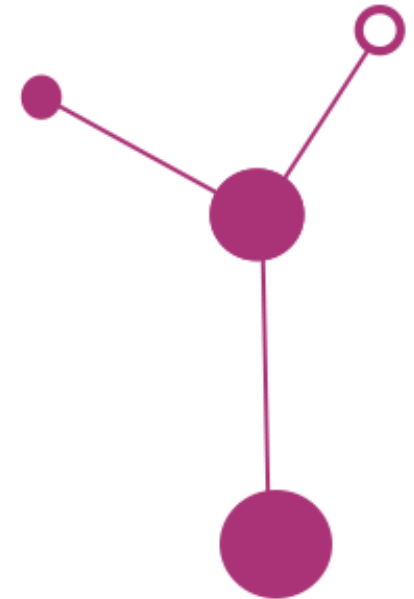


Statement:

“The release was broken.”

Asking for descriptions:

- How could you tell?
- When did you first notice?
- Is there a specific tool you use to check?

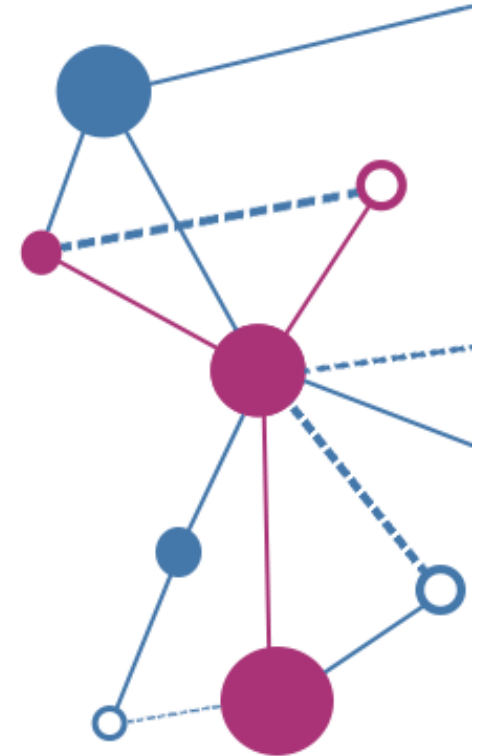


Statement:

“I knew this had to be fixed immediately.”

Asking for descriptions:

- How did you know?
- What were the tell-tale signs?
- Had this happened before?

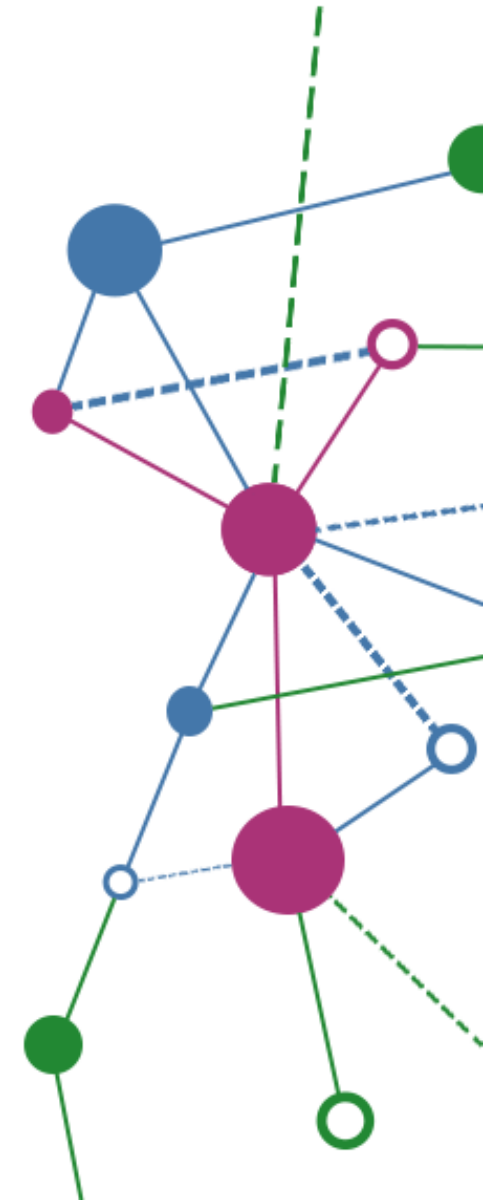


Statement:

“I made a short-term fix.”

Asking for descriptions:

- What other options were you weighing up?
- Have you had to do something like that before?
- Were any other factors influencing your decision?



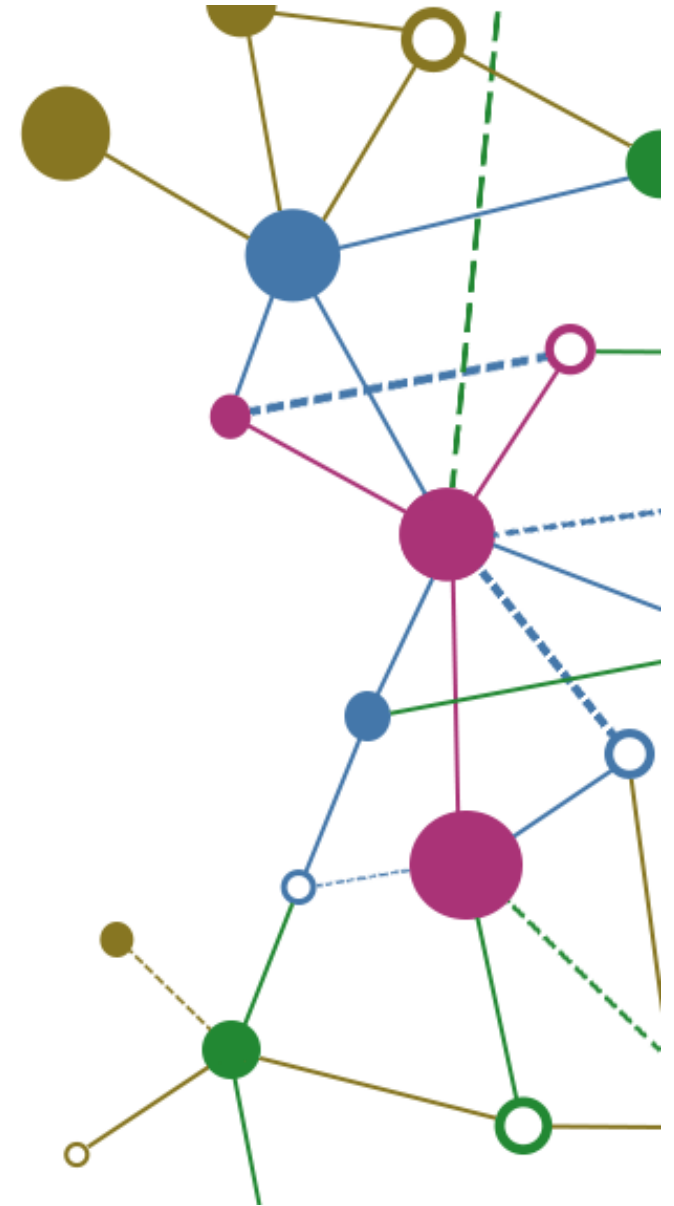
Asking for descriptions

Statement:

“I phoned the on-call team.”

Asking for descriptions:

- How did you know that was necessary?
- How did you know which team to contact?
- Where did you find their contact details?



Asking for descriptions

Statement:

“I was under pressure.”

Asking for descriptions:

- When did you notice the pressure?
- Were you able to ask for help?
- Where was the pressure coming from?

