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Team 5: The Premortem Process

UI Domain: "Web Application for the Premortem Process"
A web application that will allow teams to harness the power of the premortem process through easy to follow steps and instructions. This can be used with teams who are remote as well as in-person. The goal for the teams is to identify problems that may cause failure for their project and then brainstorm possible solutions. This will allow for teams to use critical thinking as well as avoid overconfidence within their project.

Heuristic	Deficiency Found	Possible Solution	Proposed Ease of Implementation (scale 1-7) 1 =easy; 7=hard
Speak the User's Language/Match between System & Real-world Users	• Without any instructions, the wording of the process may seem confusing to users and facilitators who have no previous premortem experience • Users may not even know what a premortem is, and there is no information on the app currently that explains the process • Wording for instructions can be confusing (ex: step 3)	• Add explicit instructions for the facilitator as well as during each step o This app should be able to be used by someone who has no prior experience using the premortem. • Add a "What is the premortem?" to the home or introduction tab • Add some helpful links that the facilitator can click and read	3
User control and Freedom/Clearly Marked Exits Should Exist	• There is no premortem process "home" button or tab, there is only an introduction tab • You cannot access the previous page within the app without using the sidebar. Users may look for a specific back button/arrow. • What if a user accidentally votes for a problem or solution? Is there any way that they can undo that?	• Create a home tab/button or rename the introduction tab • Add to each page a previous page button • Allow user to undo a vote	4

Visibility of System Status	• There should be a warning that flashes to the facilitator or all of the users that there is 10 or 15 seconds left so they should start wrapping up their responses • The app does highlight which step the user is on currently-- perhaps change the color from red to something else	• Add a warning that alerts the facilitator and/or the users when there is 10 seconds left	2
Consistency & Standards	• The timer is consistently in the same position which is good. However, does the facilitator have control of the timer or is built in the app? • Step 1- probably doesn't need be used by all users, just the facilitator o They may be confused as to what to do on this page if they are not the facilitator	• Only include step 1 for the facilitator and have users start on a different page • Either allow the facilitator to start the timer manually or have explicit instructions telling both the facilitator and the users when the timer will start	3
Flexibility & Efficiency of Use	• Step 3- the users are being asked to do 2 things within this step but it is worded quite confusingly • There should really be another page after the facilitator clicks the start button...they may not be ready for the timer to start just yet o This could also allow the facilitator to receive feedback from the team before starting • The timer is very small and hard to see/read • The submit box is vague and confusing. Should the user type 1 response in the box or all their responses within the box at the same time? Do they click submit every time? • The facilitator needs to be really involved in steps-3&5 but there are really no guiding instructions or prompts for the facilitator to utilize currently	• Reword instructions for all steps • Add an additional page before step 2 that allows the facilitator to get feedback and answer questions from their team • Make the timer larger • Redesign the submit box so it tells the user what to do or include more information on the page telling the user to type one response at a time. • Add instructions for the facilitator and prompts so they no what to do at each step of the process, but especially for steps-3&5	6

	o This step really needs to happen one at a time, but that is not clear		

Aesthetic & Minimalist Design	• Color scheme is consistent throughout app
	  o However, the text goes from white to black during the process (Step 1 to Step 2)
	• App does not employ a pleasing design or aesthetic
	  o Black text on dark-grey background is hard to read
	  o Colors used are harsh
		• Change the color scheme to a more appealing aesthetic
		• Have consistent text sizes, fonts, and colors throughout app
			1

Help and documentation	• There is no help section • The introduction page lacks any viable information • The download button does not show in what format the download will be	• Add a "Help" section or add an "About" section • Specify which format of download is available	2

<u>Identified Critical Usability Concern Stories</u>

- What if a user accidentally votes for a problem or solution? Is there any way that they can undo that?
    - Jonathan is really excited about participating in his first ever premortem with his new project team. They get to step 3 and when asked by the facilitator to submit his top response that hasn't already been discussed Jonathan does. However, during his teammate's turn Jonathan accidentally votes for the wrong response. This causes that response to be included in the top responses and leaves the response that he actually wanted to vote for out of the process. He tells the facilitator this, but the facilitator has no way to go back and fix the votes or the responses.
- The submit box is vague and confusing. Should the user type 1 response in the box or all their responses within the box at the same time? Do they click submit every time?

    - Margaret is furiously trying to identify and type possible problems that may occur for her team's project. She thinks that the premortem is a great tool to use especially as the team is located across the country. Margaret finally hits submit on her responses; she is unsure if she should hit the next step button before the 2 minutes are up. She decides to click the next step button only after the 2-minutes are up as she didn't want her facilitator and manager to be upset with her. On step-3 she realizes that instead of 5 different problem responses that she can submit she has one larger block of text that includes all of her identified problems. This does not allow for accurate voting by her teammates.