

1.

1. Top to Bottom:

- In general, how do you feel about the importance of security of data versus the importance of internet access?
- What do you think would make security more effective here?
- Have you considered other methods to improve the security of corporate data?
- What specifically is the problem you are experiencing with your firewall?

2. Bottom to Top:

- What specifically is the problem you are experiencing with your firewall?
- Have you considered other methods to improve the security of corporate data?
- What do you think would make security more effective here?
- In general, how do you feel about the importance of security of data versus the importance of internet access?

2.

1. Interview plan:

- Partner: Sejma
- Focus: The tasks she took on in her last job as a web developer
- Purpose: Improving my web development skills and getting ideas about my future journey and career in web development by understanding difficulties Sejma faced in her job, and tasks she was given

2. The approach my partner used is Bottom-Up. I will use the Top-Down approach.

3. Questions:

- Can you explain what general task took up most of your time working as a web developer? (Open-ended)
- Did you enjoy working as a web developer? (Closed-ended)
- Can you tell me how did you deal with a challenging technical problem? (Probing)
- Which frameworks and technologies did you feel most confident and comfortable with? (Open-ended)
- How did you deal with communication problems with your co-workers? (Probing)
- Did you work with any methods like Agile development while working on your projects? (Closed-ended)

3. I will use Bottom-Up approach:

1. Are you using the standard wattage for the lightbulbs recommended by the producing company? (closed-ended)
2. Did you check if you have a problem with the socket and/or electricity in your house? (closed-ended)
3. Can you explain me when and how did you notice this happening? (open-ended)
4. Do you think any external factors may be affecting the lightbulb? (open-ended)
5. Can you explain to me in details how exactly you installed the lightbulb, and whether you followed any instructions given by the producing company? (Probing)

4. I would use the following techniques:

1. Questionnaires: This would allow me to get the opinions of the students (the most prominent users of the system) and to understand what they value the most, what difficulties they are facing with the current system and also to understand what extra features they would like to have, to make their life easier.
2. Interviews: I would also have one-on-one interviews with students, to gain depth of the issues they are facing, and I would specifically address the issues gathered in the questionnaires to further understand the problems with the current system. I would also interview at least one developer of the current library system, to understand how and why they took the route to develop this system.
3. Observation: I would collect data on which features are used the most, and which the least in the current system, and possibly omit some while using that time to improve the most used features. I would also observe the system for any illogical patterns that make students' lives harder and try to not make the same mistake in the new system.