Interview Questions

What were the previous method used to collect notifications?

Is using a third party software as opposed to developing a brand new system an acceptable solution?

What is the average response time to respond to an incident?

Which details are required for incident’s logs? What information are you looking for in those logs?

What level of security is necessary for this data?

What amount of time are you willing to allocate to train employees to use any new system?

What's the anticipated capacity limit?

What's the average age group of the customers?

Would you like the system to send more than push up notifications ?

Questionnaire Questions

How long does it take you to respond to an average incident?

What do you like about the current method of reporting and responding to incidents?

What improvements would you like to see in the method of reporting and responding to incidents?

Would you be opposed to using a third party software to report and respond to incidents?

How do you typically notify your users of any issues that might occur?

Are there any additional comments that you would like to make to provide the best product for you?