

Requirements assessment and Bot evaluation

June 2024

1 General Information

The main goal of this interview is to evaluate a bot¹ that labels issues on GitHub and can send notifications about such issues. We want to check the overall usefulness, ease of use, and the contextual factors that might impact such perceptions. This analysis enables us to evaluate whether the bot would support practitioners and identify potential improvement points.

The interview should last up to 35 minutes.

2 Introduction (2 min.)

Perform the following steps:

- Introduce yourself (the interviewer);
- Briefly mention the interview's goal and how their responses are used;
- Ask if the interviewee:
 - agrees to participate in the interview, and
 - allows you to record the interview;
- Start recording the interview.

3 Background information (3 min.)

Ask the following questions:

- What is your current official position?
- How many years of experience do you have in the current position and in total?
- What is your current role in your job? (discuss day-to-day tasks)

¹<https://github.com/biazottoj/issue-classification-bot>

4 Bot Evaluation (28 min.)

** For this step, the **assessment form** (PDF/BOT.PDF²) must be sent to the interviewees in advance.*

4.1 Introduction (3 min.)

- Ask the interviewee if she/he had the chance to interact with the bot before the meeting;
- If the interviewee did not use the bot before the meeting, ask her/him to do so (following the tutorial on the wiki³), and move to section 4.2; otherwise, proceed with the bot assessment in Section 4.3;

4.2 Bot's Usage (10 min.)

** Use this section only if the interviewee needs to interact with the tool during the interview.*

- Share the link⁴ to the repository;
- Inform:
"On the repository you will find the documentation and also a Quick-Start guide, with a few examples of how to use the bot. I would like to ask you to interact with the bot during the next 10 minutes. During this time, we can not solve questions/issues, because ease of use is one of the aspects we are evaluating. But I would like to ask you to keep notes of your questions, and we can discuss that further in the next step."
- Inform the interviewee that we will disconnect the meeting and reconnect in 10 minutes.
- Let the interviewee play with the bot.
- Reconnect after 10 minutes;
- Ask:
"How was the interaction? Do you have any questions or initial comments about it?"

4.3 Bot's evaluation (15 - 25 min.)

** 15 min. If the interviewee had to interact with the bot during the interview. 25 min. otherwise.*

- Inform the interviewee that now we will evaluate the bot;

²<https://docs.google.com/document/d/1jXEm83EUI54xLbP029W4gJFwPcec1-26w3dWzsTiJuw>

³<https://github.com/biazottoj/issue-classification-bot/wiki/Quick-Start>

⁴<https://github.com/biazottoj/issue-classification-bot/wiki/Quick-Start>

- If the practitioners interacted with the bot **before** the meeting, ask:
“Before we start, do you have any questions about the bot or its usage?”
- Remember to ask the interviewee to justify the answers, to identify contextual factors;
- **Remember to phrase the interactions with “in your experience;”**
- Ask each one of the next questions.
- Usefulness:
 - U1 - Do you think that the bot would help to identify and monitor TD items more quickly and easily?* (Quick and makes the job easier)
 - U2 - Do you think using the bot would help you to identify and monitor a higher number of TD items?* (Increase Productivity)
 - U3 - Do you think using the bot would help you to correctly identify and monitor the right TD items?* (Effectiveness) ok*identifying correct TD items
 - U4 - Do you think the bot is useful for identifying and monitoring TD items?* (Useful)
- Ease of Use:
 - E1 - Was it easy to learn how to operate the bot?* (Easy to learn)
 - E2 - Was it easy to configure the bot?* (Controllable)
 - E3 - Do you think it would be easy to remember how to use the bot?* (Remember)
 - ok *E4 - Do you find the documentation easy to use?* (Easy to use) ok
- Detailing Requirements:
 - Is there any other feature you are missing?*

5 Requirements Review (30 min)

** This section is only used if the interviewee informed that she/he has more than 30 min. for the interview. Proceed to Section 6 otherwise.*

- Open the **assessment form** (PDF/REQUIREMENTS.PDF⁵);
- Follow the guidelines on the document *“requirements-evaluation-guide.tex.”*

6 Feedback and Conclusion (5 min.)

- Thank the interviewee once more for joining the interview;
- Ask:
 - “Do you have any final remarks about the bot, the requirements? Any thoughts, suggestions are welcome.”*

⁵https://docs.google.com/document/d/14gOzLc_Aa0P00o6r0X0ZbosxJfUbXECxjZMLhs140fU

- Ask:
*“Do you know anyone else who could also help us in evaluating this bot?
If yes, could you put us in touch with them?”*
- Inform the interviewee that we can share the results of our research with them afterwards;
- Stop recording the interview;
- Close the interview.