Thursday, 20 August 2009

Interview Guide version 1.3

Step 1
The consent information letter is shown, explained, and handed out to the interviewee.

Step 2
Introduction: discussion of the interviewee work situation.

1. Tell us about your work
   - Role
   - Daily tasks
   - Responsibility
2. Which roles/other persons do you cooperate the most with in your daily work? How?

Step 3
The interviewer presents the goals of the project.

3. Can you tell us your views of RE – V&V alignment?
4. What do you see are the challenges in the alignment; can you give perhaps some examples?

Step 4
The interviewers present the conceptual model and explain their view of the RE-V&V alignment.
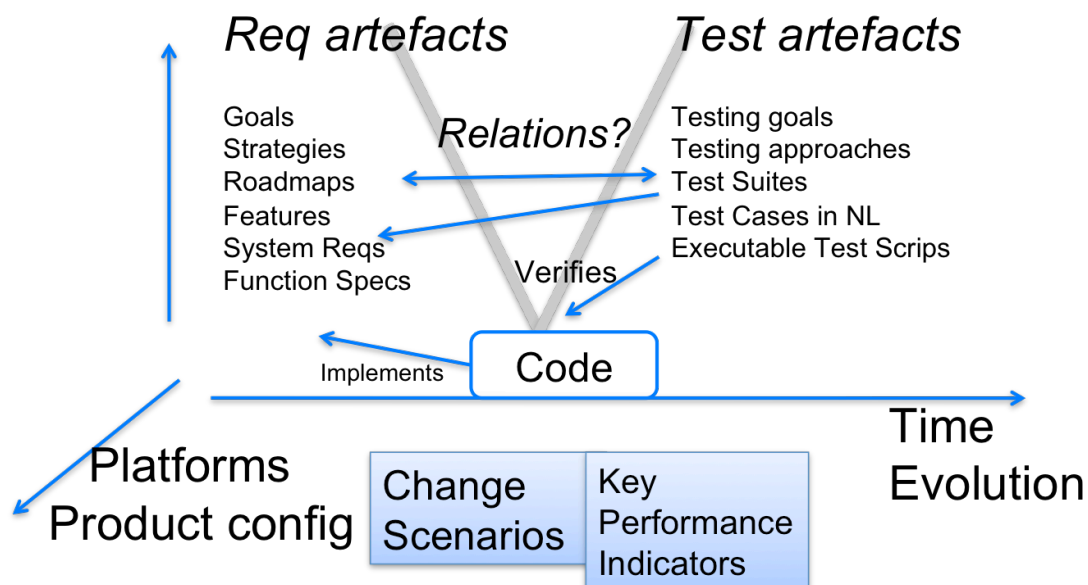
5. How does the conceptual model map into the context of your company?

Step 5
General questions about requirements and testing.

6. Which organizational processes, units and roles are involved in requirements handling? How are functional and quality requirements artefacts managed?
   - Identified
   - Changed
   - Measured
   - Prioritized
   - Validated

7. Which organizational processes, units and roles are involved in testing? How are testing artefacts managed?
   - Identified
   - Changed
   - Measured
   - Prioritized
   - Validated

8. Is there a difference between testing functional and quality requirements?

9. How is the customer involved in requirements and testing phases?

10. **PLE**: In product line context, is there a difference between domain and application engineering with respect to roles and processes? How is commonality and variability identified and classified?

Step 6
Questions on quality and functional requirements evaluation.

11. What quality requirements are the most important in your work?
    - Efficiency/performance/capacity
    - Reliability
    - Safety, Security
    - Maintainability, Usability
    - Others

12. In which development phases are quality requirements evaluated? How (through measurement, reviews, testing, etc.)?

13. What are the pros and cons of working with quality requirements?

14. **PLE**: How are the domain and application quality and functional requirements evaluated?

Step 7
Questions on requirements – testing alignment.

15. What is used now to align requirements and testing?
    - Documents
    - Processes, methods
    - Tools
    - Principles and practices

16. Who is responsible for alignment (organizational processes, units and roles)?

17. Are testers participating in requirements validation?

18. Is the test strategy based on requirement documents?

19. Is there a difference between functional and quality requirements with respect to alignment?

20. What are the current problems/challenges in terms of alignment? (What does not work now?)

21. How is the alignment maintained in case of testing outsourcing?

22. **PLE**: How is the alignment handled if product line engineering?

Step 8
Change related questions.

23. What happens when a requirement is changed (or deleted)? How are the testing artefacts modified when requirements are changed (and vice versa)?

The interviewer may show the scenarios.

> *Scenarios*:
> Changed requirement -> regression testing
> Changed requirement -> changed test cases
> New Requirement -> Test effort estimation
> New Requirement -> Test suite development

Step 9
Feedback gathering and measurement (KPIs) related questions.

24. How is (good or bad) alignment measured?

The interviewer may show the KPIs.

> *Key Performance Indicators*:
> #broken links
> %Req coverage of test cases
> Average test effort per requirements change

25. Is there any feedback you provide in how the processes are working (KPIs)?
26. Are there any quality related or customer satisfaction related KPIs?

Step 10
The interviewer asks about possible solutions and ideas.

27. Do you have other ideas to propose to improve the alignment? It can be process, methods, tools.
28. What are the expected benefits of an improved alignment?

Step 11
Conclusions.

29. Can you think of any challenges/good things etc. that we have not covered that you think we should have asked?
30. If we are going to continue investigating this area and learning more, are there other roles we should talk to? Some specific names?

Step 12
The interviewer concludes saying that the interview record will be transcribed, summarised and communicated to the interviewee for confirmation and interpretation. The interviewer thanks the interviewee and say good-bye.