Interview Objectives and List of Questions

Due Date: see assignment

     Create a report listing the objectives of the planned interview(s). Please use complete sentences and use paragraph format. Include the following:

1. A cover sheet containing your name, class time, title of report and class number (ITSE 1450)

2. The name of the company, business, organization or group for whom you will be developing the software.

3. The name(s) of the person or people you will be interviewing

4. The proposed dates and times of the interviews.

5. Provide a list of the objectives for the interview. If interviewing more than one level in the company, please provide the different objectives for each level.

6. Provide a list of the interview questions to be asked:
     * Minimum information – at least 2 questions about Minimum payment and Minimum of Maximum contract period
     * Project Scope – at least 3 questions about the scope of the project. Well-defined, definite timeline milestones
     * More detail – at least 8 questions about – who is the contact, purpose of project, client's goal is involvement of client/user, available documentation, has any work been done on the project, what kind of documentation does client want you to create, can you complete the work anywhere or does it have to be done onsite
     * Estimating time – at least 5 questions what is client's time frame, what are potential problems, if project has started what is going well, what isn't, what changes to project might occur as it is being developed, what changes does client want after project is completed.
     * Software development – at least 5 questions how frequently update, who are the users and their technical savvy, how are software upgrades handled, what's the environment where project will be used, what does the client plan for future upgrades, updates and other support needs for project.

Interview Summaries

Due Date: see assignment

     Present a typed report summarizing the interview(s). Please use complete sentences and use paragraph format. This report should be presented in a folder. Please include the following:

1. A cover sheet containing your name, class time, title of report and class number (ITSE 1450)

2. The name of the company, business, organization or group for whom you will be developing the software.

3. The name(s) of the person or people you interviewed.

4. The actual dates and times of the interviews.

5. A summary of each interview. Be specific and list the information you found out in the interview.

6. Did you meet your objectives for each interview? Explain, a simple yes or no will not do.

7. In your final paragraph, include how many hours you have spent on the project to date.

Preparing for the Interview

1. Set an agenda.
   A sample is:

Greetings	1 minute
Introductions	3 minutes
Explanation of Reasons for Interview	2 minutes
Question and Answer	1 hour
Establish means of communications	5 minutes
Organize next meeting	5 minutes
Thank Client for attending the interview	
End of interview	

2. Prepare a list of at least 20 questions.
   Review the questions, and reword as necessary. Order the questions from general to specific. The last question should be "Is there anything else we should know about the system to help us understand the system and the project better?"

3. Print a final copy of the questions.

4. Have a copy of the questions for the instructor and for the "Client".

5. Determine how record keeping is going to be kept during the meeting:
   Tape Recorder
   Notes
   Notebook computer

6. Asking the questions
   Speak clearly, look the "Client" in the eye, give the person time to answer you.
   They may want to think about the question a bit before they answer.
   Remember that one question may lead to another that wasn't on your list - don't worry about it. Go ahead and ask the question and just remember to record both the question and the answer.

7. Listen carefully. You don't have much time and you want to be sure you have the information. Don't start speaking before the "Client" is finished. And don't finish their sentences for them.