AGENDA

01 An Introduction to Discovery Interviews

02 Discovery Interview Objectives

03 Interview Logistics and Continued Relationships
YOUR OCM TEAM

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What Are Discovery Interviews?

Discovery Interviews are one-on-one conversations with stakeholders who have a vested interest in a product, system, process, or organization.

What are they used for?

Information gathered during Discovery Interviews will support our ability to:

- **Assess** individual user experience design needs
- **Create** plans for streamlined business processes
- **Develop** targeted communications networks
Human-Centered Design

THE PART DISCOVERY INTERVIEWS PLAY

End User Needs
How do end users experience their software?
- Stakeholder Management and Analysis
- Discovery Interviews

System Requirements
What do end users need from their software?
- Core Applications Workshops
- Enterprise Data Warehouse Workshops

Optimized End User Experience
- Considers individual end user needs
- Supports the engineering of standardized processes across DOC communities
Discovery Interview Objectives

INFORMATION GATHERED AND KEY OUTCOMES

“A Day in the Life”
related to financial and business management/ reporting

- Core roles and responsibilities
- “Moments that matter” across your day-to-day work
- How do DOC financial and business management systems play a part in your current role?

Individual Needs
as they relate to business processes and technology

- Current interaction methods with DOC financial and business management systems and staff
- User experience improvement opportunities
- Methods for learning and retaining information

Key Outcomes

- Job-specific pain points for individual stakeholder groups
- System-specific pain points for individual stakeholder groups
- Additional input for user experience design
- Desired individual communication and training methods
- Preliminary candidates for change network
Discovery Interview Logistics

What Can I Expect?

Before the Interview

• Your Interview POC will confirm your interview timeslot and send an official invite for a Microsoft Teams meeting.
• No preparation required, just bring yourself!
• If you need to reschedule, please reach out to your Interview POC.

During the Interview

• Simply call into your Microsoft Teams meeting, and your Interview POC will guide the discussion for you.
• All your answers are 100% non-attributable.
• Interviews will be between 60 and 90 minutes in length.

After the Interview

• If agreed that a follow-up session is required, your Interview POC will work to schedule with you.