***Interviewee profile***

*1 What is your current role in the company and since when?*

*Product Owner, from 01.02.2019*

*2 How many years of experience do you have in the field of software and mobile development?*

*2 years*

*3 How many years of experience do you have in the field of requirements engineering/elicitation?*

*7 years*

*4 What is academic background? Are you a computer scientist, business person or something else?*

*Master in electrical and computer engineering*

*5 Do you read latest academic research publications related to your job to explore the state-of-art elicitation techniques?*

*No*

*6 Where and how did you learn the requirements elicitation techniques you currently use?*

*In Schneider Electric company, in practical way, work and learn in same time.*

***Company profile***

*Company stats*

*1 How many employees does your company have?*

*100*

*2 What is/are the major (geographical) markets your company focuses on?*

*Nederland*

*3Does the company have other offices?*

*– If yes, what is their purpose?*

*Yes, developer centers*

*4 How many users do your apps on average have?*

*Near to one million*

*5 How many apps have you built so far?*

*– are they free or paid?*

*Just one, and yes, this is public app, for free use.*

*Company policies*

*6 Does the company enforce one official language for communication such as English?*

*In general yes.*

*7 Do you build only mobile apps, or software in general?*

*Software in general*

*8 Which platforms / app stores do you support? Who decides the platforms — the company or the customer?*

*I do not have a favorite. The company decide witch platforms will be use.*

*9 Do you believe your company is rather product-oriented, service-oriented, or both?*

*Both.*

*– If the company is product-oriented: What is the major product, and what is its price?*

*– If the company is service-oriented: How long do projects usually last?*

*Company structure*

*10 How do the teams in your company look like?*

*– Are there dedicated teams for different tasks such as management, dev, testing etc.*

*Yes.*

*– Are they distributed?*

*Yes.*

*11 How big are the development teams?*

*8,9 members*

*Teamwork*

*12 Which roles exist within a single team?*

*Scrum master, senior developer, medior developer, junior developer, test developer*

*13 In which phases of a project are customers involved?*

*In beginning - with requirements, and in the end when we are close to finish project*

*14 Do you believe that a client’s expertise could influence the requirements engineering/elicitation process?*

*– If yes, to what extent?Yes, quite a lot.*

*– If yes, how? With their experience*

*Security and legal affairs*

*15 Has your company encountered a security breach so far?*

*I don’t know.*

*– If yes, what kind of breach?*

*– If yes, what were the consequences?*

*16 Has your company ever experienced legal challenges?*

*I don’t know.*

*– If yes, what were they about?*

*17 Does your company maintain a team of legal experts?*

*No*

*– If yes, what is their purpose?*

*18 Has your company ever enforced copyrights or (software) patents?*

*both*

*– If yes, what were they about?*

***State-of-the-art mobile RE***

*1 Could you describe requirements elicitation process you employ?*

*I have one stakeholder, and he bring me all requirements, verbally, email…*

*2 What percentage of budget (time and cost) is allocated to requirements elicitation activities?*

*unfortunately near to 1%, because one man decide of everything*

*– What are the major challenges with respect to the time/cost budget?*

*Make simple software solution with a clear picture of works and of corse useful for user*

*3 How many clients/stakeholders usually participate in the elicitation process?*

*Unfortunately in this company, 1.*

*4 Have you asked your clients/stakeholders whether they face any difficulties in the elicitation process?*

*No*

*– If they do, what difficulties.*

*5 How does the communication with your clients/stakeholder work?*

*– Do you face any challenges regarding the communication?Yes*

*– Who is allowed to communicate with clients/stakeholders?*

*6 Who is responsible for doing the user or market research? Is it your responsibility or your client’s?*

*– How does it work?bout*

*7 Are your app users globally distributed? In Nederland yes.*

*8 How do you make decisions about the app users’ preferences and needs considering the global differences?*

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*9 Do you collect non-functional requirements as well?*

*For now, No*

*– If yes, which are the most important ones?*

*– If yes, how do you collect them?*

*10 Do you prototype?*

*– If yes, to which extent? Explain.*

*– If yes, is it economical to build prototypes?*

*– If yes, what were the reactions of your clients/stakeholders?*

*– If yes, what was the gained benefit?*

*11 Do you use group session methods such as focus groups or workshops?*

*Yes,* [*stand up's*](https://www.wordplays.com/crossword-solver/stand-up%27s-need)

*– If yes, what are your impressions regarding those with respect to time, efficiency, and cost?*

*12 Are you aware of the mobile tools/ mobile apps/ mobile device features that can be used for requirements elicitation?*

*NO*

*– If no, have you ever thought of using tools in the requirements elicitation process?Yes.*

*– If yes, do you use any of them?*

*13 Do your customers have concerns/preferences regarding OS specific user experiences?I do not know*

*– Is the decision regarding the commitment to a platform also part of an elicitation activity?No*

*– Do you use hybrid apps, i.e., web apps than run in a native browser sandbox?NO*

*14 Which tools do you use for requirements collection, management, traceability, etc.?JIRA*

*15 Do you collect privacy and security requirements?No*

*– If yes, who is responsible for the collection (dedicated experts/predefined template from externals/you)?*

*– If yes, do stakeholders/clients provide any input?*

*– If yes, how much do stakeholders/clients know/ understand those?*

*– If yes, what are examples of security measures that have been deployed?*

*– If yes, do you believe that some basic knowledge (e.g., PKI, authorization) in security is important for your work?*

*16 Do legal issues affect requirements elicitation?*

*I don’t know*

*– If no, why not?*

*– If yes, what are examples of measures that have been deployed?*

*– If yes, do you believe that some basic knowledge (e.g., copyrights, patents) of law is important for your work?*

***Whether mobile RE is different than traditional RE***

*1 What are in your opinion the major differences between app development for desktop and mobile platforms?*

*Operation system*

*– If you see any differences, what are they?*

*– If you see any differences, how do they interact with the requirements elicitation process?*

*2 Do non-functional requirements play a different role in case of mobile apps than desktop/ web apps?No*

*3 Does the requirements elicitation process differ for mobile apps and traditional desktop applications? No*

*– If no, why do you believe there are no differences?User use both of them on same way, for same reason.*

*– If yes, why and how would you adapt traditional requirements elicitation techniques?*

*– If yes, what are changes you applied to the requirements elicitation process to specifically improve mobile app*

*development?*

*4 What are the biggest challenges in requirements elicitation for mobile apps? I don’t know*

*5 Did the Google Play or Apple App Store checks (e.g., security checks, design guidelines etc.) alter your requirements elicitation process?No*

*– If yes, how?*

*– If yes, what was the result of the checks?*

*6 Does elicitation process/ decisions you make depend on external factors, such as OS releases, external library versions etc.?*

*7 Do you consider the troubles that might be faced by special users such as old or blind people? Yes*

*8 Did you ever meet platform constraints such as app size or number of classes etc.?No*

*– If yes, which ones?*

*– If yes, what was the workaround (if any)?*

*– If yes, did those constraints influence your requirements elicitation process?*

*9 Can you reflect on the following points to tell us whether they are crucial points for mobile requirements elicitation? If yes,*

*how?*

*– App’s power consumption*

*– Mobile phone/ operating OS generation definitely new OS*

*– Third party libraries and their versions*

*– Mobile ads and revenue generation*

*– User feedback on app stores, social media etc.*

*– Data privacy*

*– Legal constraints*

*10 Is revenue generation through mobile ads a requirement?*

*I don’t know that*

*– If yes, who was the requester?*

*– If yes, do you believe that you could incorporate such ads on desktop platforms without impacting customer’s expectations?*

*11 What is your impression about hybrid apps? Do you build those? No*

*12 What is your impression about Progressive Web apps? They are useful to users*