Before you build a repository...

Knowledge Management Principles for UX researchers

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About this session

Do you really need a repository?

About this session

- Tactical → Reflexive
- Satisfying
- Might even spark joy

About me

- Ethnomusicologist (Anthropology of music)
- Archivist
- Research Ops Specialist

Learning outcomes

- Plan an organizational system for your research, based on a single point of access
- Apply the principles of archival description to your research deliverables, creating better access
- Reflect upon and assess your current practice of curating research knowledge

Why are you here?

What archivists do

- Create order from chaos
- Create access
- Curate

Order from chaos

Access

“Good description creates maximum access, which enables users to judge potential relevance.”

Curation

- Understand research value
- Prioritize value of different elements
- Think about the user

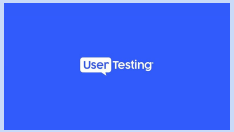
The “Knowledge Management Mindset”

1. Create a single point of access for your assets
2. Utilize description to create access
3. Curate your learnings

Where do your research assets live?

Are your research assets scattered across tools?

Wheee!



1. Create a single point of access

- Research documents (e.g., plan, scripts, slide decks, reports)
- Links to Mural/Miro boards
- Links/pointer to study in UXR tools (e.g., UserZoom)
- Interview recordings
- Recordings of team meetings, presentations, debriefing sessions

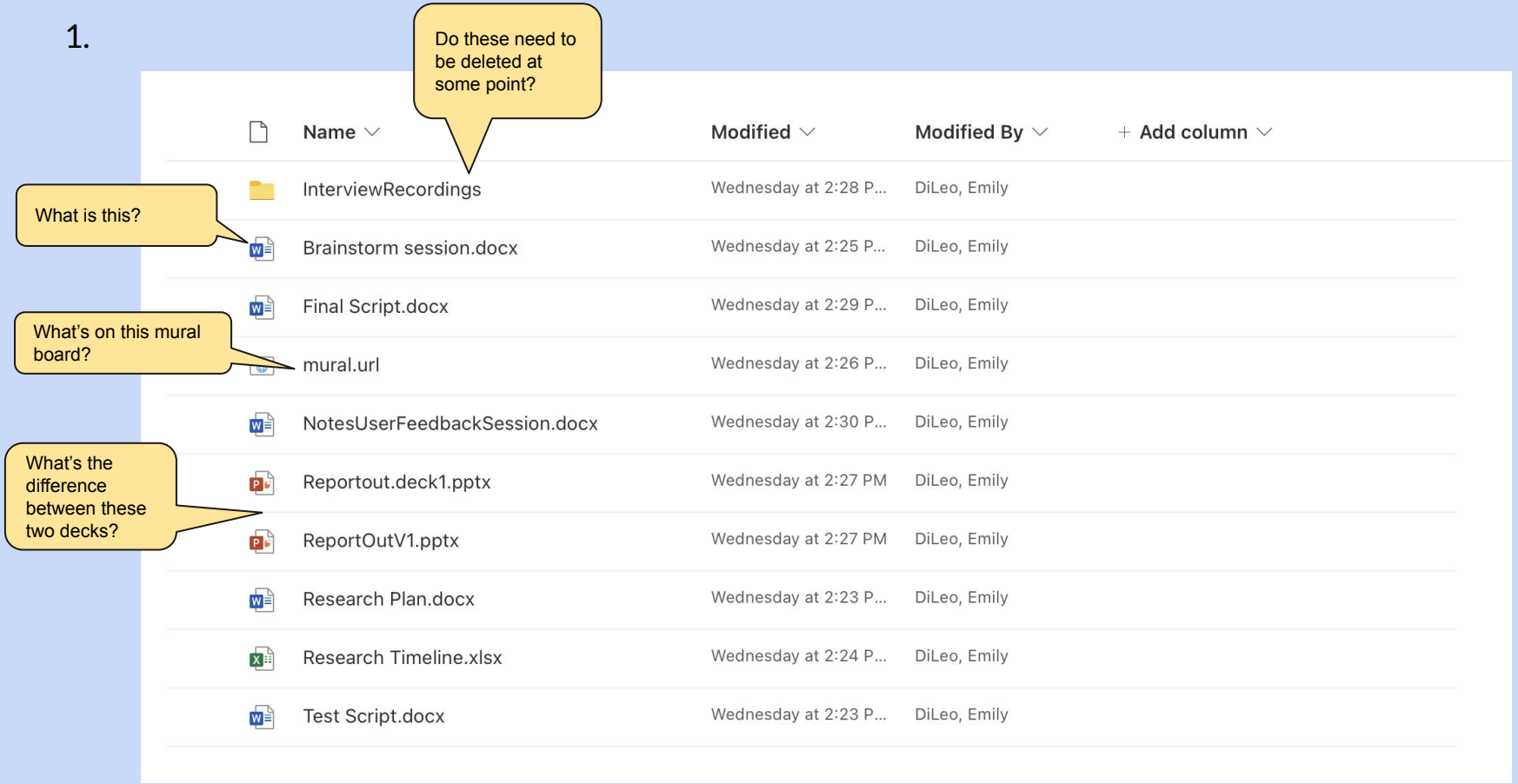
Where will the access point live?

- DMS (document management system)
- In your report

2. Utilize descriptive fields

What kind of information would you include in a description?

1.


Do these need to be deleted at some point?
What is this?
What's on this mural board?
What's the difference between these two decks?
Name
Modified
Modified By
Add column
InterviewRecordings
Wednesday at 2:28 P...
DiLeo, Emily
Brainstorm session.docx
Wednesday at 2:25 P...
DiLeo, Emily
Final Script.docx
Wednesday at 2:29 P...
DiLeo, Emily
mural.url
Wednesday at 2:26 P...
DiLeo, Emily
NotesUserFeedbackSession.docx
Wednesday at 2:30 P...
DiLeo, Emily
Reportout.deck1.pptx
Wednesday at 2:27 PM
DiLeo, Emily
ReportOutV1.pptx
Wednesday at 2:27 PM
DiLeo, Emily
Research Plan.docx
Wednesday at 2:23 P...
DiLeo, Emily
Research Timeline.xlsx
Wednesday at 2:24 P...
DiLeo, Emily
Test Script.docx
Wednesday at 2:23 P...
DiLeo, Emily

Name	What is this file?	Modified	Modified By	+ Add column
InterviewRecordings	Interviews conducted on 5/4/22 and 5/5/22	5 minutes ago	DiLeo, Emily	
Brainstorm session.docx	Held on 4/15/22 with research team and product manager	4 minutes ago	DiLeo, Emily	
Final Script.docx	Final version of interview script	4 minutes ago	DiLeo, Emily	
mural.url	Contains analysis and synthesis of all interviews.	3 minutes ago	DiLeo, Emily	
NotesUserFeedbackSession.docx	From group session conducted by team lead on 5/6/22.	3 minutes ago	DiLeo, Emily	
Reportout.deck1.pptx	Slide deck for product management team report-out, given on 5/16/22	2 minutes ago	DiLeo, Emily	
ReportOutV1.pptx	Slide deck for UX team report-on, given on 5/15/22	About a minute ago	DiLeo, Emily	
Research Plan.docx	Created by research team at beginning of study - some details may have been changed	About a minute ago	DiLeo, Emily	
Research Timeline.xlsx	Original research timeline - later modified and included in report-out	A few seconds ago	DiLeo, Emily	
Test Script.docx	Original interview script	A few seconds ago	DiLeo, Emily	

Which research assets do you keep?

3. Curation (aka determining value)

- Create the space/time to look back at your research
- Are your insights tactical? Behavioral? Evergreen? Longitudinal?
- Curation is strategic

Hidden benefits of KM mindset practices

- What exactly is this thing?
- Why is this thing important?
- What do people need to know about this thing?
- What is the tacit knowledge associated with this study?
- Does this report really capture all of our insights?
- Is our research process missing something?

Q&A: Problem solving forum