Semi-structured guide for the interview with the IT company.

Topics

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| Topics | Goal |
| * What is the final outcome expected by the process?   The goal of the process is to conclude the ticket successfully (which does not mean necessarily to solve the problem) | Formalize the goal of the process and it is measured |
| * Which are the known (informal) business rules necessary to the process?   SLA: the ticket has to be solved in a certain time duration and also, the time to start, to finish and to give follow up | Discover the rules that are not explicit in the process model |
| * What to the are the inputs of process?     Service request  Customer identification  User name  Customer email  Customer time constraints  Location | Discover if there is any other input rather than the event of ticket opening (documents, etc.) |
| * What resources (besides human resources, e.g, equipment used by the technicians, devices, etc.) are necessary to the process?   Diagnosis software (for disks)  Google  Documentation provided by manufactures | Discover the resources used by actors of the process in their activities |
| * Are there intermediate outputs (like reports, certificates) generated by the process?   Intermediate records of the ticket (the customer receives). | Discover outputs of specific activities of the process |
| * Which are the conditions, artifacts, products, services, information, that the clients need or have, that could be key to the process?   Not in all cases, but sometimes:  Customer particular procedures  Check lists from software developers | Understand the context variables associated to the client, whether they are generic or specific of each one. |
| * Which items does the process deal with during its execution?   Ticket  Reports (software inventory, hardware inventory, high impact incidents) | Discover the EBE’s (according to the Organon method) |
| * Which are the main activities related to the items mentioned?   Open ticket  Update ticket  Communicate with client (about the ticket)  Discussion about the ticket (problem related to the ticket)  Build reports  Send reports to the customer  Send invoice (related to the ticket) | Have a first insight about the essential activities |
| * Are the business rules, resources and business objects mentioned before related to those activities?   No. | Associate all the information collected to the main activities |
| * Are there external events that influence the process? Are they related to specific activities? Are they related to the whole process?   Connection failure (external provider)  Energy supplier breakdown  Software (unknown) routine updates | Discover external context variables |
| * How many instances are usually started?   30 to 50 tickets   * Is the number of instances stable in time or does it vary according to the day, month, etc?   The number increase in daylight saving time  New (software) virus arose | Obtain information about execution of process than can be useful for the context variable extraction |
| * Are there problems of parallelism when there are many instances (few people to take care of them all) or that in general does not suppose a problem?   Yes, sometimes there are work overload. | Obtain information about resources than can be useful for the context variable extraction |
| * The same activity can be done by different people?   Yes.   * What does it depend on?   Depends on skills   * Can the same activity be done differently? What does it depend on?   Yes. Also depends on the experts’ experience.  Different techniques could be applied depending on the system conditions.  For example, in order to change a disk, a backup could be made (rigid procedure) or not. | Obtain information about execution of process than can be useful for the context variable extraction |
| * What process attributes from event log can be considered as context information? (Only if the expert knows the event log)   He does not know it. | Discover process attributes related to the process context |

Once internal/external context variables have been extracted, the following table is filled.

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| **Name of context variable** | **Possible values** | **Type** (external/internal) | **PPI** | **If the value varies, will PPI be affected?** (yes/no) |
| The human resource in charge | List of technicians | internal | Time duration | Yes (depending on who does the job, the time will be shorter) |
| Technical characteristic of the equipment | E.g. machines configuration (ideally the ticket would be linked to this configuration item, but it is not made currently) | external | Time duration | Yes (depending on the characteristics, the time will be shorter) |
| Maturity level of customers’ infrastructure | They classify the customers in a BI system | external | R= Number of incidents/Service requests | Maturity increases, R decreases |
| Remote support | Yes/No | external (customer does not accept remote support) | Time duration | Yes (remote support is shorter) |
| Priority | Level 1 - 4 | internal | Time duration | Yes |
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