Pulumi Deployments usability study

K   Last updated 22 Mar 2023

Usability Test Script

Intro

Informal greeting

Introduce all interviewers and their roles.

Before we get started, we want to go over a few things. Today we're testing early designs for a new feature in the Pulumi Service UI. The session should take no more than an hour.

We want to be clear that this is a test of our designs, and not a test of you. There are no "wrong answers," we're just trying to understand what's working or not working in our prototype. It would be super helpful if you're able to think aloud throughout the session. That means describing what you're looking at, what you're trying to do, what you're thinking. You also don't have to censor yourself, your honest feedback helps us improve the designs.

If you have questions as we go along, absolutely ask them. Just know we may not answer those questions right away since we want to evaluate how people do without assistance. But if you still have questions at the end, we can answer them then.

Is there anything we can clarify about what we just went over?

Answer any questions

Ask to record

Pre-questions

In a little bit we'll have you look at a prototype and complete some tasks. But first we'll kick things off with a few questions.

1. Could you tell us a little about your background and what you do in your role?

2. How often are you responsible for deploying infrastructure either with Pulumi or another tool? If Pulumi, how long have you been using Pulumi?
3. Can you walk us through the process of your most recent infrastructure deployment? (Describe the last time you deployed infrastructure)
4. Have you ever deployed infrastructure from a web UI? *If yes,* can you descr ibe the experience?

New Project Task

Transition, set-up, screen-share

Prepare them for the constraints of a prototype
(black and white, low fidelity, clickable prototype... there will be dummy text in some places... some things will be clickable, some things won't, if you go to click something and you're not able to click we would love for you to tell us why you wanted to click there)

Prototype:
https://www.figma.com/proto/FWCwa9OG8fk6r9hbp2iEZx/pulumi-deploy?page-id=849%3A3875&node-id=858%3A6778&viewport=608%2C652%2C0.03&scaling=min-zoom&starting-point-node-id=858%3A6778&hotspot-hints=0&hide-ui=1

You are the admin of the *Platypus* organization. You've recently learned that Pulumi has introduced a new deploy feature in the Pulumi Service UI and are interested in checking it out. **You want to try using the UI to create and deploy a static website**. Show us how you would go about completing this task and talk us through the experience.

Tester explores
(may need to mention to the user that they should sign into pulumi through GitHub when it they get to that page)

New Project Post-Questions

1. How would you characterize the difficulty of completing this task?
2. What parts of the experience did you not understand or need more clarity on?
3. Are there things you expected to see that you didn't?

Stack Page Tasks

Transition to second prototype (totally unrelated to previous task)

Prototype:
https://www.figma.com/proto/FWCwa9OG8fk6r9hbp2iEZx/pulumi-deploy?page-id=849%3A3875&node-id=870%3A4979&viewport=470%2C1197%2C0.13&scaling=min-zoom&starting-point-node-id=870%3A4979&show-proto-sidebar=1&hotspot-hints=0&hide-ui=1

You've recently made changes to a stack in your organization, but you haven't done a deployment yet. **How would you go about performing a pulumi up deploy to the stack, "datawarehouse-production", from the UI?**

We're hoping that the user goes to the stack's settings page and configures GitHub. (I'm thinking we should only test the user on setting up the GitHub configuration because it gets way too complicated to prototype the user adding variables - we can mention to the user that if this were the real UI that they would need to set their environment variables as well before deploying.)
After the user configures GitHub they'll be able to take a pulumi up deploy action via the Actions dropdown button.

Stack Page Post-Questions

1. How would you characterize the difficulty of completing these tasks?
2. Did you understand what steps you had to take to deploy the stack?
3. What parts of the experience did you not understand or need more clarity on?
4. Are there things you expected to see that you didn't?

Closing

That wraps things up, thank you so much for taking the time to sit down with us today. It's super important that we collect feedback now so we can make the necessary improvements to the experience. Did you have any questions or final comments before we let you go?

Wrap-up

Offer swag, goodbyes