

Interview guide „Service XYZ “

Draft– Version 0.1 (DATE)

1.) [Personal Background]

- How old are you?
- What is your professional background?
- In your job, how many hours do you use your computer a day?
- In your private, free time, how many hours do you use your computer a day?
- Which software programs do you use predominately in your free time?
→ Probes: Excel, Word, web browser, image processing, programming?
- Do you use a mobile phone or a smartphone?
 - If yes: How many hours per day do you use it?
 - If yes: How many Apps have you installed (circa)?
- Do you use one or more tablet computers (iPads)?
 - If yes: How many hours per day do you use it?
 - If yes: What is it used for most often?
 - If yes: How many Apps have you installed (circa)?
- Which services on the web do you use to store something „on the Internet“ or to share something with others or to communicate with others?
Please take an empty sheet of paper and start drawing your “information ecosystem” and describe it to me while drawing (5-7 mins.).
[If needed, support with probes: Dropbox, Skydrive, Wuala, Owncloud, iCloud etc.]
 - Which type of data do you store there exactly?
 - How often do you use this service in minutes a day?
 - Which service provider has been chosen to support which task?
[Why did a separation occur?]
 - If yes: Which information items are stored where?

2.) [Frequency of use]

Now, let's have a closer look at the XYZ service.

- When did you start using this service?
- How often do you use XYZ per day?
- On which days of the week do you use XYZ most often?
- During a month's period, when do you use XYZ most often?

3.) How did you happen to choose XYZ?

→ Probes: advertisement, obligation through?

4.) Now, I would like to talk with you about the contents of your XYZ account.

[→ First, ask generally:]

What is the nature and amount of data/documents that is stored in your XYZ account?

[Invitation to an optional “(Audio) Guided Tour“ through XYZ en detail]

The interviewee should open his/her XYZ account and read from the screen. It is up to the interviewee to decide what to disclose. → Only if the interviewee offers the interviewer to have a look, he should dare to. Otherwise not. Screenshots or photos are only to be taken if the interviewee suggests him- or herself. Explain anonymization and guarantee privacy.

Questions for the (audio) guided tour of a participant's electronic data safe:

- What does the folder structure you have chosen look like?
 - Probe: Please name the folders?
 - Probe: How many folders are there on the root/main level?
 - Probe: What happens below the root/main level?
 - Did you omit some folders while reading the contents to me? Just tell yes/no and I will not ask any further questions.
 - Why did you chose to store all these documents there? [→ please describe]
XYZ: How did it come that all those documents are stored there? In which e-government or e-business activities did you engage?
 - Which folder contains the largest number of documents?
 - According to which sorting principle did you arrange your folders/documents?
→ Probes: topic, sender, date, file format
 - Are there other „official“ (government/private-sector company based) documents that you will receive and that you will store in a dedicated place?
 - Please tell me, from which service/organization you receive something?
→ Why?
 - Please tell me an example of a service/organization you deliberately ignore it, meaning that you do explicitly not store something from them? → Why?
Probes: Online bank receipts.
 - Which documents/files, digital or paper-based, do you treat differently because you know you might use them in the future?
→ Probes: during vacancies, tax purposes, memorabilia (love letters)
- 5.) Which documents or items in your electronic data safe (XYZ) do you currently share with someone or you would like to share?
- Which documents would you like to share?
- 6.) Do you think there is some contents (documents/files) that should **not be stored** in an electronic data safe?
- If yes, which contents don't you like to be stored? Why?
- 7.) Which devices (computer, mobile) do you use to access your electronic data safe?
- How many times per week?
 - In which context/situation do you access those data?
 - Why?
- 8.) Which features of your electronic data safes are you using? And why?
- Why?
 - How many Minutes per week?
 - Probes:
 - Passwords
 - Sharing documents
- 9.) Are there new features that you would like to be integrated in your electronic data safe? What is lacking?

10.) Did you encounter any problems while using your electronic data safe?

11.) What do you think about the idea of receiving data and documents only electronically, for example, using an electronic data safe?

- Generally speaking?
- For your tax declaration
(Collecting statements from different banks to forward them to the tax office)?
- For health care purposes (letters from doctors with diagnostic findings)?

12.) **[Assessment of the service provider of an electronic data safe]**

- Why did you choose this company/this electronic data safe?
- How did you proceed to choose your current service for the electronic data safe?
- Which criteria did you use to select the provider?
→ Probes: security, price, description, transparency, web site
- Which properties and which character should an ideal service provider have?
→ Probes: public administration, an unknown company, a startup company, a comprehensible description with security measures taken, being certified or tested?

13.) Do you have any concerns with the safety of your data?

14.) Rating on a scale from 0 (not at all) until 10 (absolutely necessary): How likely is it that you will recommend XYZ to your friends and your colleagues? → Why?

[Personal information management: paper and e-mail]

15.) How important is e-mail for you for storing data?

- Do you use e-mails to manage “important” documents?
- When sending an e-mail, do you think about security issues or do pragmatic considerations prevail?

16.) Did you scan/digitize „valuable“ or „important“ paper documents?

[Provide time to think about it]

→ Probes: reference letters, copy of your ID or passport, things you received, for example, having sentimental values like a “love letter”, contracts or certificates?

- Where do you store such “important” data and documents?
 - Paper? Where?
 - Electronic? How do you secure this data?
- On which occasions or why did you digitize it?

17.) How do you store your paper-based documents?

- Do you use folders/lever arch files/boxes?
- From what or whom did you get inspired to use your organizing system?
- Are you satisfied with your organizing system?
- What is especially burdensome?
- What makes you especially happy about it?
- Which documents do you store differently because you expect them to be used later?
 - Please tell me about one situation.
 - Probes: holidays, prevent loss, share documents, tax declaration, contracts, memorabilia (created by yourself or received by someone else, for example love letters).
- Did you organize your documents in a special manner

18.) Wie sieht Ihre Ablagestruktur für Papierdokumente aus?

- Was für Ordner/Schachteln/Mappen gibt es?
- Wer hat Sie zu diesem Ordnungssystem inspiriert?
- Sind Sie zufrieden mit Ihrem Ablagesystem?
- Was bereitet Ihnen besonders Mühe?
- Was bereitet Ihnen besonders Freude?
- Welche Dokumente behandeln Sie besonders, weil sie voraussichtliche später wieder hervorgeholt werden?
 - Which documents were treated so?
 - Erzählen Sie von einem Anlass/einer Begebenheit.
 - Probes: Im Urlaub, zum Schutz vor Verlust, zum Teilen mit anderen, für die Steuererklärung, Verträge, Erinnerungsstücke (selbst geschaffen oder erhalten, z.B. Liebesbriefe)

19.) [Digital Inheritance]

Did you ever think about your digital legacy that means, what happens with all your digital data belongings when you die?

- When you think about this topic, what are your first thoughts?
- What would you consider as your digital data belongings?
- What did you already plan ahead? / What would you like to plan ahead?
 - Probes: Important documents, account data, passwords