

CASE STUDY

„Activities and challenges at the interface
between RE and UX“

Interview Guide

INTRODUCTION

Questions are designed for project work (create alternative guidelines for other organizational setups)

Thank you for the opportunity to conduct this interview with you today.

In combination with the preliminary questionnaire, we had sent you a **declaration of consent** for the use of the data. We also asked for your consent to **record the interview**, and you agreed to both.

We would like to expressly point out to you again today that the information obtained in the interview will be used exclusively for **research purposes**, as part of the case studies of our working group.

You can **stop the interview at any time**, and you can object to the use of the information collected at any time, even retrospectively. Do you have any questions?

In the pre-interview questions we sent you beforehand, you already provided some initial answers about your company, your activities, and your role within the organization.

In the question about the user-centered design process, you stated that you are primarily involved in the activity < ... > activity.

Frage 1: We had proposed using a specific reference project as the basis for data collection in today's interview—one that is particularly representative of your work in terms of size, team composition, and tasks, or that is especially common in your company.

I would therefore first ask you to describe the selected reference project from your perspective (duration 10-15 minutes)



Notes regarding Page 1:

Pay explicit attention to the following information during the project description:

- What roles does the interviewee communicate with?
- What responsibilities do these roles have?
- In which of the UCD main activities does communication between the interviewee and the other roles take place?
- Which channels are used for communication?

- *Who provides requirements? Which survey techniques are used?*



- *Which artifacts are created?*

- *Are problems / potential for improvement already mentioned?*

Question section 2: Project teams/roles

Thank you for describing the project. In the following question sections, we would like to go into more detail about some project-specific aspects.

First of all, we would like to go into more detail about the people and roles with whom you frequently interact and communicate in the course of the typical project.

Question 2.1.a: You have already mentioned the following roles in your description **<repetition of notes question section 1>**. Which of these roles are relevant for you, i.e. with which roles do you communicate directly or work together? Are there any other roles?

(Enter the answers in the left-hand column of the table)

Question 2.1.b Alternatively (if no roles have been named): Which important roles in the company are relevant for you in the development process or project work, i.e. with which roles do you communicate directly or work together?

(Enter the answers in the left-hand column of the table)

Question 2.2: We would now like to take a closer look at the individual roles. Let's start with **<ROLE 1 of the list>**.

What responsibilities does this role typically have in relation to the requirements?

In which of the typical phases of user-centered design does communication between you and the role take place?

- When understanding and describing the context of use?
- When specifying user requirements?
- When developing design solutions?
- Or when evaluating these solutions from the user's perspective?

(repeat this scheme with further roles)

Question 2.3: Do any of the roles responsible for eliciting or documenting requirements require special training, knowledge, or certification?



NOTES ON QUESTION 2.1 and QUESTION 2.2

Role	Responsibility	UCD Activity	Training / Certificate (optional)
		☐ Understanding the context of use ☐ Specify usage requirements ☐ Developing design solutions ☐ Evaluate design solutions	
		☐ Understanding the context of use ☐ Specify usage requirements ☐ Developing design solutions ☐ Evaluate design solutions	
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		☐ Understanding the context of use ☐ Specify usage requirements ☐ Developing design solutions ☐ Evaluate design solutions	

Notes regarding question 2.1 or question 2.2

Role	Responsibility	UCD Activity	Training / Certificate (optional)
		☐ Understanding the context of use ☐ Specify usage requirements ☐ Developing design solutions ☐ Evaluate design solutions	
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		☐ Understanding the context of use ☐ Specify usage requirements ☐ Developing design solutions ☐ Evaluate design solutions	

Question section 3: Requirements Elicitation

Next, I would like to ask you a few questions concerning the elicitation of requirements.

We have already gained the following insights from the description of the example project (see [notes question section 1](#))

Question 3.1: What are the primary sources of requirements in the typical project for your activity? (Can be documents or other systems in addition to people).
And what kind of requirements do these primary sources provide?

primary source	kind of requirements

Question 3.2: Do you communicate with people who deliver requirements [directly](#), or are these requirements communicated to you via another role, e.g. in your team?

NOTES:

Question 3.3: Does this requirements provider actively approach you or your team with requirements? Or do you or your team actively contact these people when required?

NOTES:

Question 3.4: Are there other secondary stakeholders who provide requirements? If so, what types of requirements do they contribute?

Secondary Sources	Type of Requirements

If there is no response, possible stakeholders could be, for example

*Requirements engineers
Business analysts
Developers
Customers
Marketing
Users
Product manager
Product Owner
Project manager
Support
System or software architects
Sales and marketing*

Question 3.5: In the preparatory questionnaire, we had already determined which techniques or methods are typically used in projects to gather requirements. You mentioned the following techniques:

(Pre-fill column 1 in table).

We would now like to determine which roles are involved in the implementation of the individual techniques.

(Go through the table and complete column 2)

technique	Performing role(s)

Question 3.6: Under what conditions are the techniques selected? What factors determine the selection of a technique?

NOTES:

Question 3.6: What do you think works well in the area of requirements elicitation?

NOTES:

Question 3.7: What are the problems or challenges during the requirements elicitation process?

NOTES:

Question 3.8: In your opinion, what potential improvements can be made in requirements elicitation?

NOTES:

Section 4: Requirements Documentation

Next, I would like to discuss with you a few questions concerning the documentation of requirements.

We have already gained the following insights from the description of the example project (see [notes in question section 1](#))

As with requirements elicitation, you had already provided us with information before the interview through the preliminary questionnaire regarding the artifacts that are created in the typical project. These include <....>

Enter the answers determined in advance in table column 1

(Optional) Question 4.1: For artifact <xy> we have the following additional question <...>
If artifacts or the underlying technology are unclear, please ask for clarification here

Question 4.2: Now we would like to know which roles are responsible for [creating the artifacts](#)?

Enter the answers given in column 2 of the table

Artefacts	Roles



Question 4.3: Are these individuals different from those responsible for collecting the requirements? If so, does this cause any issues?

NOTES:

Question 4.3: How do you rate the quality of the requirements collected and documented?

If there is no spontaneous answer, you can ask about the following criteria:

Are the requirements complete from your point of view?

Are the requirements understandable and clear?

Are the requirements free of contradictions and conflicts?

NOTES:

Question 4.4: What do you think works well in the area of requirements specification?

NOTES:



Question 4.5: Do you see any other **problems or challenges** related to requirements specification, aside from the aspects already discussed?

NOTES:

Question 4.6: In your opinion, what **potential improvements** can be made to the requirements specification?

NOTES:

Section 5: Communication

The following questions focus on the topic of communicating requirements in projects.

From the project description (see Notes, question section 1), we have already gained the following insights:

Question 5.1: Which **channels** are used to communicate requirements? (e.g., verbal communication in meetings, email, or specialized tools)

NOTES:

Question 5.2: In the pre-interview questionnaire, you stated that <....>.

How relevant is the physical proximity or distance between RE and UX?
Can physical distance hinder collaboration?

NOTES:



Question 5.3: What do you think works well in terms of **communicating requirements**?

NOTES:

Question 5.4: Where do you see problems or challenges in **communicating requirements**?

NOTES:

Question 5.5: In your opinion, what **potential improvements** can be made in communicating requirements?

NOTES:

(optional) Section 6: RE and UX agile

In the pre-interview questionnaire, you indicated that your development is (at least partially) agile or that your organizational development follows agile principles. I have a few more specific questions about this.

Question 6.1: In your opinion, are there any specific characteristics or challenges related to RE and UX in an agile environment?

Potential questions or discussion points:

- *From your perspective, how can those responsible for RE and UX best perform their tasks in an agile context (e.g., within a sprint) or collaborate effectively in an agile way (e.g., during design sprints)?*
- *How much RE should be done in advance, and how much should be handled during the sprint?*
- *What aspects of the interaction between RE and UX work well in an agile context?*
- *What aspects of the interaction between RE and UX do not work so well in an agile context?*
- *Where do you see problems or challenges in the collaboration between RE and UX in an agile context?*
- *What potential improvements do you see in the interaction between RE and UX in an agile context?*

NOTES:

Section 7: CONCLUSION OF THE INTERVIEW

Question 7.1: That brings us to the end of the interview.

In your opinion, were there any **questions we missed** that we should explore or discuss now?

Do you have any **additional comments or questions** about the case study?

NOTES:

THANK THE PARTICIPANT.

Discuss the next steps again (follow-up, clarification of possible follow-up questions).