



# Interview Protocol for Enterprise Ireland Feasibility Study

Sarah Beecham | Pdraig O'Leary | Ita Richardson | John Noll

Lero – The Irish Software Engineering Research Centre  
University of Limerick, Ireland

Sean Baker  
Incaplex Limited  
Dublin  
Ireland

27 May 2013

## Contact

Address ..... Lero  
International Science Centre  
University of Limerick  
Ireland

Phone ..... +353 61 233799

Fax ..... +353 61 213036

E-Mail ..... Lero-AdminSupport@lero.ie

Website ..... <http://www.lero.ie/>

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This work is partially supported by Science Foundation Ireland  
under grant no. 10/CE/11855

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September to November 2012

## Authors

Sarah Beecham<sup>1</sup> Padraig O’Leary<sup>1</sup> Ita Richardson<sup>1</sup> Sean Baker<sup>2</sup> John Noll<sup>1</sup>

<sup>1</sup>Lero – The Irish Software Engineering Research Centre  
University of Limerick  
Ireland

<sup>2</sup>Incaplex Limited  
Dublin  
Ireland

## Abstract

We interviewed employees of ten companies as part of a feasibility study conducted to assess the commercial potential of a decision support system conceived to give advice about Global Software Development (GSD) processes and practices. This artefact documents the designed interview protocol. The protocol lists all the interview questions and groups them according to our areas of interest to include: GSD difficulties, GSD Learning, Use of Consultancy to solve GSD problems, as well as demographic information.

## Related Work

Beecham S., O’Leary P., Richardson I., Baker S., and Noll J.(2013) "Who are we doing Global Software Engineering research for" IEEE International Conference on Global Software Engineering, ICGSE, Bari, Italy, Aug. 2013.

## Interview Protocol

### Prelim: Short discussion on GSD

#### About you and your company

1. How many years experience do you have in GSD?
2. How many years' experience does your company have in GSD?
3. How many GSD projects have you been involved in?
4. How many different GSD configurations (sets of countries) have you been involved in? (What were these?)
5. What's your role regarding GSD?
6. What's the largest – and smallest – and average – GSD project? (People, time)

#### GSD difficulties?

1. Have you faced any project difficulties because of GSD issues?
2. Were these “set up errors” or “execution errors”, or both?
3. Would your experience make these easy to fix now, or are they problems that are inherently difficult to fix?
4. Have you measured the cost of GSD difficulties to your company?

#### GSD learning

1. Have you searched for GSD-related advice on the web? (If so, what search criteria?)
2. Have you read academic articles on GSD?
3. Have you read OTHER useful articles on GSD?
4. Do you think that studying the subject would improve GSD performance in real projects?

#### Consultancy

1. Have you wished-for/searched-for/bought GSD consultancy?

## Decision Support Systems

#### DDS Demo – shallow KB

2. Would you use this for training?
3. Would you use this for project planning?
4. Would you use this to audit your projects?

### **DDS Demo – deep KB**

1. Would you use this for training?
2. Would you use this for project planning?
3. Would you use this to audit your projects?

### **DDS Demo – extensive explanation of the recommendations, references, and linkage to conditions**

1. Would the extensive explanations enhance the offering?
  - a. For what usage scenarios?
2. Would the references enhance the offerings?
  - a. For what usage scenarios?
3. Would the linkage to the conditions enhance the offering?
  - a. For what usage scenarios?

### **Demo – what-if**

1. Would you use this for project planning?
2. Would you use this to help resolve an issue?

### **KB enhancement**

1. If you used aSPIRE, would your company like to be able to add its own knowledge to the KB?
2. Would your company contribute to a shared & open KB?
3. Would your company use a shared & open KB?

### **Acceptance**

1. Can a DSS be useful in project planning and/or problem resolution?
2. Can a DSS be useful in training?
3. Is it acceptable to use a system such as this to help audit projects?

### **For Consultants**

1. Would it help to use the system to gather initial conditions and recommendations, before discussing these with a senior colleague?
2. Have you seen a DSS used in this way?

### **Other uses**

1. Would the core decision support system – with a different KB – be useful in other environments, e.g., a regulated environment?

## **Final evaluation**

1. Do you know of other systems that do what aSPIRE does?
2. What are the key benefits of aSPIRE, in your opinion?
3. What are the key deficiencies of aSPIRE, in your opinion?
4. How aware were you of the issues that aSPIRE addresses before this interview?
5. Were you seeking a solution to those issues?
6. Would you use aSPIRE?
7. Is it a like-to-have or a must-have?
8. How much would you pay to use it?
9. Who would make the purchasing decision?
10. Should it be provided with an extensive consultancy service?
11. Would you have a concern in buying the tool from a start-up company?
12. Would the company have to be lead by a “world class expert”?
  - a. What assurance would you need on the validity of the recommendations?

## **More information**

1. Do you want to get more detail on aSPIRE from the Lero researchers?
2. Do you want to have Lero staff try aSPIRE on some of your projects?

## **Working together**

1. Are you interested in being kept informed of progress on the project?
2. Would you be interested in using a beta version of a product?
3. Would you be interested in helping to guide the direction of the project?