very quickly.					
I found the system very cumbersome to use.					
I felt very confident using the system.					
I needed to learn a lot of things before I could get going with this system.					

**FINAL OVERVIEW**

- If we were to replace the current manual process with an interface similar to this, do you have any feedback that you would want considered by the team first?
- What would be some of your questions or concerns that you would want to have addressed first?

**CLOSE:**

- Anything else you want to share about the process model for [REDACTED] that you think is important for me to know before we close?

Thank you so much for your time today, we really appreciate your insights. This will definitely help us as we continue to

improve the experience for Amazon employees. I have no other questions for you. Do you have any questions for me before we end the session?

Excellent! We hope you have a great *[morning, afternoon, evening]*!