

Hands-on Lab: Create an Interview Guide with Key Questions

Use this template to enter your solution. You may modify the template to include more information.

Solution

Task 0: Identify elicitation techniques

Identify at least three techniques that you think would be most effective for this new project management software project.

	Elicitation technique	Description
1.		
2.		
3.		

Exercise: Create an interview guide to elicit insights from potential users of a new project management software

Task 1: Write the introduction

Write the introduction in the space below.

Task 2: Create the interview questions

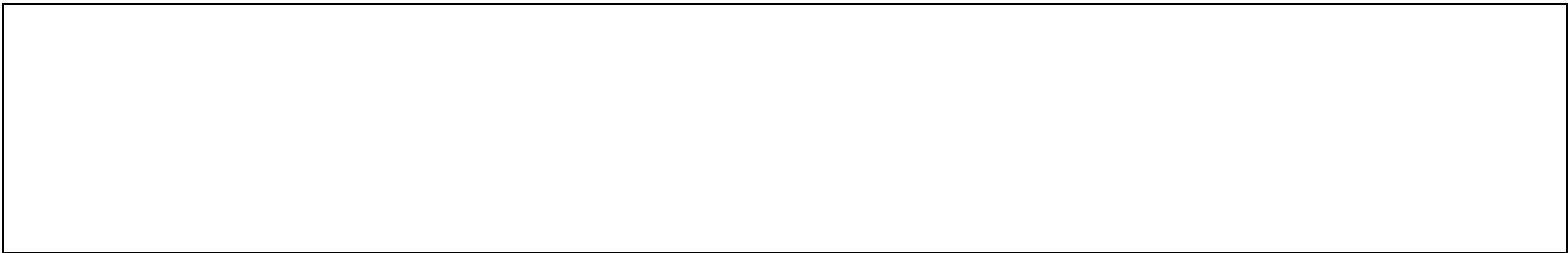
Create interview questions covering various aspects of project management software, including features, usability, and integration.

For each question, specify the type of question. Provide the rationale for posing the question and guide the interviewer on how to elicit appropriate replies from the interviewee.

	Questions	Question type	Explanation	Hint
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10				

Task 3: Write the closing remarks

Write the closing remarks in the space below.



Task 2: Identify inefficiencies and improvement opportunities in the existing system

For each process step, identify the inefficiencies in the current process and suggest ideas for improvement.

	Process steps	Current process	Inefficiencies	Improvement opportunities
1.	Application submission			
2.	Document verification			
3.	Credit check			
4.	Approval decision			
5.	Funds disbursement			

Task 3: Identify metrics to validate your solution

List the key performance indicators (KPIs) you will use to validate your solution below.

	Key performance indicators (KPIs)	Objectives
1.		
2.		

3.		
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