

Data Collection Questions

1. Current Process Questions

These uncover how users currently complete tasks, whether with an existing system or manually.

- Walk me through how you currently perform this task.
- What tools or systems do you use today?
- What steps take the most time or effort?
- What workarounds have you created to get things done?

2. Pain Points & Challenges

These reveal what's not working and where improvements are needed.

- What frustrates you about the current system or process?
- Where do errors typically occur?
- What tasks do you avoid because they're too difficult or slow?
- What information is hard to find or access?

3. Goals & Needs

These help understand what users *want* the new system to achieve.

- What would an ideal system help you do better?
- What features would make your job easier?
- What information do you need most often?
- What outcomes matter most to you?

4. Data & Information Requirements

These questions clarify what data the system must handle.

- What information do you need to input?
- What information do you need to see or retrieve?
- How do you currently store or track this information?
- Who else needs access to this data?

5. Access, Permissions & Security

These help define user roles and data protection needs.

- Who should be allowed to view or edit certain information?
- Are there privacy or compliance requirements?
- Do different users need different levels of access?

6. Scenario-Based Questions

These reveal real behavior rather than abstract preferences.

- Imagine you need to complete [task]. How would you expect the system to help?
- If the system alerted you to an issue, how would you want to be notified?
- If you needed to find a past record, what steps would you expect to take?

7. Future-Looking Questions

These help design for growth and long-term use.

- How do you see your role or workflow changing in the next few years?
- What new capabilities would be valuable in the future?
- What would make this system remain useful long-term?

8. Closing Questions

These ensure you didn't miss anything important.

- Is there anything we haven't covered that you think is important?
- If you could change one thing about your current system, what would it be?
- Who else should we talk to about this process?