

1 SUPPLEMENTARY MATERIAL

Interview Script

Q1. Talk a bit about yourself: your background, your age, your career path.

Probe: How much experience do you have in IT?

Probe: How much experience do you have in the area of compliance?

Q2. Tell me how the teams organization in your organization occurs.

Probe: Guidance (by work team, by project, both).

Probe: Is the team multidisciplinary?

Q3. Tell me how elicitation of requirements occurs in your organization.

Probe: What are the techniques used in extracting requirements?

Probe: what are the roles/functions of those involved in the organization that participates in the elicitation session?

Q4. Tell me about your participation in the team of a software project that should meet/comply with a set of standards/legislation?

Probe: Are there any guideline recommended for use in the company?

Probe: How was the interaction with the client?

Q5. What is the organization's procedure when a software requirement has to comply with legislation?

Probe: Are there any individuals with legal knowledge who participate in the team?

Probe: Cite examples of the laws that the systems developed by your organization must meet?

Q6. How is the process of extracting the requirements from the legal text?

Probe: Who performs?

Probe: What steps?

Probe: Is there any automation? Mining?

Probe: How do you identify the different sources of requirements (laws, clients, stakeholders)?

Probe: How do you handle conflicting requirements between legal requirements (legislation) and software requirements (clients and stakeholders)?

Q7. How is this legal snippet mapped into a requirement?

Probe: How is this legal stretch operationalized in a requirement?

Q8. When there is ambiguity in the excerpt from the legal text, how is it identified?

Probe: What procedures are used by the project team?

Probes: How is the interpretation of this excerpt the legal text decided for the system?

Probe: What is the degree of difficulty associated with legal interpretation?

Q9. How does the client react to outstanding issues or ambiguities when confronted with the ambiguity decision?

Probe: In some project, there was an error of interpretation? How often does it occur?

Probe: If the client changes his mind after the decision or is mistaken in the interpretation, what happens?

Q10. Tell me how the requirements specification in your organization occurs.

Probe: How are the requirements documented?

Probe: What documentation techniques do you use?

Q11. Tell me how to obtain legal compliance of the system about the legislation that it must meet?

Probe: When, in the software development process, is it verified that all legal requirements are by the law?

Probe: How do you verify that all legal requirements comply with the law? What are the steps?

Probe: When, in the software development process, is it validated if all legal requirements are by the law?

Probe: How is it validated if all legal requirements comply with the law?

Probe: Who is responsible for deciding whether the system complies with the legislation?

Q10. How is the company or the sector preparing to comply with the General Law on Data Protection (Law 13709/2018) that sanctioned on August 14, 2018?

Q11. There are concerns about the company regarding the General Regulation of Protection of Data (GDPR). European legislation that came into force in May 2018?

Q12. How are the Privacy Policies defined for the system that developed?

Q13. Would you like to add some information or observation that has not been asked but which you consider essential to address the ambiguity in specifying legal requirements?

Q14. Can you give me some contact to contribute to the research too?