# Stakeholder Interview Prep Questions

### Goal for the interviews

* To understand the workflow
* Identify the constraints of the process
* Identify the key problems
* To understand what has been tried and what has/hasn’t worked

### Candidates for interviewing

* Process owners & individuals actively involved in the ‘matching’ process (e.g case managers)
* Key decision makers
* Those who are keepers of information
* Those that are arbitrators of the process (peace-keepers)
* Project influencers

### Hypothesis/Assumptions

* There is a time constraint for matching candidates
* There is no backlog of alternative candidates when one drops out of the process
* There is a need for a digital tool to help manage the process

### Questions (open ended questions)

#### Introductory Questions

* What is your role in this process?
* How long have you been involved in the organization?
* How long have you been involved in this process?

#### Main Questions

* What are the problems this process is trying to solve for the organization?
* What is the experience we are trying to improve?
* What are the different groups in the organization that are related to the process?
* Why is this process done this way?
* What are the pain points of this process?
* What are the obstacles/bottlenecks during this process?
* What has worked for this specific process?
* What has **not** worked for this specific process?
* What are the time constraints to this process? (deadlines, non-fluid workflow, interruptions)

*Tossing in some questions to talk about/reformat*

* What attempts, if any, have been made to solve the problem by you or other organizations?
* *What would happen if there was nothing done to improve the process?*
* Who else (if anyone) do you recommend that we treat as stakeholders on this project?
* How have you worked with design/development teams in the past and what, specifically, can improve?
* What does success mean to you regarding this project? - or - What would your dream outcome for this project be?
  + What would be a reason we would not be able to get this outcome?
* What’s the most important thing for us to get right?
* How would you characterize the target audience?
* Do you have any metrics or statistics that might help us inform our decisions or process?

## Other general questions about project

* What is the benchmark for success?
* Who is the real client/end user?
* What are obstacles to the success of this project?
* What are we not delivering?
* Is there a deadline?

## Meeting notes questions

The above questions were used to formulate a set of questions to present to the client.

The discussed and agreed upon questions during the meeting are located <https://docs.google.com/document/d/1ryhLcx3yjGEKff8-MpRsiq33rZXx20126IwW8qnHEzs/edit?usp=sharing>

## **Final List of Questions**

1. Could you walk us through the current shared housing process?
   * How does it work?
   * What, if any, time-constraints are there within the process (deadlines, interruptions, etc…)?
   * What are the different roles that exist in the process?
   * Why is the process done this way?
   * What has and hasn’t worked in the past?
   * How successful are you with the shared housing process now?
   * What is the definition of qualified for people to be a shared housing candidate?
2. From your perspective, what are the problems we should be trying to solve?
   * Are there any large obstacles or bottlenecks we should be aware of?
   * Are there any interests that might get in the way of the process?
   * Are there any other organizations trying to solve the same problems?
3. What does success look like to you regarding shared housing?
   * What might come in the way of this success?
   * What would your dream outcome for this project be?
   * What’s the most important thing for us to get right?
4. What do you see Hack for LA’s role as for this project?
   * How have you worked with designers and developers in the past and what specifically can improve?
5. How would you characterize the target audience?
6. Do you have any metrics or statistics that might help us inform our decisions or process?
7. Are there any deadlines or upcoming events related to shared housing that we should be aware of?
8. Are there any other stakeholders you recommend we speak to?
9. Is there anything we didn’t talk about that you feel like we should?

#### Don’t forget to mention

* Scheduling time to shadow case workers
* Ongoing collaboration with Dan & other stakeholders (participatory design)
* Creating & sharing an online folder to store and share things amongst ourselves