Live Shot Manager
Interview & User Testing Manual
Technical Production Managers

Part 1 - Interview

Introduction

Thank you for taking the time to participate in this interview and user testing session.

For the first half of our session, we want to learn about you and your work, especially the lifecycle of a live shot from creation to air. The second half of the session will consist of a user testing session where we show you a prototype our team has created based on our current understanding of the workflow from talking to technical directors.

To begin, we want you to tell us a little about your role and then demonstrate your daily task workflow. Afterwards, we will follow-up with some questions to make sure we have a holistic understanding of the live shot lifecycle.

We will also be recording your voice and your screen during this session. These recordings will definitely be confidential and used only for research purposes by our team.

You can't do or say anything wrong here. We'd like you to "think aloud" as much as possible. By that, we mean that we'd like you to speak your thoughts as often as you can. Please feel free to chime in with any comments or questions as you see fit in order to better help us understand your work. Our ultimate objective here is to see how your workflow can be improved in LSM.

Interview Questions

1. Background
   a. How long have you been a TPM?

   b. Tell us about your everyday responsibilities. What does your typical daily schedule look like?
      i. How do you book live shots?
      ii. How do you grab and take live shots?

      iii.   How do you verify that a shot is ready for air?

  c. Do you work according to the on-air schedule? How do you know when to book a shot?

  d. What specific tools do you use to implement your daily work? What about tools to manage or keep track of your work?

  e. Who do you mainly work with on a daily basis? How do you communicate with them?

2. TPM-specific
  a. When do you grab and take live shots?

  b. When do you grab and take individual paths?

  c. What is a common issue you run into as a TPM? How do you resolve this issue?

  d. What do you think works well in your current workflow? Why?

  e. Is there anything you'd like to change about it? Why? How would you change it?