**Interview Questions with Senior Manager and Business Analyst**

Hi, my name is Alison Ma, an undergraduate student in the University of British Columbia. I am working on a technical writing project and would like to interview with you for my final report in this course. The purpose of this report is to investigate the necessary new software implementation and education in an e-commerce company. The report could be shared with you for the company’s future planning upon completion. **Your response is voluntary and anonymous**; the information will not be released to unrelated parties, such as workers not working in this company. This interview would take around 10-15 minutes to complete. Thank you very much for your participation.

1. In terms of marketing and business analysis department, could you list out some of the software that you think your colleagues are using?
2. Which software program do you think is/ are of utmost importance to the company?
3. What software program do you think could be removed?
4. What software program do you think is necessary to introduce to the company?
5. What are the software programs that you are most familiar with?
6. How much consideration do you put on cost? Is the company willing to invest in full subscription of the program for workers in the company?
7. What are the current technology education program available in the company? Do you think it is enough?
8. What is your expectation to the worker’s familiarity of software usage in the company?
9. Will the expectation change if more education program is introduced in the company?

This is the end of the interview. Thanks!