

Interview Questions – MyMaritz Users

Introduce yourselves.

Give the interviewee a little background information on the purpose of the discussion:

Thank you for taking the time to talk with us today. We are in the beginning stages of redesigning MyMaritz (the intranet) and want to get a better understanding of how people work and stay informed at Maritz, as well as their experiences with the intranet. Your participation in this study will help to inform the intranet redesign.

The information collected today will be reported in aggregate, so nothing you say will be tied back to you directly. Feel free to give us your honest feedback.

Do you have any questions before we get started?

Job

- What is your job title?

- What are you responsible for doing?
 - Daily
 - Monthly

- What tools, resources, or activities do you use to accomplish your job?
 - Physical
 - What devices do you use?
 - How do you interact with each one? (e.g., touch, voice command, etc.)
 - Software
 - Communicate w/team and customers
 - Produce deliverables
 - Favorite Browser

- How do those tools help and how could they be better?

Informed

- How do you get your news regarding things happening out in the world? (i.e. world, nationally, locally)

- How do you get your information about things happening at Maritz? (e.g. events, news, opportunities, etc.)
 - How did you find out?
 - Was the information good enough?

- What devices are setup with your Maritz email account? (e.g. phone, watch tablet)
 - How often do you read/check your email during the work day?
 - Evenings?
 - Weekends?
- What activities or events have you ever participated in at work? (e.g. Bring your dog to work day, food days, etc.)

Ask about a specific aspect of acquiring knowledge with examples:

- How do you learn or stay informed about the following?
 - When is your location closed?
 - How do you find out how many vacation days you have left?
 - What is for lunch in the cafeteria?
 - How do you get to Workday?
 - What have you searched for that you couldn't find?
 - What do you do when you get stuck?
- How do you request software?
 - Office supplies?
 - Server access?
 - Reserve a conference room?
- Where do you go to complete and submit a timesheet?
 - How do you get there?

Where do you work? (e.g., home, office building)

- Can you give me a brief description of your work environment?
- If remote, do you log in to the Maritz network or work offline and why?

Intranet

- Please tell me about your experiences with the intranet?
(*Give the interviewee time to respond. Once they have provided feedback on things top of mind for them, probe with the following questions, if not already addressed.*)
- In the last month, how frequently have you gone out to the intranet?
- What do you go to the intranet to do?
- How do you access the intranet? (e.g., mobile, desktop/laptop)
 - Is it your homepage?
 - Do you access the intranet from home?
- Do you have any feedback on things we didn't specifically ask regarding the intranet or any other thoughts you would like to share?
- Thank you for participating in this study. As a token of appreciation here is a gift card.