# INTERVIEW GUIDE - OPERATIONAL LEVEL (STREAMLINED)

## IT Specialists & Support Technicians Interview

**Participants:** Buekes, Monageng, Jaap, Matika, Peffer, Bassier, Calvert, Mduduzi  
**Duration:** 30-45 minutes  
**Researcher:** Craig Vraagom, Richfield University  
**Ethics Approval:** BSCH202588

## INTRODUCTION (3 minutes)

Thanks for doing this. This interview is about whether Ubuntu philosophy can help bridge gaps between AI and how we actually work in IT.

Everything you say is confidential and anonymous. Skip any question you want, stop anytime.

**Can I record this?** *(Start after consent)*

## THE 6 QUESTIONS

### **QUESTION 1: Ubuntu in Your Own Words**

**“How would you describe Ubuntu in your own words?”**

*(If unfamiliar: “Ubuntu is an African philosophy - ‘umuntu ngumuntu ngabantu’ - a person is a person through other people. We become who we are through community.”)*

*Follow naturally with:* - Do you see that in how the IT team works together? - Do teammates help each other when someone’s stuck?

### **QUESTION 2: Daily Frustrations**

**“What frustrates you most about collaboration in IT - like getting information you need or coordinating with other teams?”**

*Let them vent, then:* - Can you give me a specific example? - What would make your daily work easier?

### **QUESTION 3: When Things Go Wrong**

**“When there’s an incident or problem, how does the team handle it?”**

*Listen for blame vs. support:* - Is it “whose fault?” or “how do we fix it?” - Do people help each other or point fingers?

### **QUESTION 4: UGENTIC Concept Introduction**

**Explain simply:**

“Let me describe something we built called UGENTIC. It’s AI agents that mirror the IT structure: - IT Manager Agent, Service Desk Manager Agent, IT Support Agent - Application, Network, and Infrastructure Agents

They’re designed with Ubuntu principles: - Help each other across teams - Share solutions, not blame - Ask for input, not just command - Explain clearly what they’re doing

The idea is to see if AI with Ubuntu values can actually help with the collaboration problems we face.”

**Then ask:** **“Does that sound helpful or just like more technology to deal with?”**

*Let them be honest:* - Could this help with the frustrations you mentioned? - What concerns do you have? - Would you actually use it?

### **QUESTION 5: Trust & Usefulness**

**“What would make you trust it versus ignore it or not trust it?”**

*Follow their thinking:* - How would you want to interact with it? (Chat? Dashboard?) - Would it respect your expertise or talk down to you?

### **QUESTION 6: Anything Else?**

**“Anything about IT work, team collaboration, or AI that we haven’t talked about but you think I should know?”**

*Give them space to share freely.*

## CLOSING (2 minutes)

**“Questions for me?”**

**Thanks so much for your honest feedback.**

*(Stop recording)*

**Interview Complete**  
**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Duration:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
**Recording:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_