

## **Interview Protocol**

### **[Overarching Question]**

Understand the user goals and expectations of the platform

### **[Introduction]**

Hello! We are xxx and xxx -- as you may have learned from xxx, we are students of University of Michigan participating in a consulting project called infoLab and DynamoMetrics is our client. We would like to talk to you to understand how you go about your tasks regarding code enforcement and how the technologies you have either aid or hinder your progress. The interview will take an hour, during which we will ask about 10 questions with some follow-ups, and we might want you to demonstrate us how you work. Please treat us as if we know nothing about the product/procedures, since we come to learn from you.

### **[Warm-up]**

Can you briefly introduce yourself and your background?

Can you tell us about what software you're using on a daily basis?

### **[Topic 1: Current situation and needs]**

Please tell us about your responsibilities in code enforcement in detail.

How long have been working in code enforcement?

You mentioned that you (do one of the responsibilities described in previous question).

- When was the last time you did it? Can you walk us through how you did it?  
(repeat for multiple times with different tasks until major themes are covered.)
- What sort of information do you wish you had at the tip of your fingers?
- Do you have to do any task related to code enforcement at the end of the day?  
What is it? Can you show me how you do it?

Who do you typically have to contact while completing tasks related to code enforcement?

Status quo of code enforcement in City Jackson

- Areas of focus

### **[Topic 2: Motivations and expectations]**

What are the key barriers in your current code enforcement work?

What are the motivations that makes you want to use the new platform?

Can you give me three keywords that you expect the new platform to be?

Can you imagine how the new platform should improve your work?

### **[Conclusion]**

Thank you so much! These are all questions we have for you today. If there's anything you would like to let us know after the interview, please do not hesitate to write an email to us or contact xxx. We may also want to follow up with you during our analysis. Thanks!