Observation Steps - Technique Example
User System Interaction
contributed by Gaurav Joshi

STEP	QUESTIONS OR ACTIONS	DESCRIPTION AND EXPLANATION
1.	Do you know who performs the role in a system?	In the IIBA website example, • Do you know someone who is uploading content to the site, e.g., performing a 'Knowledge Administrator' role?
2.	If no to Step 1, try to find users who are performing a specific role.	• You can ask the Project Manager, or Product Manager about these roles. • You can also check with system administrators.
3.	How will you be observing?	• Will you be asking questions, or will you be a silent observer? (Active / Passive Observation) • Will you work as an apprentice and work on the system, or watch someone else do the work?
4.	Select a user, or set of users, to observe and take their permission.	
5.	Create a high-level plan for observation, and share it with all relevant stakeholders.	In your observation plan you can include: • **Objective:** to find out steps performed by Knowledge Administrator on the website to upload content, and to create a help manual, to describe user system interactions. • **Duration:** 1 hour daily from 1st Month to 7th Month. • **Participants:** Names of the users you'll observe. • **Risk:** e.g., availability of participants might impact the observation plan.

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6.	Pre-work before observations sessions	• Go through any existing documentation related to the activity. • Create a checklist that you would like to observe against. This is called as STRoBE (Structured Observation), and along with active observation, can give you a lot of information to analyze.

7.	Conduct observation sessions	• Watch each and every action of the user carefully.
		• Note down their actions against the checklist you created.
		• Check the time taken to perform each task.
		• Ask relevant questions,
		  › Challenges / problems faced while performing tasks,
		  › Frequency of tasks, and
		  › Anything which is done outside the system to perform the task.

8.	Monitor observation sessions against the observation plan	Inform relevant stakeholders of any issues or risks, including unavailability of participants.
9.	Documenting observations	Observations can be captured in various steps performed by user and responses from system.