

## **APPENDIX B SURVEY OF TOOL USERS**

Each project manager was asked a series of questions, ranging from the highly specific to the more generic. The questions were divided into the following categories:

- General background questions regarding the person and employer.
- Questions to ascertain the type of projects normally undertaken.
- Questions about methodologies, standards and development tools used.
- Questions about the use of project management tools.
- Questions regarding the potential benefits of an intelligent assistant system

Each project manager was asked a series of questions aimed at finding out what (if any) tools were being used, the manner in which they were being used and the usefulness of certain types of features. Each manager was also asked to consider the proposal of an intelligent assistant in the context of a software project planning tool and offer an opinion on the proposed features. The following list shows a sample of the type of tool-orientated questions that was asked of each interviewee:

- What project management tools do you use?
- What exactly do you use the tool for?
- What tool feature(s) do you find most useful?
- What tool feature(s) do you find least useful?
- What feature(s) do you think they lack?
- What was the most successful project you have worked on, and could tool support (intelligent or otherwise) have made it better?
- What was the least successful project you have worked on, and could tool support (intelligent or otherwise) have made it better?
- Do you think intelligent assistance could help you in managing your projects?
- What features do you think an intelligent assistance tool should provide?
- What do you consider such a tool could offer the first-time project manager?