# Technical Working Session Guide

**Remember**

- Be warm, but professional.
- Record audio when possible.
- Always dig deep to understand the "why" and "how" of the problem
- Silence is OK – give participants time to think about the problem.
- See the problem in "real time"; Where possible, replicate the issue, or always share screenshots to see how we got to the issue.

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**Script**

Intro

- Introduce yourself and the team.
- Talk about what will happen in the session, how long it might last, the issues shared and what is expected. Ensure that a meeting document where notes, and any links shared will be documented.
- Have the group introduce themselves.
- Allow the team to confirm order of priority of issues.
- Explain why we record interviews and ask for permission.
- Hand over to the team to walk through the list of shared issues.

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**Meeting Document Template**

**Attendees:**

Include names and emails of all attendees from both parties, this can help with future communication in case there is need for follow up on any of the issues discussed

**Project Background**

This section will include some background information on the particular CHT deployment. Where you are at in the project, how big the project is and what versions of the CHT the project is on.

Issues shared:

1. **Title of issue**

   **Requirements/Problem**
   This section should include a summary of what the "problem" or "requirement" is. What do you want to achieve? What is the problem you encountered?

   **Context**
   Provide some additional context to the problem; This can include user flows for the specific requirement or a realistic scenario where a user would encounter this issue, as well as the actions leading to it. Use practical examples to help contextualize the problem.

   **Work done**
   Outline any research or investigative work done so far, if you already followed any assistance offered on the documentation site or forum, state it here. Include any PRs, test environments or screenshots of work done too.

   **Discussion/Meeting notes**
   Use this section to document any points raised during discussions. And any resources that may be helpful in resolving this issue. This can include links to documentation, workarounds suggested, github PRs etc

**Next steps**

Based on what has been discussed during the session, ensure that the team agrees and documents next steps. Potential next steps could include the team going back to finish solving the issues, or a follow up working session.

**Issue Status**

The meeting document remains a reference point for these issues until they are resolved. Both teams should go back to the document to include any status updates based on agreed next steps and action items.

**Conclusion**
- Thank them for their time
- Reiterate next steps and agreed action points
- Reshare meeting notes document for further discussion and remind the team to reach out via the forum for any other support.