

INTERVIEW SCRIPT (TEAM LEADER)

I – RESPONDENT PROFILE

- Tell me a little bit about yourself.
- What is your job title?
- How old are you?
- What is your professional experience and education?

II – ABOUT THE CONTEXT OF THE SYSTEM DEVELOPMENT

- Tell us about the company and the industry it belongs to.
- How long have you worked for this company?
- What was your role during the development of the project?
- Did you participate in the requirements elicitation stage?
- Tell us a little about the project(s) you are involved in?
- What development methodology is being used?
- Describe an overview of the entire development process.
- How does collaboration apply to requirements management in the company?
- How many people are on your team? How is it structured?

III – AS TO THE PHENOMENON ITSELF

- The development process contemplates the participation of whom?
 - () End users
 - () Representative of the users.
 - () Customer
 - () Customer representative.
 - () Domain specialist.
- Who did you interact with during the development of this project? And how did this interaction occur?
- What techniques were used in the process and in which ones was there direct participation of the customer and/or the user? Please choose all options applicable to the project.

		Customer participates	User participates	N/A*
1	Interview			
2	Questionnaire			
3	Observation			
4	User stories			
5	Use cases			
6	Story mapping			
7	Usability Test/User Test			
8	Story card			
9	Brainstorming			
10	Acceptance Test			
11	Focus Group			
12	Stakeholders Meeting			
13	Workshop			
14	Contextual Inquiry			
15	Prototyping			
16	Persona			
17	Scenarios			

* Not applicable option (N/A): When the technique is used, but both do not participate.

- In which process step(s) do users and customers participate? Please choose all options applicable to the project.

	Customer participates	User participates	Both do not participate	Can't say
Conception				
Requirements Elicitation				
Requirements Analysis				
Requirements Specification				
Requirements Validation				
Requirements Prioritization				
Meeting(s)				
Test(s) (Software Validation)				
System Deployment				

- Share your experiences, what positives, negatives and challenges you see in involving the end user in project development.
- Do you think that the user's perspective/need(s) is incorporated into the design? If yes, in what way is this done?
- Has integration of user-centered techniques/practices (i.e. usability/HCI activities) been done in the project(s) you have been involved in?
 - *If the previous answer is yes.* At what level of integration do you think user-centered (i.e. usability/HCI) activities/practices are integrated into this project? Please explain the reason for your answer.
 - () Very Low
 - () Low
 - () Medium
 - () High
 - () Very High
- What are the challenges of this project regarding requirements gathering (or elicitation)?
 - () Constant change of requirements
 - () Requirements prioritization
 - () Requirements documentation
 - () Obtain a clear understanding of what the customer really wants
 - () Obtain a clear understanding of what the user really wants
 - () Communicate the requirements to the team
 - () User participation
 - () Customer participation
 - () Time consumption
 - () Difficulty in communication and collaboration with customer and end user
 - () Interaction between teams
 - () Neglect of non-functional requirements (NFR)
 - () Other (Specify: _____)
- What difficulties do you think you had in the project? Given these difficulties, would you have any suggestion(s) to mitigate them?