Live Shot Manager
User Testing Manual - 2/4/19
Technical Production Managers & Technical Managers

Introduction

In the round 2 of user testing, we will be showing you an updated prototype of LSM based on off of your feedback last week. We have four tasks for you to complete below. Once again, your interactions with the prototype will be recorded during this session for research purposes.

After completing all three tasks, you will be asked to fill out the survey below to assess your experience. Please feel free to give us any comments or ask any questions you have after completion of the tasks. We'd love feedback on how to improve the prototype so that it fits your ideal workflow.

It is important to remember that nothing you say or do is wrong, we want your honest opinion as it will help shape the product. Don't forget to speak aloud your thoughts!

Before starting the tasks, we'd like for you to take a look at the new prototype and get acquainted with where elements are located on the screen.

Current Prototype:
https://preview.uxpin.com/a636ada3b3b29ce5021f325aee4be1433d990976#/pages/102729420/simulate/sitemap

You're going to be working on MSNBC Deadline White House. You just got the iNews rundown and you need to start creating and assigning live shots and paths to the show.

Task 1: Adding a Live Shot to a Show Timeline
1. Select a show to work on: MSNBC Deadline White House.
2. Search for a live shot: Carol Lee.
3. Add the live shot to the show timeline.

You notice there is a live shot that you need for the show and isn't in the repository of available live shots. Create a new live shot for it and add it to the show canvas. A canvas is a collection of dynamic live shots assigned to a specific show.

Task 2: Creating a Live Shot, Grabbing Paths, and Saving a Shot as a Preset
1. Create a live shot.
2. Let's pretend you are entering information for this new live shot. The metadata that make up a live shot is grouped into three categories: "**General Info**" "**Technical Info**" and "**Path Data**". Click the title of one of the groups to expand the content.
3. Find the Path Data
   a. Paths are signals of a live shot such as different cameras and monitor fills. In the path data modal, you can add and edit paths associated with the live shot object. You can also take and protect individual paths in this modal.
4. Add individual paths. Save changes.
5. Save the information as a preset.

You just heard that you need to change the PL Line of Carol Lee. A TD also requested for you to change the CR path for camera 2.

Task 3: Editing a Shot, Viewing Different Views, and Grabbing Objects
1. Edit the live shot for: Carol Lee.
   a. Change the PL for Carol Lee to "023"
   b. Change the CR Path of Camera 2 in the Path Data Modal.
2. Assign that the show is ready for air
3. Go to the top-down timeline. Grab Carol Lee.
4. Click through different views of the live shot timeline.
   a. Timeline view
   b. Top-down view
   c. Table view

Another control room needs to takeover routing Garette because breaking news just happened and your control room needs to focus on the more important news.

Task 4: Notifications
1. Go to your notifications.
2. Control Room 32 is attempting to grab Carol Lee. Release the live shot.
3. Control Room 32 is attempting to grab Chuck Rosenberg. Ignore their attempt

User Testing Survey

Thank you for participating in our user testing session!

To conclude this session, we'd really appreciate if you could take this survey. There are 2 parts to the survey at the conclusion of this user testing session:
1. Follow-up questions
2. Rating sheet

Please answer these follow-up questions to the best of your ability and then complete a rating sheet to help us gauge your experience working with our prototype. Your feedback is super important to us and will definitely help us improve our design.

Follow-Up Questions

1. How do you feel about the workflow demonstrated in the prototype?
    a. Do you think it suits your everyday needs? Why?

2. Do you feel the updated top-down view is sufficient enough to replace your live shot sheet? If not, explain why.

3. What is your opinion on the timeline view? Are the windows and hit times easy to read?

4. What is your opinion of the table view?

5. How do you feel about searching for live shots?

6. How do you feel about creating a live shot?

7. You will be able to customize the order of these sections: General Info of Live Shot, Tech Info, or Path Data. Have a look at them and let me know the best order for you.

8. How do you feel about checking off a live shot as ready-to-air?

9. Was there anything that prevented you from completing your workflow from shot creation to releasing a protected shot?

10. What would you add to the prototype to improve your workflow?

Rating Sheet

1. How would you rate the effectiveness of creating a new live shot?

   Very Effective   Not At All Effective
       1   2   3   4   5

2. How difficult was the workflow for adding a live shot to a show timeline?

   Very Difficult   Very Easy
       1   2   3   4   5

3. How difficult was the workflow for editing a live shot?

   Very Difficult   Very Easy
       1   2   3   4   5

4. How do you feel about taking and grabbing live shots?

   Very Difficult   Very Easy
       1   2   3   4   5

5. How do you feel about the workflow for taking and grabbing individual paths?

   Very Difficult   Very Easy
       1   2   3   4   5

6. How difficult was it to navigate the notification system?

   Very Difficult   Very Easy
       1   2   3   4   5

7. How do you feel about the workflow for marking a live shot as "Ready-for-Air"?

   Very Difficult   Very Easy
       1   2   3   4   5

8. How useful were the different views of the show timeline?

	Very Difficult				Very Easy
	1	2	3	4	5

9. What is your overall satisfaction from your experience working with the prototype?

	Very Dissatisfied				Very Satisfied
	1	2	3	4	5

Conclusion

Thank you for taking the time to share your work and process with us and for completing our user testing session. You really helped us understand your role and gave us a lot of good insights as to what could be improved in your workflow. Is it possible that we contact you if we have any follow-up questions in the future? If you think of anything you forgot or think we should know after this session, please shoot us an e-mail at andrew.wolf@nbcuni.com. Thanks again!