

# Stakeholder interview Questions

## ***Introduction***

As part of our requirements gathering activities for the new BridgelT and Self Service application we are interviewing key stakeholders.

The aim of these interviews is to elicit your views on:

- The existing application
- Where the application should be in the future
- Any key aims and goals you have for the application

We will interview you in person, but do please review the questions before we arrive, and bring with you [printouts /URLs] of any examples you'd like to share.

## ***Questionnaire***

### **About you:**

Name :

Job Title :

What's your role in this project :

### **1.0 Your company and products:**

1.1 Tell me about your customers:

1.2 Tell me about LANDesk products:

1.3 Which LANDesk products sell best?

1.4 Which LANDesk products sell less well?

1.5 Which LANDesk products do you most want users to buy?

1.6 Are there any plans to change the LANDesk product range?

1.7 How does this company compare to the competitors?

1.8 Why should a customer come to LANDesk instead of to a competitor?

1.9 What is the vision for LANDesk for the next five years?

### **2.0 The current application:**

How do you interact with the application?

How do you interact with the development team?

What works well?

What could work better?

How do you feel about the existing application?

Is there anything you particularly like about it?

Is there anything you particularly dislike about it?

Which competitor websites do you particularly like?

What exactly is it that you like about them?

Are there any competitor websites do you particularly dislike?

What exactly is it that you dislike about them?

Who are your current users for your product?

Are they the same people you want to use the application in future?  
How loyal are they?  
Do they use competitor sites?

**Thinking about this project to redesign the application:**

Why is this project happening?  
What's the new web application for?  
What will make this project successful for you?  
How will you be measuring this project's success?  
What is the experience you want customers to have from the web application?  
Are there any burning issues that we must address with this design?  
What is the most important thing we should do?  
Is the organization working on any other projects that may impact this one?  
(For example, a branding exercise, change in back-end technologies, or purchase of third-party content)