

Overview

The aim of this document is to detail the questions that will be asked when interviewing POs from distributed software development teams about their experiences managing teams in the face of changing working models.

These questions will generally be open-ended as they will initially be interesting in exploring the environment, types of collaboration, content captured, etc. After the first interviews, this protocol will be revised and the questions for subsequent interviews will be further refined.

The first interviews are with a pilot group to help us refine the scope of the subsequent research project.

Purpose

The aim of these interviews is to help us better understand the current state of software development teams, following the implementation of the Hybrid model which began in March 2022, according to the company's PM team.

The data collected in these interviews will help us to further refine the research questions.

Interview protocol

- Use Zoom
- Introduce yourself and the purpose of the interview
- With the participant's permission, record the Zoom meeting with transcription enabled
- Make sure they are OK with us following up by email to clarify any points, or a subsequent interview
- Everton and Rafael will take notes
- Everton to lead, Rafael will support and add questions when necessary
- Interview to last a maximum of one hour
- At the end of the interview, give them the opportunity to ask us any questions
- Have a wash session immediately afterwards to compare notes, discuss interesting results, any follow-ups needed etc.

Make sure that during the interview we capture:

- What format of work is currently taking place in practice
- What documents formalize the working model adopted by the company
- Which employees would be suitable for a new round of interviews to delve deeper into the aspects observed

Suggestions and perspectives for conducting the collaborative guide

Questions

1. Could you tell us more about the working model currently adopted by the company?

2. Is there a reference document from the company (e.g. an agreement signed by the workers) that explains and formalizes the working model? Could you forward it to us, please?
4. We will have a new round of individual interviews with the participants in the observation. Could you suggest 5 participants for this interview?
5. Regarding the collaborative frame of good practice, from your perspective, how could we develop it so that the teams are engaged?