

Interview script for Requester persona

Template

Learning Goals

For our early interviews, we are most interested in gaining a better understanding of a Requester's high-level approach. Particularly how they think about hardware and how they relate to their customer, the Employee.

Throughout the conversation, we will be listening out for (and probing when appropriate) to learn:

1. How does the Requester describe the lifecycle of an engagement with serving an Employee (within the context of hardware/software)?
 - a. How does the Requester come to understand what an Employee needs?
 - b. What happens when the ideal product cannot be acquired?
 - c. How does the Requester know they did a good job?
2. How does the Requester perform their research for solutions?
 - a. How does the Requester think about hardware? (is their criteria technical components vs generic "desktop/laptop"?)
 - b. How does the Requester balance features vs price?
 - c. What sources do they trust, and why?

Open-ended Discovery Interview Script

Thanks, general icebreaker discussion, then remind that today the focus is how the interviewee supports their employees with hardware/software.

- Could you tell me about a time an employee needed a new computer?
- When you have to get an employee a new computer, how would you describe what do you need to accomplish?
- Do you use any tricks or resources (like apps or tools) to help you get this done?
 - What do you like about these?
 - What don't you like?
- Does anyone help you get this done today?
 - What actions do they perform to help you?
 - What questions do they answer for you?
- Last time you had to acquire new hardware, what were you doing right before you started?
 - What did you do after finishing?
 - How did you know when you're done?
- Last time you had to buy hardware, how long did it take?
 - What do you feel takes too long?
- If you could wave a magic wand and do anything you can't do today, what would it be? Don't worry about whether it's possible.
 - How would it make your life better?
- Is there a [tool/product/app/trick] you've tried in the past that was better or worse?
- Is there anything else about ordering technology that I should have asked?

Thanks again...ask if interested in further discussions/testing product in the future.