# Interview Guide

* Interview Preparation (Prior to the day of the interview)
  + Ensure interview date is scheduled well in advance.
  + Ensure the appropriate stakeholder(s) is selected for the interview.
  + Establish ground rules and expectations prior to interview that satisfy both parties involved.
  + Develop a strategy for soliciting the most useful types of information.
  + Ensure appropriate resources are available to complete the interview, i.e. tape recorders, laptop, Internet connection, mobile phone service, etc.
  + Establish and request sample size of any required documents, forms, and databases for fact-finding. SS = .25 x (Certainty Factor / Acceptable Error)2
* Interview
  + Start interview with introduction of interview team.
  + State the purpose and objectives.
  + State the ground rules for the interview.
  + State the expected outcome of the interview and any outputs the stakeholder will receive as part of the interview
  + Review and document the results after each interview day.
  + Summaries the results of the interview during the final day of interview to the stakeholder.

# Stakeholder Interview

## Purpose

The purpose of the interview is to collect information directly from the stakeholder concerning the needs of the future system. The intent is to record unfiltered responses to interview questions regarding the current state of the legacy system – even if there is none – and to document the future systems environment. Ultimately, the information gathered during this process will support the generation of requirements that will guide the development of the product throughout the product lifecycle.

## Ground Rules

1. The interviewees will be available for the entire agreed upon schedule.
2. The interviewees will provide unfiltered responses to the questions posed by the interviewer.
3. No staging or altering the daily operations must take place during the interview. The environment under observation must operate under normal conditions.
4. Sampling of existing documentation, forms, and databases will be provided.
5. Onsite areas necessary to gather information will be made accessible to the interview team.

## Expected Outcome

1. Verify and collect agreed upon sample of documents, forms, and databases for analysis and fact-finding.
2. Answers to all planned interview questions.
3. Documentation of operational environment.

## Questions

1. How is company contact information currently provided to employees of the organization?
2. What options are available to communicate with someone in the organization?
3. How is the organization structured and where is that information provided?
4. If I was a new employee in your organization and I was instructed to contact a person in department XYZ, how would I accomplish this task?
5. If I were asked to verify if someone I did not know worked in a particular department, how would I accomplish this task?
6. How can the current method of connecting with one another in this organization be improved?
7. Please rank any form of communication you feel is used within the organization from most used to least used.
8. What is the physical layout of the company?
9. What system is currently used to uniquely identify an individual employee works for this company? Is that identification used in any other system or process?
10. Who would be responsible to maintain the system once established?
11. If you have a current system, who maintains it?
12. How important is it for your organization to have employees able to contact employees in different departments? Why?
13. What is your organizations’ turn over rate?
14. How do you implement personnel training? Who is responsible and how often?
15. How do you in process new employees?
16. …etc