

# **The Benefits of Enterprise Architecture in Organizational Transformation**

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**Appendix (available online via <http://link.springer.com>)**

## **Interview Protocol**

The interview protocol<sup>1</sup> includes five sections that were addressed in order. When concrete examples were requested, additional sub-questions were used to dig out the details. Additional examples were requested, if time allowed. Most of the target interview time (1 hour) was evenly divided for addressing sections 2-4. A few minutes were left for sections 1 and 5.

### **1 General questions**

- Please describe briefly your role related to architecture
- Please describe briefly your experience in architecture (e.g. how long, what kind of architecture)

### **2.1 Architecture product use**

- Please give an example of a situation where you use an architecture product
  - What products do you use?
  - How are the products in practice?
  - For what/why/in what situations do you use products?
  - How do you use the products in practice?
  - How necessary is the product?
  - How often do you use the products?
  - How long does the use of the products last?

### **2.2 Architecture service use**

- Please give an example of a situation where you use an architecture service
  - What services do you use?
  - How are the services in practice?
  - For what/why/in what situations do you use the services?
  - How do you use the services in practice?
  - How necessary is the service?
  - How often do you use the services?
  - How long does the use of the services last?

### **3.1 Architecture product user satisfaction and benefits**

- Please give an example of a situation, where you have been satisfied with an architecture product
  - What product was it?
  - Why were you satisfied?
  - What was good about the product?
  - In what situation were you satisfied with the product?
- Please give an example of a situation where an architecture product has been beneficial for you
  - What product was it?
  - Why was it beneficial / how did the benefit concretize?
  - In what situations is the product beneficial?
  - For whom is the product beneficial / for whom not?

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<sup>1</sup> Translated from the original Finnish text

- Please give an example of an architecture product that would be beneficial for you
  - What kind of product would it be?
  - Why would it be beneficial / how would the benefit concretize?
  - In what situations would the product be beneficial?
  - For whom would the product be beneficial / for whom not?
- What other experiences do you have on architecture product use?

### **3.2 Architecture service user satisfaction and benefits**

- Please give an example of a situation, where you have been satisfied with an architecture service
  - What service was it?
  - Why were you satisfied?
  - What was good about the service?
  - In what situation were you satisfied with the service?
- Please give an example of a situation where an architecture service has been beneficial for you
  - What service was it?
  - Why was it beneficial / how did the benefit concretize?
  - In what situations is the service beneficial?
  - For whom is the service beneficial / for whom not?
- Please give an example of an architecture service that would be beneficial for you
  - What kind of service would it be?
  - Why would it be beneficial / how would the benefit concretize?
  - In what situations would the service be beneficial?
  - For whom would the service be beneficial / for whom not?
- What other experiences do you have on architecture service use?

### **4.1 Architecture product quality**

- Please give an example of an architecture product of high quality
  - What product particularly is in question?
  - Why are the products of high quality (what makes the product of high quality)?
- Please give an example of an architecture product that is not of high quality
  - What product particularly is in question?
  - Why are the products not of high quality (what makes the product not of high quality)?
- What other experiences do you have on architecture product quality?

#### **4.2 Architecture service quality**

- Please give an example of an architecture service of high quality
  - What service particularly is in question?
  - Why are the services of high quality (what makes the service of high quality)?
- Please give an example of an architecture service that is not of high quality
  - What service particularly is in question?
  - Why are the services not of high quality (what makes the service not of high quality)?
- What other experiences do you have on architecture service quality?

#### **5 Finalizing questions**

- Who two persons should I still interview (name and business unit)?
- Is there still something that you would like to disclose?