

## Interview Guide: Overview of the Cognitive Support for Testing

1. Introduction: Research topic, Study context, Confidentiality, Audio recording
2. Your background: current role, experience & education (years), past work places

### The artefact-related information testers use

- *Info characteristics: type, format*
- *Activities & CRUD of info – who, when, why?*

3. Describe your main work tasks. What information/sources do you use for these?

### Tools and cognitive bottle necks

- *Aggregated data views, e.g. in metrics/KPIs, visualisations*
- *Duplicated info*
- *Lack of tool integration (memorising)*
- *Manual analysis required*

4. Which tools & systems do you use for your daily work? For which tasks?
  - Who creates / uses the information in the tools that you use?
  - How do the tools affect your daily work; positive and negative (duplication, memorising, manual analysis)?
  - Do you use any aggregated data views, e.g. visualisation, KPIs? Describe.
  - How can you affect the tools and systems used for your work?
5. Are there systems that you don't work with directly but that you know affect your day-to-day work (e.g. for organising or monitoring your work)? In what way?
  - Who uses these systems? For what?
  - Can you affect them?
6. Over time, what tools & systems have been introduced, replaced or removed?
  - What drives these changes, and how do you feel about them?

### Work Environment

7. How do the tools affect your relationship to your colleagues, in the team, in the wider organisation? For example, regarding communication, work load.
8. How do you handle work – life balance (now and in the past)? Is it affected by the tools & systems available?
  1. At work, how do you relate to social media, private e-mails, phone calls etc?
  2. Are you expected to be available outside of work hours? How do you feel about this?
  3. Are there any policies? Monitoring?

### Improvements

9. If it was up to you, what kind of feature/tool support would you introduce to better support you in your work?