

## Tool 2: Preparation for living lab tests: solution, prerequisites and testing needs

Questions		Answers
<b>1. Information of the solution</b>	Which problems of the users do you want to solve with your solution?	
	Who are the end-users of the solution?	
	Who are the beneficiaries of the solution?	
	What expectations do the end-users have when using your solution?	
	How would you define the user experience of your solution?	
<b>2. Technical and competence prerequisites</b>	Which technical resources are needed to use the solution? (Internet connection, tablets, mobile phones ...)	
	How can the solution be accessed (browser, app, server, cloud...)? Is a user account needed?	
	What skills are necessary to use the solution? Is training needed? Average time to become familiar with the solution.	
	Number of devices, wearables, products or licenses to be tested. How many devices / licenses / etc. can you supply for the testing process? When are they available for the tests?	
	Multilingual support (which languages are available)?	
<b>3. Testing Needs</b>	<b>Objectives</b> <ul style="list-style-type: none"> <li>• What needs to be tested?</li> <li>• What do you want to learn through tests?</li> <li>• What are your most important objectives for the tests?</li> </ul>	
	<b>Previous tests</b> <ul style="list-style-type: none"> <li>• What kind of tests have you carried out earlier?</li> <li>• What type of users did you have?</li> <li>• What results did you get?</li> </ul>	

	<p><b>User profile</b></p> <ul style="list-style-type: none"> <li>• What user profile do you prefer for testing? Age, physical / mental health, level of digital literacy (low-medium-high), any other qualities?</li> <li>• How many test users are needed?</li> <li>• With whom do the users communicate through the solution, for example, with each other or with their caregivers?</li> </ul>	
	<p><b>User needs</b></p> <ul style="list-style-type: none"> <li>• Real and latent needs</li> <li>• Information needs</li> <li>• Training needs</li> <li>• Motivations and trends</li> </ul>	
	<p><b>Methods</b></p> <ul style="list-style-type: none"> <li>• Which methods will be used: observation, focus groups, interviews, questionnaires (paper/ online), etc.?</li> <li>• Which questions will the users be asked in the test? Who answers / fills in the (possible) questionnaire(s)? List of indicators desired for testing.</li> <li>• How long-lasting test do you need? (Considering that the test persons get to know the solution and understand its purpose and benefits.)</li> </ul>	