

INTERVIEW SCRIPT

SOCIO-DEMOGRAPHIC QUESTIONS

1. What is the gender of the respondent?
2. How old are you?
3. What is your academic background?
4. How many years of experience do you have in IT? How long on DevOps?
5. What is the company's line of business?
6. What is the size of the company? (in number of employees)
7. What is the organizational structure of the company in which you work?
8. How is the dynamic or work scheme in the company?
9. How is the IT area structured? Is there exclusive dedication of the members?
Are there teams geographically distant, or are they co-located?
10. In which department or functional area of the company do you work?
11. What is your role in the company?
12. How are project teams formed?
13. How do the software development and delivery pipeline work? Does the company maintain and support the systems in its infrastructure, in a contracted cloud, or does it deliver the software in the client's infrastructure?

TECHNICAL QUESTIONS

1. Can you tell me about your experience working with DevOps? (Personal View)
2. Can you describe for me the work methodology your organization followed before adopting DevOps? (Organizational View)
3. Why did your organization decide to adopt DevOps? (Organizational View)
4. Do you know of any specific existing process, model, or framework for adopting DevOps? And has any been adopted in your company? (Personal and Organizational View)
5. About the CALMS principles related to DevOps, which ones do you know and consider most important? (Personal and Organizational View)
6. About practices, name the ones you immediately remember when you think about DevOps. In your organization, which ones have been adopted? (Personal and Organizational View)
7. Can you tell me about the issues DevOps teams typically face when entering these practices? And how should they work to overcome them? (Personal and Organizational View)
8. Can you describe to me the possible challenges an organization faces during the adoption process? In your organization, how did these challenges present themselves? (Personal and Organizational View)
9. In your opinion, what are the solutions or strategies to overcome these challenges? In your organization, how did this process work? (Personal and Organizational View)
10. Can you tell me about the benefits of adopting DevOps in organizations? In your organization, what benefits has it brought? (Organizational View)
11. Conceptualize DevOps in one sentence. (Personal View)
12. Assuming you are a DevOps consultant, what general advice or suggestions could you provide to a company looking to adopt DevOps? (Personal View)