

computer Interaction and Management Information Systems: Foundations, Chapter 8, Taylor & Francis, pp. 141–183.

[15] V. Braun and V. Clarke (2006) 'Using thematic analysis in psychology', *Qualitative Research in Psychology*, Edward Arnold (Publishers) Ltd 3(2), pp. 77–101.

[16] F. M. Albar and A. J. Jetter (2013) 'Uncovering project screening heuristics with cognitive task analysis: How do gatekeepers decide which technologies to promote?', in *2013 Proceedings of PICMET '13: Technology Management in the IT-Driven Services*, IEEE, pp. 459–467.

[17] B. Crandall, G. Klein, and R. Hoffman (2006) 'Working Minds: A Practitioner's Guide to Cognitive Task Analysis', MIT Press.

[18] A. D'Amico, K. Whitley, D. Tesone, B. O'Brien and E. Roth (2005) 'Achieving cyber defense situational awareness: A cognitive task analysis of information assurance analysts', *Proceedings of the Human Factors and Ergonomics Society Annual Meeting*, SAGE 49(3), pp. 229–233.

[19] M. Vaismoradi, J. Jones, H. Turunen and S. Snelgrove (2016) 'Theme development in qualitative content analysis and thematic analysis', *Journal of Nursing Education and Practice*, Sciedu Press 6(5), pp. 100-110.

9. Acknowledgements

We thank the University of Southampton for sponsoring and providing the necessary resources and guidance to perform this research. We would also like to give a special thanks to Giles Howard, Toby Wilkinson and Nawfal Fadhel for proofreading our work and giving useful feedback.