**Gathering Requirements – Interview Questions**

* What problem are you trying to solve?
* Have you identified if we are we trying to solve a process, people/culture or tools/technology problem?
* What are you trying to achieve?
* What are the benefits of solving this problem?
* Is there anyone from your team who could work with us in solving this problem?
* What does success look like?
* What does failure look like?
* How can I help you achieve your goals and objectives?
* What is the current state or baseline?
* Have you attempted to solve this problem in the past?
* If so how?
* What worked?
* What didn’t?
* Can you walk me through the end to end process? (e.g. the customer journey)
* What are the constraints with this process?
* What can be improved in this process?
* What is working well with this process and why?
* Who are the parties involved in this process?
* What is their role?
* Who are the key contacts from those areas?
* Are there any approvals involved or required if they don’t currently exist?
* If so, what and why?
* Do you have a specific deadline you need to meet?
* Do you have any funding approved for this?
* What do we need to track or measure?
* Do you have any reporting requirements and if so what specifically do you need in your reports?
* If we are going to analyse technology solutions to help you meet your goals, is there anything specifically that you would envision the technology would have or do?
* Who will use the solution?
* Would they require training or user guides?
* Are there any limitations for implementation? (e.g. dates in which you can’t authorize changes or a Go Live since it would disrupt the operation)