

## Interview Guide v1.2

Interviewee: \_\_\_\_\_

Company: \_\_\_\_\_

Website: \_\_\_\_\_

Job title: \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_

### Section 1. *Company Background*

Question	Comments and Observations
<i>Preliminary: Ensure you have basic demographic (name, location, year established etc.)</i>	
Tell me a little about the company, when it started, when you joined it, etc.	
Please tell me about your company's product history (no. of products, release dates, upgrades etc.)	
How many are employed in total / In software development?	
Who founded the organisation / what is their background?	
Are all founders still with company?	
What expertise did the founders bring from their previous employment (technical, managerial, general confidence etc.)?	
How has the company developed since its foundation?	
What were the high points / low points in that development?	

### Section 2. *People Issues* - Helgi to ask questions

Question	Comments and Observations
What are the current roles within the organisation ( <i>look for organisation chart</i> )?	
How have these roles changed over time?	
What are the current reporting structures?	
How have these changed over time?	
What are the major skills, which you recruited?	

What has staff turnover been like since the company was established?	
What (if any) are your normal recruitment procedures?	
How reliant on key employees do you feel you are?	
Please outline your employee training plans.	
How often do you have company/team/project meetings?	
Please tell me about typical software developers communication and interaction with each other.	

<b>Section 3. Software Development Strategy - Rory to ask questions</b>	
<b>Question</b>	<b>Comments and Observations</b>
What do you understand by the term 'Software process'? ( <i>look methodology Vs process</i> )	
Please outline your software development process.	
Is this process defined and documented?	
When and how was this process introduced?	
Why did you introduce process at that time? What drove the development/creation of formal process?	
What did it cost to introduce process? In financial/effort terms?	
What has the payback been? How long did it take to recover investment?	
How did things work before the process was introduced?	
How did you get employee buy-in for process establishment?	

How does process impact on software development ( <i>All stages from bid to delivery – check in particular the testing phases</i> )?	
How has the process developed over time?	
Is the same process used for all projects or does it vary from project to project? ( <i>“Official Vs Actual”</i> )	
Do new employees get formal training in the company software process?	
What is the process for managing software projects and how has this evolved since the company started?	
What is the process for managing software quality and how has this evolved since the company started?	
What is the process for managing risk and how has this evolved since the company started?	
What is the process for developing and maintaining software documents and how has this evolved since the company started?	
Have you introduced any software development initiatives over the years (e.g. quality, configuration mgt)?	

<b>Section 4. Standards – Helgi to ask questions</b>	
<b>Question</b>	<b>Comments and Observations</b>
Have you looked for external accreditation since your company’s creation?	
At what point was this sought and why?	
What accreditation / certification / standards do you know about?	
How do you find out about this type of information?	

<i>If company currently not accredited then ask:</i> Would you consider accreditation in the future? If so which one(s) ISO/CMMI, etc?	
Is there value to your business in having standards / accreditation?	
Is there value to Iceland as a country in using standards / accreditation?	

<b>Section 5. Icelandic specific issue - Rory to ask questions</b>	
<b>Question</b>	<b>Comments and Observations</b>
Do you think the internal Icelandic software market is different to mainland Europe / rest of the world? Is so how?	
Are there issues of product localisation? ( <i>Eg. kennitala, etc.</i> )	
Are there any language difficulties when communicating with [foreign] customers?	
What nationalities are your staff?	
What countries have they trained in? ( <i>Both previous employment and formal education / training</i> )	
<i>Related question::</i>	
The Icelandic software business appears to be a small community. Is it?	
Do you have good knowledge of competitors activities?	
Are there any issues with recruiting software staff in general? What about specialised talent [from abroad]?	
Does the 'smallness' of the Iceland software business assist in finding [specialist technical] assistance?	