

# DesignThinking

ADASS XXIX 2019, Felix Stoehr & Mark Lacy

## Tutorial 4: Preparatory work

### Introduction

Each participant of the DesignThinking tutorial will need to do preparatory work **before** coming to ADASS. That work is **mandatory** and will take about 15 minutes.

### Task

Ask a colleague/friend/family member to help you in testing a **vending machine** (drinks, snacks, ...). Stand behind the person, ask them to use the vending machine and say:

„Thanks for helping me test this vending machine today. It is important to know that I am not testing you but we are testing the vending machine. Please be as candid as possible. Please also verbalize whatever is going through your head. Speak out your thoughts, what you are doing and what you are experiencing“.



Please do remain in an observer role and do not influence the person in any way. Very closely observe their actions, what they say, where they hesitate. Try to identify what the person **feels** at each step in the process.

Ask questions: How did it feel to use the vending machine? Why? Was that what you would expect? Were there things that could be improved? Why? Have you encountered situations where buying something from a vending machine did not work as expected? What were the occasions? How did it feel? Why? What would the ideal vending machine be able to do for you? Why? **Listen very carefully.**

Thank the person for helping out and close the test. Remain **silent** for 10 seconds. Now that the test is visibly finished and the person is relaxed, they may give the most important feedback of the entire test.

### Write up

Note down your findings, i.e. observations, problems, suggestions, hesitations, ... (half a page max) and **bring the sheet to ADASS.**