**Get To Know**

**First Probe:** If you had to give yourself a job title what would it be?

**Follow-up Probe:** Can you tell me a bit about what your job responsibilities are?

**Base-lining Search**

**First Probe:** What kinds of information or questions do you frequently find yourself trying to find?

**Follow-up Probe:** Where do you typically go to find answers to specific questions or get specific information?

**Follow-up Probe:** What form does the answer to your search typically take and where is it located? (Spoken word, email, ticket, internal article, etc

**Follow-up Probe:** How many attempts does it typically take for you to find the information you are looking for? (How many people do you talk to, amount of searches performed, etc)

**Searches for People vs. Other**

**First Probe:** How often do you find yourself searching for others who work at the company?

**Follow-up Probe:** Generally speaking, what kind of information are you looking to find out about them?

**Follow-up Probe:** Generally speaking, what do you want to do with that information once you have found it?

**Second Probe:** How often do you find yourself searching for something beside people who work at the company?

**Follow-up Probe:** Generally speaking, what kind of information are you looking to find out?

**Follow-up Probe:** Generally speaking, what do you want to do with that information once you have found it?

**Test Initial Ideas**

**First Probe:** Would it be useful to know how you and all of your accounts asses at the company are related to one another and others?

**Follow-Up Probe:** Would you want to compare yourself to others?

**Second Probe:** Would you be willing to answer 3-5 yes/no questions about yourself on a weekly basis in order to improve the accuracy of the searches to preform?

**Third Probe:** How many specific details do you feel like you typically know about what you are searching for?

**Follow-Up Probe:** If you could search by just typing all of that information in, would you be comfortable doing so?

**Follow-Up Probe:** Would you be willing to answer questions about what you are searching for in order to get the answer? Eg. Do you know if Bob works for SCIT?

**Forth Probe:** If you had unlimited time and budget to create a tool that would help you get answers to questions you have about the company, it’s employees, policies, assets, etc., what would it do/look like?