

Interview Session

Introduction / Warm-up (3 minutes)

Hi everybody! We're part of a 10-person team starting to build next generation tools for analyzing log data. We're talking to people all across Microsoft to hear about people's experiences with log data.

If they have questions, or want more details great! At the end of the interview we have some time to answer them, as we don't want to stray too far from the research protocol.

Ice Breaker: Demographics and Technical Background (5 min)

- How long have you worked at Microsoft?
- How long have you worked on your current team?
- What does your team work on?
- What role do you play on your team?
- What's your typical day like?

General Usage (10 minutes)

- How do you use logs in your work?
- Why do you use logs in your work?
- What types of tasks do you perform?
- What questions are you trying to ask about logs?
- What tools do you use?
- What do you see as the biggest problem in general with log file consumption?

Transition point from general to specific logging.

Think of a Recent Log Analysis Session (Concrete Example Activity) (20 min total, iterative)

We want two types of stories in this section:

- **A logging experience that went well.**

- **A logging experience that didn't go well. Re-iterate on this one if time permits. Can also be a "war story", "breakdown".**

- Where do the logs come from?
- How are the events generated?
- What happens between the time events are generated to point where analyzed?
- What were your goals and what were you trying to get accomplished?
- What tools did you use?
- What information sources did you consult?
- What were some of the biggest challenges in conducting the log analysis activity?
- What additional information would be helpful for log file analysis?
- What were you looking for in the log that would have found it?
- Collaborative aspects of logs.
- How do you know when you're done? Do you have a particular stop-rule?

Collaboration and Process (10 min)

Software problems are people problems. Trying to get a questions here about the "log ecosystem."

- Who are the different people that you interact with when working with log files?
- Did you have a say in what things were logged?
- Are there situations when you work with log files and the information is not available? What do you do?
- Who defines log management policies, such as retention?

Targeted Questions (5 min)

- Do you ever find yourself asking about ordering?
- Do you ever find yourself asking about timing?
- Do you ever find yourself asking about comparisons?

- Do you ever find yourself needing to clean data?
- If yes, tell me a story about this experience.
- What type of improvements would you like to see in tools?

Wrap-up (3 min)

- Do you have any questions for us?
- Would you be willing to send us some of your logs?