## Questions about personal background

1. How often do you encounter process models in practice?
2. Never
3. Less than once a month
4. More than once a month
5. Daily
6. How would you rate your level of knowledge on process modeling?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Not knowledgeable at all | ○ | ○ | ○ | ○ | ○ | Very knowledgeable |

1. How would you rate your level of knowledge on BPMN?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Not knowledgeable at all | ○ | ○ | ○ | ○ | ○ | Very knowledgeable |

1. Are you following or did you complete a training related to process modelling?

○ Yes ○ No

1. How familiar are you in general with the colocation-server request process in Pusintek?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Not familiar at all | ○ | ○ | ○ | ○ | ○ | Extremely familiar |

1. How familiar are you in general with the change management process in Pusintek?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Not familiar at all | ○ | ○ | ○ | ○ | ○ | Extremely familiar |

1. Can you please tell us your age?
2. Can you please tell us your gender?

## Questions about process model (Colocation Request)

Please take into account that not all the activities in these process models are in line with how the real-life process works, i.e. the way you are used to in Pusintek. Do not answer the questions based on your work experience, but always take a closer look at the process models.

In the following pages, there will be a set of questions about the colocation request process. For each question, you can refer to the process model that is provided on the screen.

* 1. Which statement below is correct for the activities after the Head of Data Center Operation reviews the colocation request?
     1. The Service Desk informs ticket number to the user.
     2. The Head of Data Center Operation either creates an implementation schedule or assigns an officer to be in charge.
     3. **The Data Center Operation officer plans the colocation task after the Head of Data Center Operation creates the implementation schedule and assigns an officer to be in charge.**
     4. The Data Center Operation officer performs survey with the third party.
     5. I don’t know.
  2. Which statement is correct about the condition after the connectivity and performance test?

1. If the test succeeds, the Data Center Operation Officer first resolves the ticket, then creates a handover documents.
2. If the test succeeds, The Data Center Operation Officer first implements rollback, then repeats the planning step and following activities.
3. If the test fails, the Data Center Operation Officer first resolves the ticket, then creates a handover document.
4. **If the test fails, the Data Center Operation Officer first implements rollback, then repeats the planning and activities following that.**
5. I don’t know.
   1. In which condition the Data Center Operation Officer needs to perform coordination with the third party?
6. After installing the server and/or rack, when all of the resources needed are available in the Data Center.
7. After planning the colocation task, when all of the resources needed are available in the Data Center.
8. **Before installing the server and/or rack, when not all of the resources needed are available in the Data Center.**
9. Before planning the colocation task, when not all of the resources needed are available in the Data Center.
10. I don’t know.
    1. What happens if the Service Desk finds that the user submitted an incomplete requirement?
11. The Service Desk checks the documents again and verifies it with his/her supervisor.
12. **The Service Desk informs the user to complete the required documents in maximum 3 days.**
13. The Service Desk informs the user that his/her request is rejected.
14. The Service Desk creates a request ticket and inform the user to complete the requirements.
15. I don’t know.
    1. When does a request can be resolved?
16. After the Service Desk creates a handover document for the user.
17. After the Service Desk confirms request fulfillment to the user.
18. After the Data Center Operation Officer creates a handover document and implements a rollback.
19. **After the Data Center Operation Officer creates a handover document and the user signs in it.**
20. I don’t know.
    1. Which of the following is not correct about the activities of the Service Desk?
21. The Service Desk records the service request.
22. **The Service Desk hands in a handover document to the user.**
23. The Service Desk informs the request rejection to the user.
24. The Service Desk confirms the request fulfilment to the user.
25. I don’t know.
    1. What if after a request fulfillment the user wants to update the resource or specification of the server?
26. A new planning step is performed by the Data Center Operation Officer to immediately fulfill the request.
27. **The user submits a Request For Change (RFC) to Service Desk**
28. It is not allowed to update the specification or resource of the server.
29. The user can update the resource or specification of the server when they want to.
30. I don’t know.
    1. What should a Data Center Operation officer do just after preparing the required network infrastructure and other supporting facilities for the colocation request?
31. First configure, then test the connectivity/performance of the server.
32. Install and configure the server at the same time.
33. First configure, then install the server.
34. **First install, then configure the server.**
35. I don’t know.
    1. What is true about the third party?
36. **They provide the unavailable resources or performs further installation and configuration, or they do both of them.**
37. They only provide the resources that are not available, without performing further configuration.
38. They are involved in planning stage with the Data Center Operation Officer in every case.
39. They are involved in preparing general infrastructure when all resources are already available in the Data Center.
40. I don’t know.
    1. What is correct about activities performed during planning a colocation task?
41. It includes preparation of infrastructure and supporting facilities.
42. It is done after the server is installed into the Data Center.
43. All of the task following the planning stage is only performed by the Data Center Operation Officer.
44. **Testing and rollback plan are defined in this stage.**
45. I don’t know.

## Questions about process model (Change Management Process)

Please take into account that not all the activities in these process models are in line with how the real-life process works, i.e. the way you are used to in Pusintek. Do not answer the questions based on your work experience, but always take a closer look at the process models.

In the following pages, there will be a set of questions about the change management process. For each question, you can refer to the process model that is provided on the screen.

1. In what condition the Change Management creates a document to assess a change request?
2. When a change request is categorized as a standard change and the Release Management is responsible as its request fulfillment team.
3. After the Service Desk records a request for change in SipelanTIK.
4. After a normal change has been reviewed by the Change Advisory Board.
5. **When the Emergency CAB considers that a change is not emergency and reprioritizes it as a normal change.**
6. I don’t know.
7. What needs to be documented after a change is implemented?
8. **Detailed description of the deployment of the rollback plan and reasons if the deployment was unsuccessful**
9. List of members of Change Advisory Board who authorized the change
10. List of normal change request that has been approved by the CAB
11. Assessment about the risk and impact if a change is not implemented
12. I don’t know
13. Which statement is correct about Post Implementation Review?
14. If the change is implemented successfully, Post Implementation Review is conducted before the Configuration Management updates the CMDB
15. **If the change implementation** is **not successful, Post Implementation Review is conducted before the CAB identifies problem encountered during implementation**
16. If the change is implemented successfully, Post Implementation Review is conducted after the Change Manager closes the change request
17. If the change implementation is not successful, Post Implementation Review is conducted before deploying a rollback plan
18. I don’t know
19. When a change request is determined as a normal change, which of the following is correct?
20. A normal change can be fulfilled by the Service Desk
21. If a normal change is not authorized by the CAB, it is reprioritized into a standard change
22. **If the implementation of a normal change is successful, the Configuration Management updates the CMDB**
23. The Release Management needs to assess a normal change before it is reviewed in a CAB meeting
24. I don’t know
25. Which of the following is true about the responsibility of the Change Manager?
26. Determines the type of change request
27. Identifies problem if a change implementation was unsuccessful
28. Authorizes an emergency change
29. **Reviews a change assessment document**
30. I don’t know
31. In what condition the Release Management does **not** implement a change?
32. If the Emergency CAB decides to approve and authorize an emergency change
33. If the Release Management is responsible as the request fulfillment team of a standard change
34. **If a normal change is rejected after the Change Manager reviews the assessment document.**
35. After a normal change is approved in the CAB meeting
36. I don’t know
37. Which may possibly happen after an Emergency CAB meeting?
38. The Emergency CAB approves an emergency change and authorizes the change to be implemented by the Service Desk
39. **The Emergency CAB rejects an emergency change and redirects the process through the normal change flow mechanism**
40. The Emergency CAB rejects an emergency change and closes the change as rejected
41. The Release Manager arranges a schedule and person in charge for the change implementation
42. I don’t know
43. If a change is categorized as a normal change, what would be the role of the Change Advisory Board?
44. **Determines to authorize or reject a change according to all supporting information and documentations**
45. Defines the delivery and deployment strategy, required resources, testing requirement, and rollback plan
46. Reviews the assessment document created by the Change Management
47. Adjusts the change category and priority for the rejected changes
48. I don’t know
49. In which case a change request is categorized as a standard change?
50. It can only be fulfilled by the Service Desk
51. It should be fulfilled immediately to resolve a high priority incident
52. **It has a predefined procedure to perform the change implementation**
53. It has been pre-approved by the CAB
54. I don’t know
55. Which statement is true about the rollback plan?
56. A rollback plan is defined in the CAB meeting
57. If a rollback was deployed and it was unsuccessful, the CAB sets a schedule for the next implementation
58. A rollback is only needed to be planned for an emergency change
59. **If a rollback was deployed, the Configuration Management does not update the Configuration Management Database**
60. I don’t know

## Questions of Perceived Usefulness

1. This model representation approach could be an effective way to present a business process in an organization

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

1. Using process models represented in this way would enable me to understand the process more quickly

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

1. Using process models represented in this way make it easier to communicate process knowledge among process participants

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

1. This representation approach would improve my understanding of process models

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

1. Overall, I find this process model representation in this experiment useful

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

## Questions of Perceived Ease of Use

1. Learning the business process using this representation approach is easy for me

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

1. It is easy for me to be skillful to use the model representation in this experiment for learning purpose

|  |  |  |  |  |  |  |
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|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

1. I find interacting with this representation approach requires a lot of effort

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

1. The process model representation in this experiment provides clear information

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

1. Overall, I find this process model representation in this experiment easy to use

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

## Questions about content and learning experience

* 1. I think content provided in this representation approach is clear to understand

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

* 1. I think the information provided in this representation is helpful to understand the process

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

* 1. I find learning to understand business processes using this representation approach is interesting

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

* 1. I find this representation approach improve my learning motivation on business process

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 1 | 2 | 3 | 4 | 5 |  |
| Strongly disagree | ○ | ○ | ○ | ○ | ○ | Strongly agree |

* 1. What is your suggestion for the improvement of this model representation?