How do people work?

Co-Documentation of tasks, context and moods

WIKIMEDIA
DEUTSCHLAND

How is this useful?

Collaboration, Communication

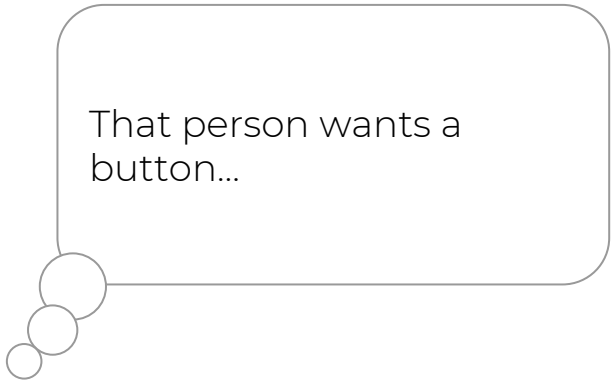
- Uniform groups:
  - easy communication because of shared background knowledge
  - not catering to diverse needs

But we want to learn new things and be useful to a diverse group of people!

Wanting wants?

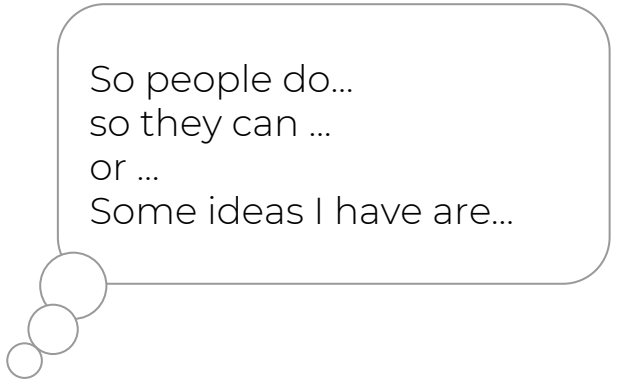
Asking end users for “what do you want” is often the first idea.

Problem: You learn nothing about what is behind the “want” like workflows, culture, community, expertise…

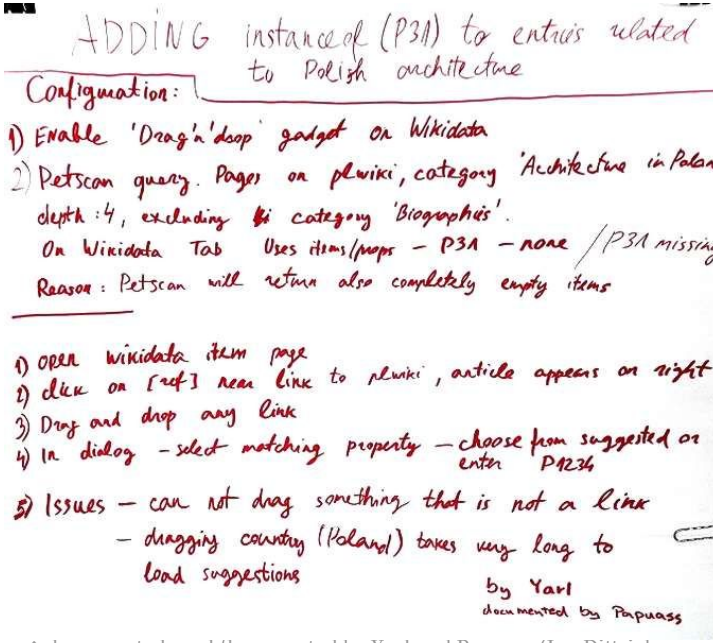


rather than “*What* shall I do” ask for “*How* do you work/feel/…”

Get a rich and data-based understanding of your users’/communities’/… work and context



Video example: https://commons.wikimedia.org/wiki/File:WikidataCon_2017_Workshop_Workflows_Video_02.webm



↑ documented workflow created by Yarl and Papuass (Jan Dittrich (WMDE) (https://commons.wikimedia.org/wiki/File:WikidataCon_2017_Workshop_Workflows_03.jpg), https://creativecommons.org/licenses/by/4.0/legalcode)

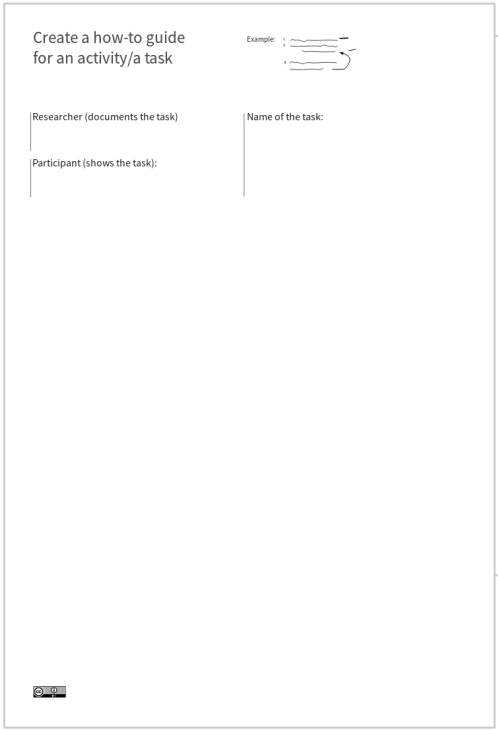
← (Jan Dittrich (WMDE) (https://commons.wikimedia.org/wiki/File:Wikidatacon_ux_participatorydesignworkshop_08.jpg), https://creativecommons.org/licenses/by/4.0/legalcode

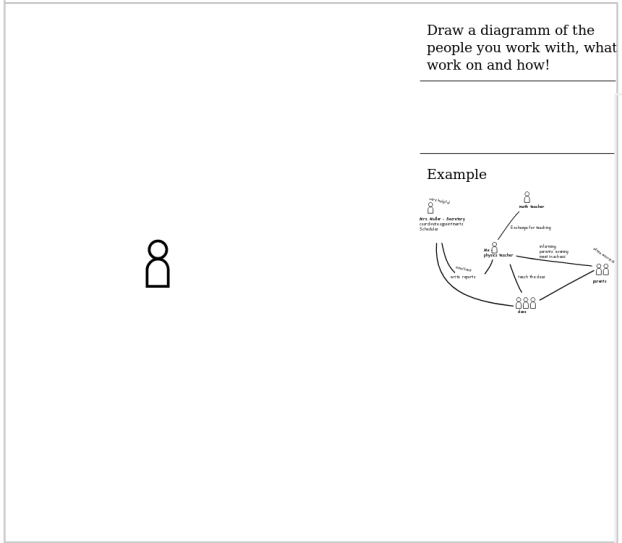
Why?

- Documentation in research is hard:
  Do it directly
- Seeing the research and one's context makes talking easier:
  - open and shared documentation
  - be on site, observe live
- seeing patterns in graphs is easier than marking them up in text

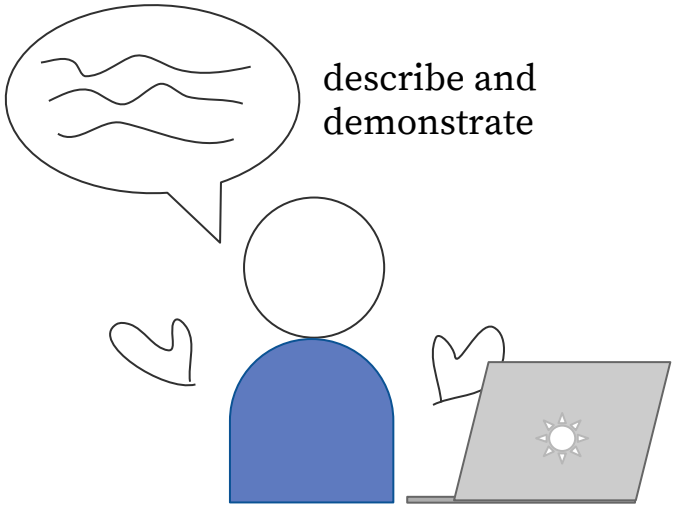
Using templates

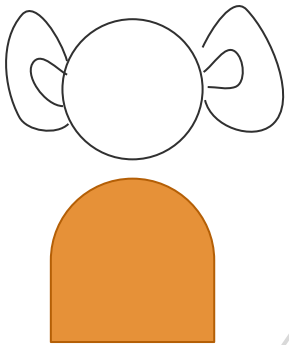
Templates help you and the participant to structure the research

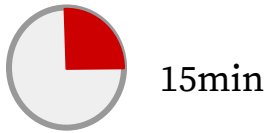


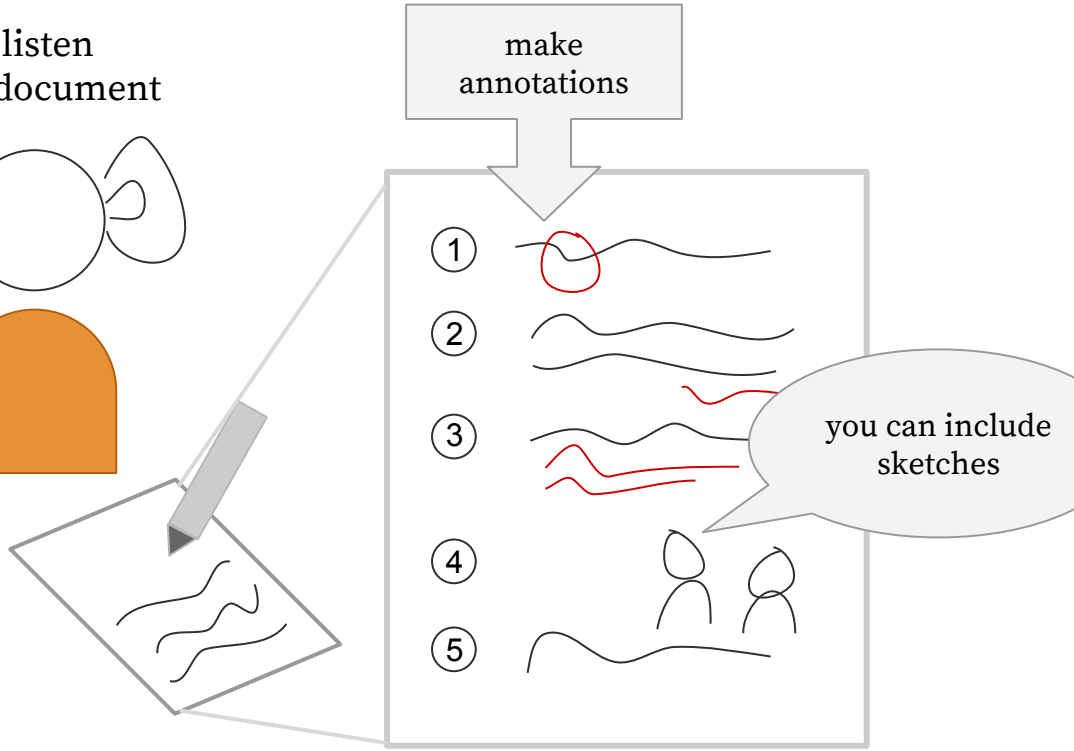


Try Co-Documentation





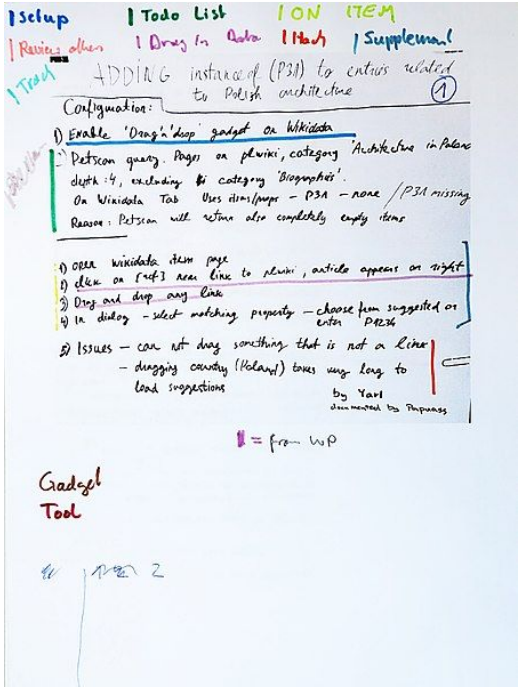




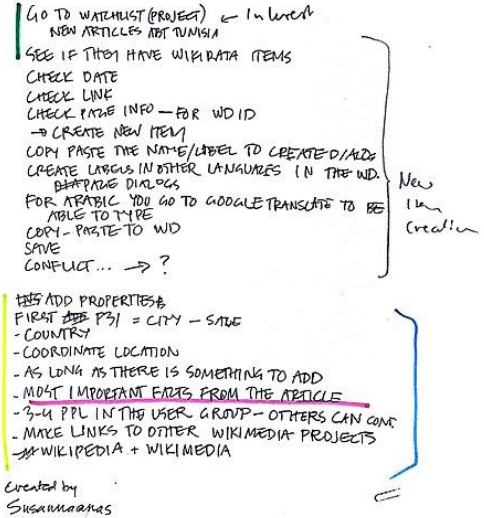
Finding Patterns

You now have descriptions of processes (or moods, context, …).
To pass the knowledge easily, you find patterns that summarize the data.

This can be done by you, by a team and even with participants.



Images from a analyzing (color coding) a workflow based on Images from a workflow-co-documentation workshop at WikiDataCon 2017 on "How do you edit on Wikidata" Workflow by Yarl, documented by Papuas, annotated and photographed by Jan Dittrich, CC BY 4: https://creativecommons.org/licenses/by/4.0/deed.en

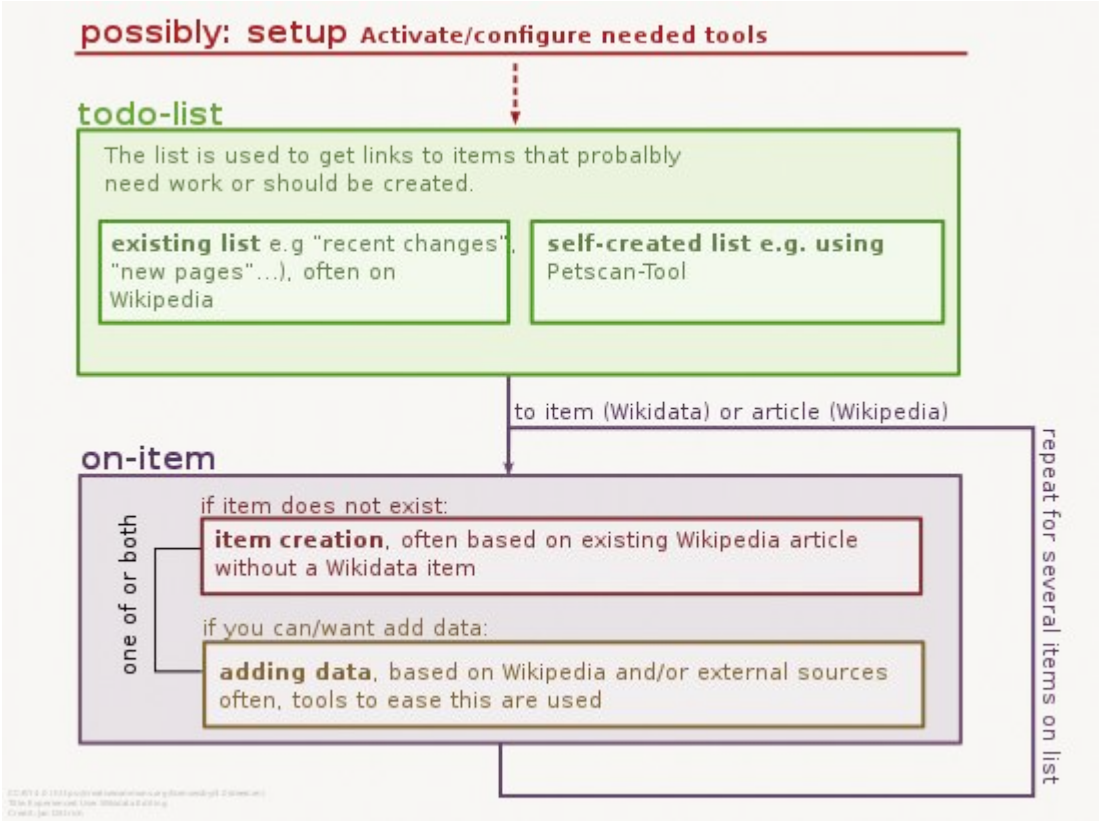


Images from a workflow-co-documentation workshop at WikiDataCon 2017 on "How do you edit on Wikidata?" Workflow by ? , documented by Susannaanas, photographed and annotated by Jan Dittrich, CC BY 4: https://creativecommons.org/licenses/by/4.0/deed.en

Images from a analyzing (color coding) a workflow form a workflow-co-documentation workshop at WikiDataCon 2017 on "How do you edit on Wikidata". Workflow by Papuass, documented by Yarl and Workflow by Lirison, documented by Hakanist, annotated and photographed by Jan Dittrich, CC BY 4: https://creativecommons.org/licenses/by/4.0/deed.en

WIKIMEDIA FOUNDATION

Images from a analyzing (color coding) a workflow form a workflow-co-documentation workshop at WikiDataCon 2017 on "How do you edit on Wikidata". Workflow by Papuass, documented by Yarl and Workflow by Lirison, documented by Hakanist, annotated and photographed by Jan Dittrich, CC BY 4: https://creativecommons.org/licenses/by/4.0/deed.en



The file describes a workflow for editing several items on Wikidata.
- possibly: tool configuration - create to-do list - work on items on the list
The file was created based on the methods described in https://jdittrich.github.io/userNeedResearchBook/#how-to-make-sense-of-diagrams-and-lists
Image created by Jan Dittrich (WMDE), License CC BY 4 (https://creativecommons.org/licenses/by/4.0/deed.en)

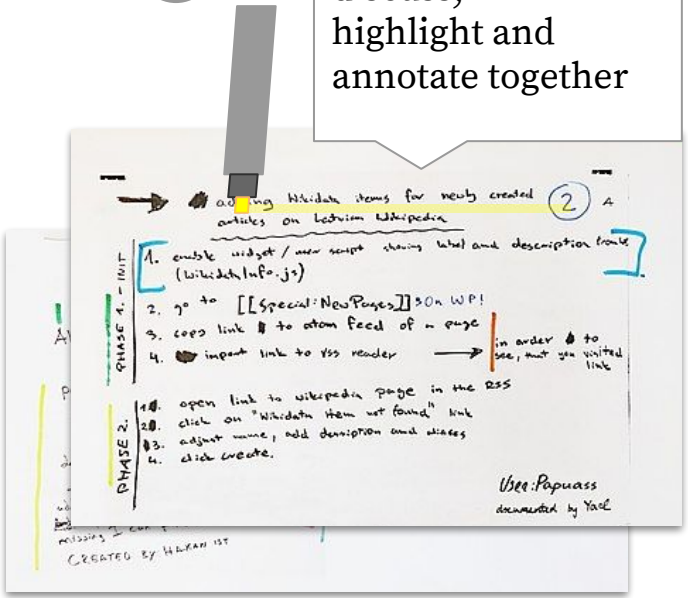
Try analysis

Two groups of two

4 documentations

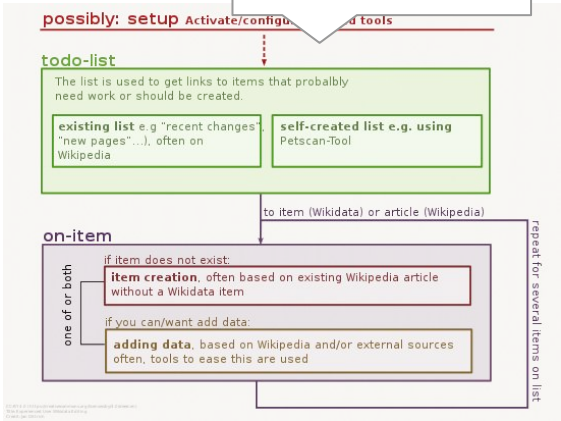
10min

discuss, highlight and annotate together



10min

Create summary diagram

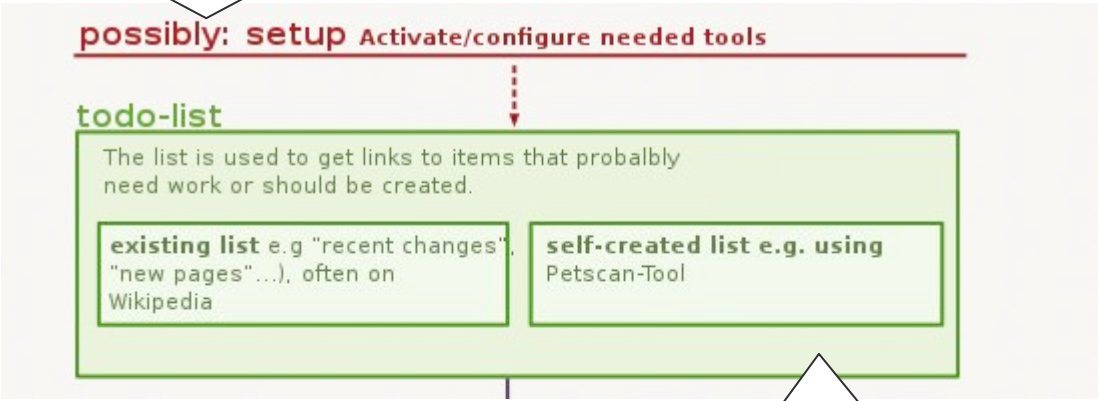


Pass it on

Use the result as:

- Communication tool,
- foundation for user stories,
- inspiration for features

Creating lists is hard but often needed. Should we turn this in a feature?



I just got started with editing and seeing how experienced people do this is a big help!

Reflektion

What were your experiences in the process? What would you like to try more? What was the nature of the difficulties you met.

Application

Can you imagine using these methods? In which context?

The (hopefully not final) frontier

- Remote use of methods:
  - We think about using screensharing (for demonstrating work) and an etherpad for workflow documentation. (screenspace?)
  - Diagrams that e.g. show work context could be co-created in tools like google slides (or any other collaborative drawing application) + Voice chat.
- Communication and Coordination is work and in action-oriented communities it might be hard to show the value.

Feedback and examples

We want to develop these methods further.
If you have feedback or want to tell us about how you used them, please write us:

jan.dittrich@wikimedia.de
charlie.kritschmar@wikimedia.de

more...

…user research how-to and templates:

- http://urbook.fordes.de

…examples:

- https://commons.wikimedia.org/wiki/Category:WikidataCon_2017_-_Share_and_document_workflows_to_improve_Wikidata's_use_experience