

Using Interviews

Overview

Observatory gets its raw information three ways.

- From messages that are sent to it from project systems.
- From users who create forms, edit settings, etc.
- From interviews that the Observatory initiates to get information from users that it needs.

Interviews are the name we use for a simple process where in the system creates a questionnaire, sends you a notification about it, waits till you actually complete it, and then records the results in the appropriate places. Essentially the observatory is using this technique to gather bits and pieces of information that you would not normally provide in project reports.

There are 4 kinds of questionnaires that the system uses in interview format.

Project Interview

Capabilities Interview

These collect skills and location information to support Search, Work Analysis, and Skill Analysis.

Questionnaire Assignment

Project Experience Questionnaire

These forms collect productivity and qualification information for the Metrics process.

The Project Interview

These interviews are conducted to get a skill assignment for each resource used in a project. The system will create an interview questionnaire and send a notification when a new project appears for the first time, and when new resources are added to that project (additional project commitments). A given resource will appear only once. If you desire to change the skill after you have assigned it in the interview process, do so directly by using the skill action on the project commitment report.

The notification is sent to the email address shown in the heading of the Project Report document. If this is not a valid address, the notification will be resent automatically when a valid address is set.

In most cases the Project manager will get one interview for each project and it will come within a couple of days of the first posting of the project.

PROJECT INTERVIEW
To: Laura Jones/MarinResearch
Date: 05/07/2000 08:11:04 PM
Project: BA System 600 Project
Database: Project Observatory on Server.MarinNotes
Please complete this form. When done, mark this document completed and save it.

Project Location: [Select] (select the primary work location(s) for this project, you can select more than one)

The following have commitments to your project. Please specify the primary capability that should be associated with each commitment. When done, mark this document completed and save it.

Resource	Primary capability (skill or competency) in this project
Automation Systems Engineer	[Select]
Brown Chester R.W.	[Select]
Nathan Steve Jr.	[Select]
Applegate Tom	[Select]
Alex	[Select]
Christian Zellweger	[Select]
Tracy Rose	[Select]
Jacobs Carol	[Select]
Bonner George	[Select]
Armstrong Lesur	[Select]
Andy Carew	[Select]

Have you completed filling out this form? [Select]

Notes:

A Project Interview questionnaire.

Project Location

Select the project location from the list of codes that appear in the droplist. If none are provided you can ignore this field.

Resource

In this part there will appear a list of all of the resources in that project. Next to each will be a droplist to select the most appropriate skill for that persons' work. You cannot create new skills here. They can be created only by an administrator using the Customization Navigator.

Note: You must assign skills to all resources listed. If you do not, then the system will send you yet another questionnaire for the ones you missed.

Have you completed filling out this form?

At the bottom of the form is a place where you must select Yes to indicate that you have completed the questionnaire. The questionnaire will not be processed until you set it as Yes.

Reminders

You will receive periodic email reminders about questionnaires that are not completed. The frequency of these reminders is set by the administrator.

The Capabilities Interview

These interviews are created to learn which specific skills, roles and competencies are appropriate for each individual in the organization. Since these will change over time, the interview is conducted periodically according to a frequency set by the administrator.

These are not "ranking" forms. They are simple self assessments whose only purpose is to assist in searching for good candidates.

CAPABILITIES INTERVIEW

To: Debbie Barnes
Date: 09/04/2000 02:10:08 PM
Organization: RH Global Care Ltd. 1\Research Health Inc.\Information Systems\San Jose Laboratory\Barnes Debbie
Database: Project Observatory on Server\MarinNotes
Please update the capabilities that should be recorded
When done, mark this document completed and save it.

Skills, Roles and Competencies that you have today:

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Education\Computer Science	<input type="checkbox"/> Programming	<input type="checkbox"/> Programming\Oracle
<input type="checkbox"/> Analysis\Business	<input type="checkbox"/> Education\Masters	<input checked="" type="checkbox"/> Programming\Cpp	<input checked="" type="checkbox"/> Technical Writing
<input type="checkbox"/> Education	<input checked="" type="checkbox"/> Knowledge Harvesting	<input type="checkbox"/> Programming\Notes	

New Skills, Roles and Competencies that you would like to learn:

<input type="checkbox"/> Analysis	<input type="checkbox"/> Education\Computer Science	<input type="checkbox"/> Programming	<input type="checkbox"/> Programming\Oracle
<input type="checkbox"/> Analysis\Business	<input type="checkbox"/> Education\Masters	<input type="checkbox"/> Programming\Cpp	<input type="checkbox"/> Technical Writing
<input type="checkbox"/> Education	<input type="checkbox"/> Knowledge Harvesting	<input type="checkbox"/> Programming\Notes	

Your Location: _____

Have you completed filling out this form? Yes No

Notes: * Reported on 09/21/2000

This form is used to build an inventory of abilities and interests.

Skills, Roles and Competencies that you have today

Skills, Roles and Competencies that you would like to learn

These show two identical arrays of checkboxes. Check items in the first row that you would think others would find appropriate. Check items in the second row that you would like to have the opportunity to pursue.

Location

Select the code(s) that describes your normal work location(s). If you normally work at multiple sites, check all that reasonably apply.

Have you completed filling out this form?

Answer Yes and Save (or Submit) the form.

The Metrics Process

One of the most important uses of project information is to improve estimating for future projects.

When projects are completed, the Observatory will combine the statistical information that has been reported with answers to specific questions. It will then record the results as knowledge records in the Metrics Center database. Metrics Center is a component of the Project Gateway system, but can be used separately or in conjunction with that system.

A **Metric** is the result of a measurement. For example let's say you complete a writing project and produce a 300 page user manual in 120 days. The metric for this task would be 2.5 pages/day. Another metric for this project would be that it was a User manual (rather than a Technical Manual or a Specification Document).

While metrics about one project are merely interesting, the collection of consistently measured results from dozens of experiences over a period of time is an extremely valuable resource.

Metrics Center, which is used in conjunction with Repository Center or Observatory Center or both, is system for designing and collecting metrics and making them available to the members of your project community to assist in estimating future projects.

If you are, however, using Metrics in Project Gateway, then we suggest you do not allow metrics processing for completed projects (A Field Map Setting). Otherwise a project manager will get both an Observatory and a Project Gateway Project Experience questionnaire for the same project completion.

Project Observatory contains two automated interview processes that provide Metrics information. As with other interviews, the system creates the questionnaire and then sends an email announcing it to the designated manager.

Questionnaire Assignment Forms

The first process operates periodically to make a list of recently finished projects. It sends this list, in questionnaire format, to a person who has been designated by the administrator as the Metrics Manager. These interviews, which are called by the rather odd name of Questionnaire Assignment forms, are sent only to the Metrics Manager.

Questionnaire Assignment

To: Gary M. Cole/MarinResearch
Date: 09/21/2000 11:59:41 AM
The following items were recently completed. Please specify the questionnaires that should be sent.
When done, mark this document completed and save it.
Questionnaires will be forwarded to the people you specify and the results posted to the metrics center repository.

Item	Questions	Send To
These projects, phases or assignments have been completed.	Please select one or two individual questions or lists of questions for each completed item.	Enter the user name of the person to receive these questions.
Project Completed Clearwater Town Pond. <input type="checkbox"/> No Action Required	DOCUMENT REVIEW AND EDITING	Laura Jones/MarinResearch

Have you completed filling out this form?
Notes:

On this form is a list of all recently completed projects. Next to each is a checkbox that can be set so that no action is taken for this project.

For each project, there are two droplists that allow you to select one or two parameter lists that come from the Metrics Center application.

When you have set parameters for each project, you must select Yes at the bottom of the form and save (or submit).

Project Experience Questionnaires

These forms will be created for the project managers (as defined at the top of the Project Report) of recently completed projects. The questions that will be on each questionnaire will have been selected by the Metrics Manager for that project.

A notification will be sent when the form is created and reminders will be sent if it is not completed after a period of time.

Only one of these questionnaires will be created for each finished project. If the project is canceled or abandoned, then it will not participate in the process.

Project Experience Questionnaire

To: Gary M. Cole/MarinResearch
Date: 08/26/2000 02:58:53 PM
The following were recently completed. Please answer each of the questions listed.
These results are being compiled to help improve the estimation of future projects.
If you don't understand the measurement being requested, please use the doclink to the left of the question for an explanation.
If you cannot provide a numeric value, enter -1. Multiple choice items must be selected, text entry field can be omitted.

[Project: Office Reorg Project](#)
[Review Documents?](#)
0 (Pages) 100% of actual workhours 100% of actual duration
[Writing?](#)
0 (Pages) 100% of actual workhours 100% of actual duration

Have you completed filling out this form?
Notes:

The questions that will appear will be first categorized by project. The project name is preceded by a doclink to the Observatory Project Report.

At the left of each Project is a doclink to that document so you can remind yourself of the expended hours or purpose of the work.

At the left of each question is a doclink that will display the original definition of the question in the Metrics Center database. If the author

of the question has provided instructions, they will appear when you double click this.

Entering Numerical Parameters

Numerical parameters require you to enter a number and to specify, with drop down lists, the percentage of effort and duration spent achieving the measured result. For example, if you had a 10 day, 50 hour project that was dedicated solely to producing technical documentation, you might report that you produced 75 pages using 100% of effort and 100% of time. If however, all the writing was done intensively in the last 3 days, you might respond with 30% of duration and perhaps 50% of effort.

Note: If you cannot reasonably answer a numeric parameter, enter -1. This prevents the value from being recorded. This is much better than making up a number.

Entering Survey Parameters

Survey parameters provide multiple choices in a drop down list. Select the most appropriate choice.

Note: If none of the choices in a survey parameter are appropriate, or you do not know, select [N/A] which will prevent any answer from being recorded.

Entering Text Parameters

Text parameters are simply text fields. You do not have to enter anything into these fields.