

## OpenWells End User Interview

### Welcome | Introduction

Thank you for participating in this interview!

We are members of Landmark's usability and OpenWells R&D groups. Together our goal is to develop software applications that are easy to learn and easy to use.

As you may know the OpenWells application is used to capture drilling and completions operations through the life cycle of a well.

To help us develop an easy to use and effective system we would like to listen to your perspective as a professional involved in drilling and completions activities. We are interested in what you do and how you conduct your work. We would like to follow a loose structure in this interview. There are no right and wrong answers. We would just like to hear your thoughts and opinions on this topic. This interview should take less than one hour.

### Interview Questions

1. Could you tell us something about yourself?
  - a. Age
  - b. Gender (note)
  - c. Level of education
  - d. Work domain
  - e. Years of experience
  - f. Last three jobs you've held (titles & # Yrs at each job)
2. What are your major activities while working on a project?
3. On average, what percentage of your working hours do you spend on computers?
4. Which of the EDT applications do you use (OpenWells, Profile, Data Analyzer, iWellFile, others?).
5. Of the time that you do spend working on computers how much of that time is spent using the mentioned EDT applications?
6. Where do you place the value of using the latest application technologies in achieving your goals?  
(Addresses Technology-Centric vs. People-Centric)
  - Absolutely critical

- Both technology and people are important
  - Applications are just tools. It's the skills and experiences of the people that determine the success of a project.
7. How many E&P software applications do you use? How often do these applications get upgraded or replaced by new application?  
(Addresses Technology Savvy vs. Technology Novice)
- 10+ (Technology Savvy: 1)
  - 5-9 (Technology Savvy: 3)
  - Less than 5 (Technology Savvy: 5)
8. Please describe how you would learn a new software application at work?  
(Addresses goal-conscious vs. feature-conscious)
- Most interested in the features that I have used in the past
  - Use the features applicable to my work but also spend time learning some new features
  - Want to know all the features offered
9. What would you say is your level of expertise with new technology?  
(Addresses Technology Savvy vs. Technology Novice)
- I'm interested in new technology in my field and elsewhere, and I try to keep up with the latest trends even though I don't always have time to keep up with everything.  
(Technology Savvy: 1)
  - I find new technology interesting, but would rather wait for all the bugs to be worked out of the system before I start using it.  
(Technology Savvy: 3)
  - I only upgrade or move to a new technology when the company requires it.  
(Technology Savvy: 5)
10. Describe for me some of your major sources of frustration with your job. How do you cope?  
(Addresses Tolerant vs. Intolerant)
- I am generally satisfied with how things are progressing at work. I have no/very few complaints.  
(Tolerant: 1)
  - Problems do exist. I usually try to find ways to cope when a new problem occurs at work.  
(Tolerant: 3)
  - Lots of problems at work. It is difficult to function well in this type of situation.  
(Tolerant: 5)

11. When it comes to using software, not all applications are designed to the same standards. Some applications are more difficult than others to use. What is your tolerance level if you need to use such a product?

(Addresses usability accommodating vs. intolerant)

- Complain a lot, refuse to use
- While noticing the problems, would still use the product
- Think that it is the user's responsibility to learn to use the software. Will try my best to adjust to the application.

12. For projects you are working on, do you have predefined workflows that you use repeatedly, or are your workflows created on an individual project-by-project basis?

(Addresses Scheduled Work vs. Free-Flowing)

- All of our workflows are designed by management, and we use the same workflows for each project (or one workflow from a predefined set).

(Scheduled Work: 1)

- Each worker has his/her own way of doing things, but individuals are generally consistent between projects.

(Scheduled Work: 3)

- Every project is different. There may be a few overall guidelines to the workflow process, but in general workflows are designed for a specific project.

(Scheduled Work: 5)

13. Describe for me your comfort level when making the transition into a new job in the following areas?

a. Learning to use new systems?

b. Learning new Domain Knowledge?

(Addresses Resists Domain Change vs. adaptive)

- Very comfortable (Resists Domain Change: 5)
- Moderately comfortable (Resists Domain Change: 3)
- Not at all comfortable (Resists Domain Change: 1)

14. Do you keep up with the latest industrial trend? If so, what do you do to keep abreast of new development in your field?

(Addresses Thirst for Learning vs. Self-Contented)

- Do nothing in particular (Resists Domain Change: 5)
- Once in a while would read about new development in the field (Resists Domain Change: 3)

- Actively search for information, attend conferences and seminars, exchange professional information with colleagues.

15. How detail-oriented are you?

(Addresses Detail Oriented vs. Big Picture)

- Very detail-oriented  
(Detail Oriented: 1)
- Somewhat detail-oriented, if I think the details are important to the success of the project/task.  
(Detail Oriented: 3)
- Not at all detail-oriented  
(Detail Oriented: 5)

16. Let's talk about how you work. Please give me an example of a typical project that you participated in.

- a. What was the overall goal of the project?
- b. What were your specific goals and tasks on that project, and how did you go about carrying out these tasks?
- c. What are you expected to deliver as part of your job and what do you need to be able to deliver this?
- d. Where did you get the information you needed? What did you do with the output of your work?
- e. Describe the general group dynamic when you work. Do you work independently for the most part, or do you collaborate extensively with others? Can you provide more details (Who and how many do you collaborate with? What constraints do you have when collaborating with others on a project?)  
(Addresses collaborative vs. independent)
  - Work is contingent on others, need to exchange information constantly with colleagues
  - Both ways
  - Predominately independently
- f. What was the timeframe of your work on that project? Was that typical?

g. How many projects do you typically work on at one time? If more than one project, does your role change on different projects, and how do you allocate your time and resource?

(Addresses distributed vs. focused attention)

- Work on several projects simultaneously. Can switch attention instantly.
- Focus on one project but monitor a few others at the same time
- Prefer to finish one thing before starting another one.

h. From your experience working on projects over the years, do you anticipate any changes in the near future?

17. Do you feel that the Landmark software (OpenWells/Profile/DA) helps you to make better or faster decisions? If so could you describe situations where this has happened?

18. What would you say are the most important activities that you do which use our software?

19. What are the overall goals that you want to achieve at work?

20. In your opinion, what does it take to be successful at your job?

a.