



Home

Your work

Projects

Community

Search and discover



Resource Search Usability Studies



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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 few new features in the Pulum Service UI. The session should take no more than 30 minutes.

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 experience.

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.

Do you have any questions right now about anything?

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 do you use the service UI and what's usually your reason for going there?
3. Currently do you have any frustrations when trying to find a resource? What workarounds do you have in place?
4. What kind of information are you usually looking for when it comes to resources?

Transition, set-up, screen-share

Prepare them for the constraints of a prototype

(black and white, low fidelity, clickable prototype... there will be placeholder 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)

Resources Tasks

Prototype link: <https://www.figma.com/proto/Sm0pclVvhSXAFIFMyktbvn/Stacks-Pg-Redesign-%2B-New-Resources-Pg?page-id=562%3A33045&node-id=562%3A40166&viewport=-1505%2C365%2C0.25&scaling=scale-down&starting-point-node-id=562%3A40166&hotspot-hints=0&hide-ui=1>

[Dashboard Left Nav to Resources/Search Filters Dropdown Menu Task]

You are the admin of the *Platypus* organization. You are looking for ways to save money and want to see all of the resources currently in your organization so that you can do some cleanup of resources that haven't been updated in over a year. How would you go about finding those resources?

[filters menu questions]

Would you use these filters? Could you describe some scenarios in which you could see yourself using them? Are there any filters that you would like to see and why/how would you use those?

[Search Bar/Query Filter Task]

Can you show me how you would search for all the resources that have been updated in the last year that are in the 'datalake' project only?

[query filters questions]

When looking at the query in the search bar, could you tell me in your own words what you think the query is asking for? Are you familiar with the query syntax? Would you have written this another way?

If you were looking for more information on Pulumu query filtering, can you show me where you think you would find it?

[Resource Details/Table Actions Task]

So, for the 'all-blogs' resource there in the table, if you wanted to find out its' dependencies, could you show me how you would find that information from here?

[Customize Table Task]

Going back to the Resources page, if you wanted to change columns in the table, how would you do that?

If you click the 'Apply View' button, you can see how the table would look with the Parent and Protection information. Is there any resource information in that 'View Option' menu that you don't see as an option that you would like to see in the table? If so, in what ways do you use that kind of resource information; how is it helpful to you?

Resources Tasks Post-Questions

1. So overall, if this page and was added to the Service, how do you see yourself using it? Could you describe a situation where it would be useful?
2. How would you characterize the difficulty of using the page? Is there anything you would change?
3. How would you characterize the ease or difficulty of using the search?
4. Was there anything about the search experience that you would change or anything that you think could have been done differently that would be more useful when searching?
5. **The Pulumu Service has a few high-level insights about your organization's resources like the Resource Count Over Time graph and a percent change in your resource count from week to week. Do you have any outstanding questions about your resource usage that you can't answer now?**

Thank you for participating and don't forget to ask about Pulumu swag!
