# INTERVIEW GUIDE - TACTICAL LEVEL (STREAMLINED)

## Service Desk Manager Interview

**Participant:** Buziek, Hadley (Service Desk 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:* - As Service Desk Manager, do you see yourself serving the team or directing them? - How do you approach leadership?

### **QUESTION 2: Coordination Challenges**

**“What are your biggest challenges coordinating between your IT Support team and the specialist teams?”**

*Let them talk, then follow up with:* - Can you walk me through what happens when a ticket needs escalation? - Where do things break down? - What information do you wish you had?

### **QUESTION 3: Team Success & Responsibility**

**“When your team successfully resolves a complex issue, how do you think about that success?”**

*Listen for individual vs. collective:* - Is it one person’s win or the team’s? - When something goes wrong, how does the team handle responsibility?

### **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 (your role), 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)

The Service Desk Manager agent would help you coordinate your team and bridge communication with specialists.”

**Then ask:** **“Does this match how you already try to lead, or is it different?”**

*Let them respond honestly, then:* - Could this help with the coordination challenges you mentioned? - What concerns do you have about AI helping coordinate your team?

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

**“Would AI coordinating work undermine your authority or support it?”**

*Follow their lead:* - What would make you trust it? - How would you want to interact with it? - Would your team accept it?

### **QUESTION 6: Ubuntu Authenticity**

**“Does this Ubuntu approach sound authentic to you, or does it sound performative?”**

*This gets at cultural legitimacy:* - Would your team recognize this as Ubuntu? - Does the cultural framing matter?

### **QUESTION 7: Advice for Other Coordinators**

**“If another Service Desk Manager was considering this, what would you tell them?”**

*This captures practical wisdom:* - What would make it succeed or fail? - What needs to be in place?

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

**“Is there anything about team coordination, Ubuntu leadership, 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:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_