APPENDIX B: INTERVIEW GUIDE QUESTIONS

<Thank participant and brief on statement of informed consent, including confidentiality, right to withdraw, signature confirmation etc.>

Interview Questions:

(Framework)

- Could you kindly tell me a bit about your background within the bank and what is your involvement in projects
  - How long been with the bank
  - How long involved in projects
  - What kind of projects do you normally work on?
- How do you manage your projects normally?
  - What tools, if any do you use: Excel, Clarity, Niku
- What do you perceive as a successful project?
  - What does success look like? How does it feel?
  - If you could draw an image of project success, what sort or image would it be?
- What knowledge do you perceive as being important in delivering successful projects?
  - technical’ knowledge (concerning the content of the project)
  - ‘procedural’ knowledge (concerning the ‘how to do a project’)
- Can you describe how you normally obtain or acquire the knowledge you need to implement your project?
- Please can you give me an example, or two, of a project(s) you were recently involved in that has special (good or bad) meaning to you
  - What made that project special?
  - What make that project particularly memorable?
- After reflecting on your project experience(s) what are your thoughts on knowledge and how it was used?
- Do you think there are any knowledge that if either yourself or project team were equipped with would have made the project delivery easier or more successful?
• What is your perception of how knowledge is managed from a project management perspective?
  o What kind of communication (and frequency) is involved in the project(s) you have been involved.
  o What do you think about the quality of communications involved in running a project(s)? Could this be improved? If so, what would be your suggestions?
• …
• …
• Finally, is there anything else you would like to add that I may have not covered or you would like to be noted?

<Thank participant and brief on follow up schedule and activities, i.e. copy of statement of informed consent, transcription etc.>