- Great of interest happened in the past
- Great of interest is in the past
- CI is too short
- Can't observe it now
- Don't interrupt some people, soldiers, doctors

These are things it is not applicable.
Contextual inquiry is great, but

Narrative Interviewing
Critical Incident Method
also called retrospective interview

Cognitive task analysis.
Narrative interviewing is a great way to do
be able to immedidately articulate.
need to uncover strategies that an expert may not

Decision-making process
Situation awareness (Sensorimotor)

Output: Sequence of tasks
Do what they do. Study of how and why experts
refer to the Cognitive Task Analysis.
Note cues, influences, strategies, decisions
Face development of situation awareness (SA)

Chart events according to time and sequence

Select a nonroutine incident to study

Process

- note-takers (also ask questions)
- facilitator (also take notes)

2 interviewees
1 subject matter expert (SME)

Interview anyone about a nonroutine incident.

Critical Decision Method
A CDM interview has four sweeps.

Have questionsearable

Forget things to "depen

Note-taker: take dot-coded notes

Facilitator: help user recall and articulate

CDM interview in more detail
Some data is actually wrong or incorrect.

- SWF: SA shifts and change throughout.
- SWF: SA shifts and change throughout.

Workflow:

1. SWF: Skills refreshed.
2. Decision-making.
3. SWF is personally involved in.
5. A good indicator for CM.
6. SME values on prior experience.

Sweep I: Incident Investigation - no advance warning to investigate.
- Choose among cancelate events.
2.3 SWM and Facilitator go over timeline.

2.2 Then Facilitator repeats thinking to confirm understanding of SME's purpose.

2.1 SME - key events in order

Sweep 2: Build and verify timeline.

Evaluate: Fix inconsistencies. Add action.

Fill gaps. Fix incoherence. Add action.

Again. Time on whiteboard.

Visible to SME at 3rd times.

Interview, don't forget, don't let SME
- goals
- objectives
- prior related experiences
- data
- cues (data you see, hear, smell, notice)
- ask for start of timing
- sweep to start of timing

Sweep 3: Deepening
What if I could have helped you?

If instead of X, Y happened?

Instead of you?

What if a novice was in this situation?

Swept up? What if "Guess how"
Each chunk is: doctrine/ discourse.

Also, you can break up interviews transcendentally.

Decision or Action

- Goal
- Expectation/Appropriation
- Fact/Knowledge
- Other codes

Most common codes

Thought, apply a tag or code to each sentence or concept.

Output of a CDM Interview.
<table>
<thead>
<tr>
<th>Decision Requirements Table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decision - based design</td>
</tr>
<tr>
<td>2. Decisions that are most important</td>
</tr>
</tbody>
</table>

Output of a CDM Inventory.