The interview instrument

Characterization

1.1 Tell us about your position in the company (role, responsibility, experience etc.)

1.2 Tell us about the TWG (targets, time to market, size of product/projects, number of requirements and performance requirements in a typical project etc.)

Before introduction of new approach

2.1 Did performance requirements exist in your TWG? (why, why not, reason)

2.2 In what way are performance requirements handled? (expert opinion, experience, previous projects, workshops/focus groups, model, how, when, by whom etc.)

2.3 What challenges do you face when working with performance requirements? What has been successful? What has been difficult?

2.4 How much time did it take (work hours) to identify, specify performance requirements for a relevant feature for your TWG?

2.5 What metrics did you use? Why these metrics? (Hunch/experience, common sense, etc.) How did you decide relevant metrics? Do you consider subjective user experience (usability input) when you decide relevant metrics?

2.6 How accurate do you think your metrics estimations are?
Least _____% Probable _____% Most _____% (guess)

Introduction of new approach

3.1 What is your general view of the new approach?

3.2 What challenges did you face when working with the new approach? What was successful? What was difficult? Was it easy/hard to understand?

3.3 Is the new approach in-line with your thoughts and ideas about handling performance requirements? Did something feel wrong? Would you like to use the new approach?

3.4 Does the new approach lead to better decision making and/or better specified performance requirements? If, is the new approach more effective than the old approach? (why, why not)

3.5 How much time did it take (work hours) to identify, specify performance requirements for a relevant feature for your TWG?

3.6 Do you think that the estimates will be more accurate with the new approach? (why, why not), How much does it increase the estimate accuracy improvement?
Least _____% Probable _____% Most _____% (guess)

Conclusion

4.1 Can you think of any challenges/good things etc. that we have not covered so far that you think we should have asked?