

User research library - internal alpha usability plan

Discussion guide

User researchers and service designers

Type of research: Usability research when [team members add research](#) (all new and existing allocated projects) to the library

Why: to understand how usable the library is for this group, capturing the context of when the library is needed and for what purpose to make sure the library meets user needs.

Things to remember:

- if users show you something, take a screenshot
- if users share their frustrations use these as opportunities to discuss further what would help overcome them.

A - Conduct observations of users working with the library

B - Follow-up questions

1. Talk me through how you've used the user research library:
2. If yes, in what context (adding new stuff or existing 'upload' of projects)?

What did you add? How?

What did you choose not to add?

- a. What did you find useful?
 - b. What did you find difficult?
 - c. What do you wish it could do?
 - d. What else does the library need to be able to do to create value for you right now?
3. [If adding a new project] Could you tell me a bit more about the user research tasks or activities you were doing this week?
 - a. What were some of the barriers getting in the way of you using the library?
 - b. What other tools / methods did you use instead?
 - c. Why did you use those?
 - d. What would the library need to offer to make you want to use it?

Other users to consider

User research lead

Usability research on using the administration portal

Understanding around how the library aids in quality and consistency of research

- How have you used the research library?
- How have you searched for projects?
- How can you see whether the research that has been conducted is of good quality?

Delivery managers / relationship managers

Library

Usability research on searching the library

Understanding whether the library helps to frame scope of new projects and prepare for service assessment

Handover pack

Research (as part of work around new prospect/project triage pilot).

Understanding how/if handover pack can assist teams for both starting new and handing over existing projects to other teams.

Service standard assessors

Library

Usability research on searching the library

Understanding whether the library helps to form a judgement on whether to pass a service during assessment.

Handover pack

Research (as part of work around new prospect/project triage pilot) and service

assessment work.

Understanding how handover pack shows key information for assessors