

INTERVIEW TEMPLATE

Methodology

- Qualitative Approach
- Remote moderated - Screen recording
- Contextual Inquiries (One-on-one interviews)

Interview Questions

1. Tell me about yourself. What does a typical workday look like for you? What is your role in the office? What are your responsibilities?
2. What do you see as the primary goal of this project?
3. How would this solution fit into your everyday work?
4. What do you expect to gain from using this solution? In a perfect world, what would be the ideal output for this product? For example, "this solution would allow me to know exactly where antenna parts within a constellation are at all times and what is the most optimal way to use them".
5. Can you give me a high-level view of the operational process of launching satellite constellations? Where would this tool come into play within that process?
6. From our understanding, the way you will use this tool comes in a 2-step approach. First, you need to define templates for antenna parts to provide the tool with a library of acceptable combinations, and second, you need to get the position of the pieces when you want to proceed with the assembly of an antenna. Can you walk me through how you currently define these templates? What would the ideal process

look like from your perspective?

- 7.** Is there a feedback loop if something doesn't work between the design teams and the operation?
- 8.** Is there a specific part of the process of defining the templates in advance and the operations of building the constellation where things are more vulnerable to going wrong? If so, can you explain why?
- 9.** Please list all the features you think this solution must have in terms of data entry at reception and solution generation.
- 10.** What would be the minimum viable output required for this solution (MVP)?
- 11.** As of now, what is the most frustrating part of managing antenna inventory? What can be improved?
- 12.** How do you measure success in managing antenna inventory and assembly?
- 13.** Are there any chains of approval or processes we need to take into account? For example, is there a particular person who needs to approve certain parts or procedures for an antenna assembly to start?
- 14.** Would you ever share any metrics on the solution with others? If so, with whom?
- 15.** Would you ever need to export information? If so, in what format? For example, will you need to share CSV files with colleagues or supervisors?
- 16.** What would keep you from using this solution? For example, do you see a scenario where you would revert to using the previous processes or tools even if you have the new solution available to you?
- 17.** Under what circumstances would you like to receive an alert in the process, if any?
Ex. In-app notification, text message, email.
- 18.** How do you currently go about managing your antenna inventory? What tools do you use?
- 19.** How do you expect our solution to be different from the tools you are currently using?
- 20.** What do you think is something you and/or your team are currently doing well when managing the inventory and assembly of antennas?

- 21.** Have you tried other products or tools to help you manage antenna inventory? If so, what do you like or dislike about these products?
- 22.** Is the product we are developing similar to another one?
- 23.** What I haven't asked today that you feel is valuable?