# Interview form

## Part 1: Establishing Customer or User profile

Name:

Company:

Industry:

Job title:

What are your key responsibilities?

What outputs do you produce?

For whom?

How is success measured?

Which problems interfere with your success?

What, if any, trends make your job easier or more difficult?

## Part 2 – Assessing the Problem

For which <application type> problems do you lack good solutions?

What are they? (keep asking “Anything else?”)

For each problem, ask:

* Why does this problem exist?
* How do you solve it now?
* How would you like to solve it?

## Part 3 – Understanding the User Environment

Who are the users?

What is their educational background?

What is their computer background?

Are users experienced with this type of application?

Which platforms are in use?

What are your plans for future platforms?

Are additional applications in use that are relevant to this application? If so, let’s talk about them a bit.

What are your expectations for usability of the product?

What are your expectations for training time?

What kinds of user help do you need, e.g. hard copy, online documentation, etc.?

## Part 4 – Recap for Understanding

You have told me (list customer-described problems in your own words):



Does this adequately represent the problems you are having with your existing solution?

What, if any, other problems are you experiencing?

## Part 5 – Analyst’s input on customer’s problem

(To validate or invalidate assumptions. If it hasn’t already been addressed, ask:)

Which, if any, problems are associated with:  
(List any needs or additional problems you think should concern the customer or user)



For each suggested problem ask:

* Is this a real problem?
* What are the reasons for this problem?
* How do you currently solve the problem?
* How would you like to solve the problem?
* How would you rank solving these problems in comparison to others you’ve mentioned?

## Part 6 – Assessing your solution (if applicable)

(Summarize the key capabilities of your proposed solution.)

What if you could:



How would you rank the importance of these?

## Part 7 – Prioritizing the opportunity

Who in your organization needs this application?

How many of these types of users would use the application?

How would you value a successful solution?

## Part 8 – Assessing reliability, performance, and support needs

What are your expectations for reliability?

What are your expectations for performance?

Will you support the product, or will other support it?

Do you have special needs for support?

What about maintenance and service access?

What are the security requirements?

What are the installation and configuration requirements?

Are there special licensing requirements?

How will the software be distributed?

Are there labeling and packaging requirements?

## Part 9 – Other requirements / constraints

Are there any legal, regulatory, or environmental requirements or other standards that must be supported?

Can you think of any other requirements we should know about?

## Part 10 – Wrap-up

Are there any other questions I should be asking you?

If I need to ask follow-up questions, may I give you a call? Would you be willing to participate in a requirements review?

## Part 11 – Analyst’s summary

After the interview, and while the data is still fresh in your mind, summarize the three highest priority needs or problems identified by this user / customer.