Use Case 4) Customized RAID Install (For experienced/professional users with sysadmin experience.)

Introduction

[Monitor off, Video off, Computer reset]

Hi, how are you doing today? Thank you for coming!

I'm _____ and I'll be guiding you through this session today. Before we begin, I want to tell you a few things to keep in mind and a little bit about this process so you know what to expect.

Right now at Fedora we are in the process of redesigning the interface of Anaconda, the installation program of Fedora. We are asking people to test Anaconda to see whether it works as intended. This session should take about 30 minutes, but don't feed rushed or worry about the time.

I would like to make it clear that we are testing the program, not you. Don't worry about making any mistakes because you can't do anything wrong here.

As you are going through the installation process, I would like you to think out loud as much as possible. Say what you're looking at, what you're thinking, and what you're trying to do. This will be very helpful for us.

Also, remember that we are doing this to improve Anaconda so we need to hear your honest thoughts and reactions. Don't worry about what we are thinking or about hurting our feelings. We want to know what works for you and what doesn't.

If you have any questions throughout the process, don't hesitate to ask. I won't be able to answer them right away, because we want to see what people do without the help of someone else. If you still have any questions at the end, I'll try to answer them then. And if you need to take a break at any point, just let me know.

During this session we will be recording what is on your screen and what you will be saying.[1] This won't be seen or heard by anyone except the people working on this project. Now, I am going to ask you to sign a simple waiver which states that we have your permission to record you during this session and that it will only be seen by the people working on this project.

[Give them the waiver to sign.]

Do you have any questions so far?

Okay, we'll begin now!

Testing

[Begin recording then read the task instructions.]

At work you are told to install Fedora 18 on a virtual machine. When setting up the installation, you will need to distribute the data across the drives using the RAID levels, given to you by one of your co-workers. [3]

[Hand the user the Fedora disk and the diagram of the disk layout.]

RAID STORAGE CONFIGURATION

4 GB RAID 1 (mirror) Array	3.5 GB Partition	500 MB Partition
/home ext4	/root ext4	/boot ext4

8 GB Disk

4 GB RAID 1 (mirror) Array	2 GB Partition
/home ext4	swap

6 GB Disk

Conclusion

Alright, now that we're done with the test do you have any questions for me?

[Stop recording.]