# INTERVIEW GUIDE - STRATEGIC LEVEL (STREAMLINED)

## IT Manager Interview

**Participant:** Sewrathan, Surendra (IT Manager)  
**Duration:** 45-60 minutes  
**Researcher:** Craig Vraagom, Richfield University  
**Ethics Approval:** BSCH202588

## INTRODUCTION (5 minutes)

Thank you for participating. This interview explores whether Ubuntu philosophy can help bridge gaps between AI capabilities and real IT operations.

Everything you share is confidential and anonymized. You can skip any question or stop at any time.

**May I begin recording?** *(Start after consent)*

## THE 8 QUESTIONS

### **QUESTION 1: Ubuntu Understanding**

**“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. It’s about collective humanity and community.”)*

*Follow naturally with:* - Where do you see those values in your IT department? - How does that show up in how decisions are made?

### **QUESTION 2: Current Collaboration Challenges**

**“What are the biggest challenges your IT department faces with collaboration across teams?”**

*Let them talk, then follow up with:* - Can you give me a specific example? - Where do delays or breakdowns usually happen? - What would make collaboration easier?

### **QUESTION 3: Current Tools & Gaps**

**“Do your current IT management tools understand how your department actually works?”**

*Listen for what’s missing, then:* - What do they miss about relationships between teams? - How well do they handle your organizational hierarchy? - What would you change about them?

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

**Explain the concept:**

“Let me describe UGENTIC - a research concept with six AI agents mirroring your IT structure: - IT Manager Agent, Service Desk Manager Agent, IT Support Agent - Application, Network, and Infrastructure Agents

Each agent embodies Ubuntu principles: - Interconnectedness (understanding impacts on others) - Collective Responsibility (team solutions, not blame) - Consultative Decision-Making (seeking input) - Transparent Reasoning (explaining decisions clearly) - Mutual Support (proactive help across boundaries)

This is a research instrument to investigate whether Ubuntu principles help AI integrate with how you actually work.”

**Then ask:** **“Does this approach sound authentic, or does it sound like we’re just putting a cultural label on technology?”**

*Let them respond honestly, then:* - Do you recognize Ubuntu in those behaviors? - Could this address the challenges you mentioned? - What concerns do you have?

### **QUESTION 5: Trust & Authority**

**“As IT Manager, what would make you trust or distrust a system like this?”**

*Follow their lead:* - Would it respect your decision-making authority? - How would you want to interact with it? - What would cross the line?

### **QUESTION 6: Cultural vs. Technical**

**“How important is it that AI embodies cultural values like Ubuntu versus just being technically efficient?”**

*This gets at whether the Ubuntu framing matters:* - Does culture make a difference in technology adoption? - Would your team respond differently?

### **QUESTION 7: Advice for Others**

**“If another IT Manager was considering this, what’s the most important thing they should know?”**

*This captures transferability:* - What would make it succeed or fail? - What’s unique to GrandWest vs. universal?

### **QUESTION 8: Anything Else?**

**“Is there anything about IT collaboration, Ubuntu, or AI that we haven’t discussed but you think is important?”**

*Give them space to share what’s on their mind.*

## CLOSING (2 minutes)

**“Do you have any questions for me?”**

**Thank you for your time and insights.**

*(Stop recording)*

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