**Interview Questions:**

1. Can you tell me about your practical experience in software development and the roles you have undertaken?
2. Maintenance task are triggered through inputs from end users (i.e. feedback) where they report problems, or request enhancements and/or new features. Participants have informed us about the problems in users’ feedback and the different kinds of missing information that could influence the interpretation of these feedbacks or affect making best use of it to inform maintenance tasks or decisions. Do you agree/ disagree with the findings? Could you say something more about that? Do you have further examples of this?
3. Participants have also pointed out on the importance of other inputs in the maintenance tasks that besides users’ feedback could affect the maintenance tasks or decisions, and can sometimes lead to conflicts such as goals, requirements’ specification, and requirements’ dependencies, also historical information, and progress tracking information. Do you agree/ disagree with the findings? Could you say something more about that? Do you have further examples of this?
4. In our study we were also investigating what are the problems in the maintenance tasks that are triggered by miscommunication between both the end-users and the software engineers. We have come up with miscommunication categories from both sides (end user or software engineer) in which they either [communicate](http://www.dictionary.com/browse/communicate)d mistakenly, unclearly, or inadequately. Do you agree/ disagree with the findings? Could you say something more about that? Do you have further examples of this?
5. Participants also discussed the problems they face due to lack of relevant information that guide them in accomplishing several software maintenance tasks starting from interpreting the users’ feedback to understand the problem and trying to reproduce it followed by estimation, prioritization, and planning. Engineers and developers spend considerable effort trying to collect useful information needed from users that can help them in accomplishing these tasks both successfully and in a timely manner. Do you agree/ disagree with the findings? Could you say something more about that? Do you have further examples of this?
6. Do you have any comments, suggestions or advice about our work that you would like to share?