Steps of a CI interview

1. Go to the Year Works
2. Observe the Year Working for 5 hours
3. Talk to your about the work
4. Embrace your research
5. Explain the focus of your research
6. Get consent, and learn that you will be starting to explain the focus of your research.

Introduction yourself get consent, and learn that

Week-up interview.
You and your research team observe many users, and many researchers observe each user.

Concurrent as possible

You take notes.

You can ask why, why.

How do they interpret while doing it?

Master (user) is teaching you (researcher).

Observation: Master / Apprentice Model
user gives feedback
researcher presents their interpretation

up information
Levels are one field note.

Affinity diagram:

Building models that describe work processes observed.

Analyzing CI data.

one sentence

color coded
Signifiers of breakdown

Lightning bolt

Artifact model

Artifact (formal) — many facets

Tracking, remand (informal discussion)

Address: communication b/w nodes

Names, roles

People
Sequence Model

triggers: these kick off a set of steps

intent: what is a sequence intended to achieve.

→ subintent

include branches, loops, hesitations and errors