Interview Protocol

Introduction and Consent (3 mins)

1. Interviewers introduce themselves
2. Interviewers remind interviewees about the consent form, confidentiality, and recording agreements
3. Interviewers briefly describe the interview plan, i.e, the four sections of the interview:
   a. Interviewee's Background in SE: Interviewees were asked to share their background and experience in software development and issue resolution at Mozilla and other companies.
   b. Mozilla's Issue Resolution Process: interviewees were asked to describe Mozilla's issue resolution process (both prescribed by Mozilla and implemented by developers) as well as specific approaches they follow.
   c. Research Presentation: Interviewers presented the study's goals, methodology, and findings, including the identified patterns. Interviewees were encouraged to ask questions about the patterns and findings.
   d. Question-Answering: Interviewees were asked 11 open-ended questions to provide feedback on the identified patterns, with a focus on understanding their potential benefits for Mozilla.
4. Interviewees may ask follow-up questions if needed

Interviewee's Background in SE (5 mins)

1. Interviewees introduce themselves by focusing on the following points
   a. Development and issue resolution experience at Mozilla
   b. Current/past positions at Mozilla (including years)
   c. Mozilla's products/components you have worked on
2. Interviewers may ask follow-up questions if needed

Mozilla's Issue Resolution Process (7 mins)

1. Interviewers asked the following question:
   Q1. Is there an overall issue resolution process prescribed by Mozilla? If so, what is it like?
2. Interviewers may ask follow-up questions if needed

Research Presentation (15 mins)

1. Interviewers give a brief presentation on their research methodology and findings demonstrating the following points
   ○ Research goal

- ○ Methodology encompassing issue annotation and pattern derivation with illustrative examples
- ○ Derived issue resolution patterns of Mozilla with examples
- ○ Research findings

  *Note: Please see "**Interview-Slide**" for more details*
2. Interviewees may ask follow-up questions if needed

Question-Answering (30 mins)

1. Interviewers asked the following questions and interviewees responded to the questions. Follow-up questions were asked if needed. Questions are listed below:

   Q1. To what extent do Mozilla developers follow Mozilla's issue resolution process?

   Q2. What workflows for solving issues do you use more frequently?

   Q3. In your opinion, could the identified issue resolution patterns be useful in any way for Mozilla stakeholders? If yes, how?

   Q4. Could the patterns be used to train new Mozilla developers on how to solve issues? If yes, how?

   Q5. Could the patterns be used to estimate developers' efforts to solve issues? If yes, how?

   Q6. Could the patterns be used to solve new issues? If yes, how?

   Q7. Could the patterns be used by Mozilla stakeholders to evaluate how well the issue resolution process is executed at Mozilla? If yes, how?

   Q8. Can you think of other potential usages of the patterns to help improve Mozilla's issue resolution?

   Q9. Do you think developers in other software systems follow a variety of workflows to resolve issues (as we found at Mozilla)?

   Q10. Do you have any additional thoughts about our identified issue resolution patterns for Mozilla?

   Q11. Do you think our findings improved your understanding of Mozilla's issue resolution process? If yes, how?
2. Interviewers concluded the interview by thanking the interviewees for participating in the interview