

Industry: Information technology

Screener: Which job title best describes your current role?

- Software developer [Accept]
- Site reliability engineer [Accept]
- Software engineer [Accept]
- DevOps [Accept]
- Operations engineer [Accept]
- Software development team lead [Accept]
- Chief technology officer [Accept]
- RedOps [Reject]
- None of the above [Reject]

Tasks for testing

1. You want to create a repository. Where would you learn how to create one?
2. You want to add new users to a repository. Where would you learn how to do that?
3. You want to create a pull request. Where would you learn how to do that?
4. You want to compare the changes in two different branches. Where would you learn how to do that?
5. You are setting up your continuous deployment environment and you want to configure a pipeline. Where would you learn how to do that?
6. You want to learn how to deploy to Amazon AWS. Where would you learn how to do that?

Baseline tree

- 38% Success
- 32 % Directness

New tree

- 73% Success
- 50% Directness

Observations

Task 1 - You want to create a repository. Where would you learn how to create a repository?

- 100% success / 12.97 sec / Directness 80%
- 3 clicks to success - straightforward
 - interesting that it took them longer to find it in the baseline but, ultimately, the participants were more successful

Task 2 - You want to add new users to a repository. Where would you learn how to do that?

- 60% success / 32.83 sec / Directness 80%
- Once the participants landed in Repository settings, they found the proper doc
- Users had issues finding the correct doc
 - doc title could be more accurate or specific to the task
 - most users started in Repository setup
- Wonder if we should have included the 'Team' approach of granting access as an option, since you can add a new user that way.

Task 3 -You want to create a pull request. Where would you learn how to do that?

- 60% success / 34.00 sec / Directness 47%
- Without prior knowledge of Bitbucket, this was not easy for users to find
- Multiple users went to the Tutorials > Learn about Bitbucket pull requests > Create a repository and add a teammate
- Build, test, and deploy pipelines was another detour (failure) path taken