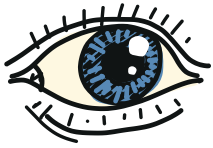


Stakeholder Observation



What is Stakeholder Observation?

1. This is similar to the stakeholder interviews, however, instead of merely asking them how they use a system ask them to show you.
2. Often if you only ask questions elements of the process can get 'lost in translation' and you may not get all the information. By asking them to actually step through a real case with you observing, you can pick up on much more.
3. Another method that can be done alongside this is to ask the interviewee to say whatever comes to their mind whilst they are doing this.



Any thoughts or feelings that they express due to the system can increase your understanding of the problems.

