Interviewing 1:00 pm Wednesday 02/15/17

Introduction:

- Facilitator introduction

Core Questions:

1. Tell me about yourself.

    a. Been with CGI for 4 years, primary is physical security manager, intrusion detection CCTV, etc.

2. What is your age?

    a. 30's

3. How long have you been using the internet?

    a. 15-20 yrs

4. How often do you access the internet?

    a. Daily, multiple times per day

5. Are you comfortable using phones, tablets, or other hand-held devices to do things like surf the internet, manage money, or shop while you are at home?

    a. Yes

6. Are you comfortable using phones, tablets, or other hand-held devices to do tasks while you are at work?

    a. Yes

7. What apps and/or websites do you use most often? (E.g. work applications, email read news, banking, social networking, shopping, etc.)

    a. Amazon, Fox News, Google, CGI Cynergy

8. Do you have a preference with devices or platforms when completing these activities? (Platforms such as Apple, Windows, or Android; Devices such as desktop/laptop, tablets, phones).

    a. PC and Android, does use iOS for work.

Application Specific Questions:

9. Tell me about your experience with the current emergency alert system.

a. It is a pretty easy to use system, it just isn't used very often if ever. May access it maybe 2 03 times per month, and that is usually to help with user registrations and sending out test cases.

10. Existing methods of communication and tools for work.

    a. Email and text messages primarily

11. Who do you interact with generally?

    a. His direct reports (others in security and his boss/management)

12. Why are you interacting with various people/systems?

    a. Security updates and system status monitoring updates.

13. How often do you use the current Emergency Alert Systems?

    a. 2 to 3 times per month, primarily for system test and resolving user registration issues. He also has to manually remove users when they leave the company since it is not synced to Active Directory or People Soft.

14. If you do use the current Emergency Alert Systems, how do you use it? (If you answered "Rarely" or "Never" in the previous question, skip to the next question.)

    a. N/A

15. If you do not use the current Emergency Alert Systems, what are your reasons?

    a. N/A

16. What frustrates you about the communication/tools you have access to?

    a. The groups system is not very good, it is managed by location, not by area. Only the system architect can modify and change/add these groups.

17. If you could change one thing or add something to your tool, what would it be?

    a. Making this an integrated system and getting it synced to Active Directory and PeopleSoft, adding and removing people. Used to use SendWordNow, that used to be able to draw an area and it would pull in all; zip codes in that radius and send off notifications. He liked that system much better, felt it was a lot more flexible.

    b. Can send all 3 message types of messages (email, text, and auto-dialer/phone call)