

Initial Interview

January 2024

The purpose of this interview is to collect requirements which will be considered in an LLM-based artifact that supports process modelling within Hilti.

About you

Your information is treated confidentially and is for research purposes only.

1. How old are you?

- ☐ < 18
- ☐ 18 - 25
- ☐ 26 - 35
- ☐ 36 - 45
- ☐ 46 - 55
- ☐ > 55

2. What is the highest level of education you've completed?

- ☐ High school
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Doctorate degree
- ☐ Other

3. What is your job function?

4. How long are you in this job function?

- ☐ <5 years
- ☐ 5-10 years
- ☐ 10-15 years
- ☐ 15-20 years
- ☐ >20 years

5. How would you describe your computer proficiency?

- ☐ Very advanced
- ☐ Above average
- ☐ Average
- ☐ Below average
- ☐ Non-computer user

6. How would you describe your experience with process modelling?

- ☐ Very advanced (Expert modeller)
- ☐ Above average (Experienced modeller)
- ☐ Average (Occasional modeller)
- ☐ Below average
- ☐ Basic (Novice)
- ☐ Non-existing

7. How would you describe your experience with generative AI / Large Language Models?

- ☐ Very advanced (Expert user)
- ☐ Above average (Experienced user)
- ☐ Average (Occasional user)
- ☐ Below average
- ☐ Basic (Novice)
- ☐ Non-existing

How do you currently model processes?

8. How often do you model processes?

- ☐ ~ Once per day
- ☐ ~ Once per week
- ☐ ~ Once per month
- ☐ ~ Once per quarter
- ☐ ~ Once per year
- ☐ Never

9. Can you describe your current workflow or approach to process modelling?

10. What aspects of your current tools or approaches to process modelling do you find most helpful?

11. What challenges or frustrations do you experience when modelling processes? Please clearly specify some key-terms that can be used to identify these.

12. How much time are you willing to spend on frustrating tasks before stopping altogether or asking for advice?

- ☐ <5 minutes
- ☐ 5-15 minutes
- ☐ 15-30 minutes
- ☐ 30-60 minutes
- ☐ 60-90 minutes
- ☐ > 90 minutes

13. From which sources do you typically **obtain** relevant information when modelling a process?

- ☐ Documents (e.g. PDF or Word files)
- ☐ Presentations (e.g. PowerPoint)
- ☐ Hilti-internal websites (e.g. SharePoint, Confluence...)
- ☐ Existing process models
- ☐ Domain experts (e.g. in interviews or workshops)
- ☐ Process users
- ☐ Process-aware IT-systems (e.g. SAP)
- ☐ Public online sources
- ☐ Standard processes / Reference models
- ☐ Other

14. How helpful is existing documentation usually when you model processes?
(10: extremely helpful; 1: not helpful at all)

1	2	3	4	5	6	7	8	9	10
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15. Please provide reasons for your rating.

16. How much time do you spend **searching for** existing information or documentation before modelling a process?

- ☐ < 5 minutes
- ☐ 5-15 minutes
- ☐ 15-30 minutes
- ☐ 30-60 minutes
- ☐ 60-90 minutes
- ☐ 90-120 minutes
- ☐ > 120 minutes
- ☐ Other

17. How much time do you spend **reviewing** existing information or documentation when modelling a process?

- ☐ <5 minutes
- ☐ 5-15 minutes
- ☐ 15-30 minutes
- ☐ 30-60 minutes
- ☐ 60-90 minutes
- ☐ 90-120 minutes
- ☐ 120-150 minutes
- ☐ > 150 minutes
- ☐ Other

18. In process modelling, how much does each of the following matter to you?

	Extremely unimportant	Somewhat unimportant	Neutral	Somewhat important	Extremely important
Knowing existing documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing the process first-hand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with domain experts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with process users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Observing the process in action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving more than one expert for the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having all the info before starting process modelling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting support with BPMN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Is there anything else which is very important to you when modelling processes?

20. What improvements would you like to see in process modelling?

How would you like to model processes?

21. What would you like to see in a new AI artifact that supports process modelling? Which features do you consider essential?

22. How important do you consider these aspects of an AI artifact that supports process modelling?

	Extremely unimportant	Somewhat unimportant	Neutral	Somewhat important	Extremely important
Has access to existing Hilti documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allows for additional modeller input	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allows for iterative corrections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggests alternatives / multiple options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cites sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gives insights into its reasoning process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has complete BPMN models as output	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is integrated with SAP Signavio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Knows" about Hilti in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Knows" about my specific process group at Hilti, incl. all details	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is an "expert" in BPM and process modelling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can support me with general BPM-related questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has a chatbot-like interface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is accessible from a browser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Is there anything else which you consider as very important?

24. What other requirements do you have towards such an artifact?

25. What concerns do you have related to the artifact?

Hilti-specifics & closing

26. From how you have experienced Hilti so far, are there company-specific things to consider?

27. Is there anything else you would like to share or suggest?

28. Are you willing to participate in 1-3 follow-up interviews, e.g. to evaluate the artifact?

- ☐ Yes
- ☐ No
- ☐ Maybe, please ask me again

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