Survey Interview Questions

*Copyright © Charles Weir, Anna Dyson, Dan Prince Lancaster University. Shared under the Creative Commons Attribution 4.0 International License (CC BY 4.0)[[1]](#footnote-2)*

The (red) paragraphs starting ‘Purpose’ outline the aim of each section; italics are notes for the interviewer. Some questions are marked “(Optional)”, to be omitted if time is short or returned to at the end of the survey.

Purpose: The roles of the interviewees, and an indicator of their experience in software/product development - this is the settling in phase and so we can get comfortable with the main questions

* Q1 What is your role?
* For much of the survey we need a project to discuss. Where appropriate, ask the interviewee to choose a specific recent (or fairly recent) project.
* Q2 How does it *[your role]* relate to the team and the development of the product?
* Q3 How many years of professional experience do you have?
* Q4 (Optional) Please could you describe your process for product development.
* Q5 What is the HIoT/Health-based/IoT software product you typically work on? How would you describe it?

Purpose: Health IoT security and privacy nomenclature - understand their understanding of the key terms in the project.

* Q6 In turn, please describe in your own words what security, privacy and safeguarding mean in the context of your current work? *If they say “it depends”, we say “choose your main project” to ground the answers*
* Q7 Please can you sketch these concepts (or help the interviewer sketch them. Words are fine on the sketches, as is anything else that helps)?

*Capture the Sketch at this point*

* Q8 What other key terms do you think relate to this? - Discussion probe for distinctive terms or understand similarities: do they see them as similar or distinct?
* Q9 How do these additional terms fit into your sketch – please add them.
* Q10 And how do they all relate to each other? … adding the relationships to the sketch. - Discussion explaining/exploring the relationship using the sketch as the grounding, must capture the relational elements for coding and analysis.
* - Probe/explore any unusual ways of visualising the relationships why unidirectional/bidirectional/dotted/other??
* - Capture the Sketch at this Point

Purpose: Cyber Risk Management nomenclature - understand their understanding of the key terms in the project.

* Q11 Based on your descriptions of Security, Privacy and Safeguarding, can you give us an example of something you worry about going wrong in each of those areas?
* Q12 What do you generally call the bad things in your team? - *Want to know their name for risks*
* Q13 Who or what do consider is harmed or impacted when a bad thing occurs? *- Clarification or where the impact occurs*
* Q14 How does your team decide how important each of these bad things might be to address?

Purpose: Cyber Threat Intelligence nomenclature - understand their understanding of the threat actors.

* Q15 For the bad things, do you think as a team about who or what will cause the bad things to occur? *- probing the idea of a threat actor*
* Q16 (Optional) Could you give us an idea of someone or something that might cause a bad thing to happen?
* Q17 What does your team generally call these things that cause bad things to happen?
* Q18 Do you or your team prioritise who or what can cause bad things to happen? - *prioritisation about who to defend against.*

Purpose: Health IoT typical security and privacy Requirements - Here we want to capture how they turn the bad things they worry about into activities and actions and who they think is responsible in their team

* Q19 How do these things relate to the end product? [Again, please draw a picture]
* Q20 And how do they relate to your development process? [to add to the picture] - Probe on how these are articulated (names/terms used etc)
* Q20a (Optional) And how do they relate to the users and purchasers of the end product/service?

Purpose: Agile [security and privacy] Requirements Prioritisation – Do we want to know how they prioritise security and privacy, or how they prioritise the actions that come from thinking about security and privacy?

* Q21 How does your team decide whether and when to spend development and other resources tackling these bad things? *– which are more important than new functionality or other fixes.*
* Q22 What matters about them in product decisions?
* Q22a How is tackling them weighed against functionality improvements, for example?

Purpose: Identify positive ‘selling points’ for security and privacy in this domain.

* Q23 What, if any, is the relationship between these things (security, privacy and safeguarding) and opportunities to boost the product or sell more?

Purpose: Probe use of informal Threat/Risk Communications as War stories

* Q24 Could you tell us a quick story about a security (or privacy or safeguarding) problem as you might do to someone else in the team?

*If so:*

* Q25 Have you used or heard this story in a technical discussion?
* Q26 Do you often use or hear these kinds of stories?
* Q26a (Optional) Who tends to tell them most, in your experience? What is their role in the team?
* Q27 What would you look for in such a story to make it valuable?
* Q28 Has a war story had any influence on your security and privacy considerations when implementing code? How did it affect you, or the person telling the story?

Purpose: Open final question

* Q29 (Optional) Have these discussions created any new thoughts that had not occurred to you before?

Purpose: Snowballing

* Q30 Can you point us to anyone else that may be interested in participating in this survey?
* Q31 Would you like to join our mailing list to receive updates about our project and activities?

1. https://creativecommons.org/licenses/by/4.0/ [↑](#footnote-ref-2)