

Interview Questions

Engaging questions:

- What does success look like for this project?
- What would happen if we did not go through with the project?
- What do you see as the biggest risks the team needs to consider?
- What are the pain points we are trying to alleviate with this project?
- Who will benefit most from this project being completed?
- How will you measure the success of the project?
- What would you change about the way you carry out your responsibilities?
- What do you see as the major critical issues facing the organization?
- What areas for improvement have you observed?
- That seems really important to you; help me understand why.

Probing questions:

- Tell me more about . . .
- Can you explain how that happens?
- In what sort of situations would that occur?
- Could you give me an example of that?
- So what I hear you saying is . . .
- What makes you feel that way?
- What do you think is the cause of . . .?

Domain-specific questions:

- In what ways does the current system or process work well?
- In what ways could the current process or system be improved?
- What are the processes in your organization, team, or operation?
 - What business decisions (business rules) are made in your processes?
 - Who owns the processes?
 - What process measurements are used?
 - What regulations do you abide by?

- Who are your suppliers and what do they provide your organization?
- Who are your customers (internal or external) and what does your organization provide them?
- How does the organization or team measure its success?
- In your opinion, what are the project risks?
- What are the chances of failure? Why?
- How will you measure the success of the project's business impact?
- Who will the project impact and how?
- What things should we keep intact and not change? Why?
- What things should we start doing we are not doing today?

User and SME (subject matter expert) questions:

- What team do you work on and how do they fit into the bigger picture?
- What are your major responsibilities?
- What business decisions (business rules) do you make in your job?
- With whom do you interact to carry out your responsibilities?
- What information, resources, documents, etc., do you use in your job?
- What forms do you use? (online, system, or paper)
- What computer systems do you use in your job?
- Are there any events for which the system provides alerts?
- Are there any new alerts needed?
- How do you measure success in your job?
- What is occurring that is helping or inhibiting you to do your job?
- What skills are needed in your present job?
- What training did you receive for your present job?
- What training should someone starting this role have?
- What would you change about the way you carry out your responsibilities?
- What do you see as the major critical issues facing the organization or team?
- What areas for improvement have you observed?

Process and detail questions:

- What is a typical scenario for this process?
- When do you use workarounds? What are they?
- What might start this scenario?

- What are the main events that might happen next?
- Who is responsible for the activities in the process?
- How is progress measured?
- How do you know if things are on track?
- What different conditions must the business deal with in the course of doing this process?
- Are there any other processes that need to be done to support this process?
- Are you dependent on other teams or systems?
- Are other teams or systems dependent on you?
- Who is involved?
- Who supplies information and in what format?
- Who uses or interacts with the system or process?
- What must happen to achieve this goal or outcome?
- What does (the actor) need to do next?
- What might happen next?
- What needs to be done to accomplish this step?
- What information do you need to know to accomplish this step?
- What needs to be done with the information?
- Identify variations in the process.
- What might affect this process?
- What happens when . . . ?
- Will this variation cause you to do anything differently?