Sample Questions (brief)

Questions to the leader / manager

1) What is the objective of your team? (Provide team profile, if possible)

2) What are means through which you achieve the objectives? (Describe areas of work)

3) Which roles (employees) do you have in your team?

4) Relate areas of work to roles (who does what – their job descriptions).

Questions to individual employees (Team leader as well)

5) What kinds of work do you do? (Make a list of ALL the work you do).

6) How is each task handled? (Give a detailed description).

7) What kind of information is required to do your work?

8) Can anyone else provide additional information?

Sample Questions (detailed)

1) **The starting set of questions**

   a) **Questions to the leader / manager**

   - What is the objective of your team? (team profile)

   - What are means through which you achieve the objectives? (areas of work)

   - Which roles (employees) do you have in your team?

   - Relate areas of work to roles (who does what – job descriptions).

   b) **Questions to individual employees**

   - What kind of information is required for your role?

   - Which external connections do you relate to, and how (abstract level, -e.g. govt., donor, partner etc.).

   - What kind of information is exchanged with those relations and how (at the moment, and as wished).

   c) **Questions from Software Engineering Approach**

   - Identify the data you are working with.

   - What are the sources of information?

   - Where do you get them from?

   - In what form do you get them?

   - Where do you store them?
     (computer, paper file etc.)

   - What kind of security is needed for each data object?

   - What are the operations you do with these data? (Mention software tool)
     (processing, database, reporting)

   - Who do you distribute these information/data to?
     (Internally, outside the organization, electronically / on papers etc.)

   - What kind of information is likely to expand?

d) Meta-questions (can be asked to all)

- Are you the right person to answer these questions? Are answers official?

- Are my questions relevant to the problem that you have?

- Am I asking too many questions?

- Can anyone else provide additional information?

- Should I be asking you anything else?

2) Questions to be asked after identifying problem (systems or sub systems)

a) Ice breaking questions

- Who is behind the request of the work?

- Who will use the solution?

- What will be the economic benefit of a successful solution?

- Is there another source for the solution that you need?

b) Perceptions about solution

- How would you characterize good output that would be generated by a successful solution?

- What problems will this solution address?

- Can you show (or describe) the environment in which the solution will be used?

- Will any special performance issues or constraints affect the way the solution is approached?