

# Appendix: Structured Interview Questions

## 0. Personal Profile

(Educational Background, Current Job Responsibilities, Level of Technical Expertise)

## 1. Understanding of Underlying Approach

*Understanding what this tool is about. Which analysis tasks it supports.*

**Intro: The task of investigation of communication and its applications.**

1. Which aspects do you think are important for a successful investigation of communications?
2. How important is this task for the successful fulfillment of your work and how often do you have to perform this task approximately?
3. How do you currently perform this work?

**Intro: The dataset.**

4. Are you familiar with this kind of data?
5. What is most interesting about this data?
6. Are you familiar with this particular dataset?

## 2. General Feedback

**Intro: Different Models - Views and Components**

7. Which views on the data would make sense to you after understanding the goal of the tool and the processing results?
8. Please explain in your own words the role of each model and view.

**Intro: Dynamics modeling**

9. Does the grouping of individual communications into a communication episode make sense in your opinion?
10. What are the advantages/disadvantages of these models in your opinion?

**Intro: Model features - Features and filters and how they are used in the tool.**

11. Given the underlying data, do you think that all necessary features are extracted?
  - Metadata (Users, timeranges, ...)
  - Communication Behavior
  - Content (Raw, Named Entities)
12. Do you consider the provided filter options sufficient?
13. Do you find the semi-automatic filter options helpful?

### **Intro: Functionality and Interactions**

14. Which functionality and interactions do you expect?
15. Which high-level analysis tasks did you perform?
16. Did you have any new findings/insights during the analysis?
17. Which features did you like most/least?
18. What aspects did you find more useful compared to existing tools?
19. What was most unexpected?
  - Which functionality and/or interaction possibility will be most useful for your analysis?
  - Is there something missing?

## **3. Added-Value for Domain-Research**

*General comments and reflection.*

### **New Findings**

20. Did you make any new findings using this tool?
21. Which use case was most insightful?
22. Would you use this tool on known and unknown data in the future?
23. Were there questions about the data that you couldn't answer?

### **Analysis Tasks**

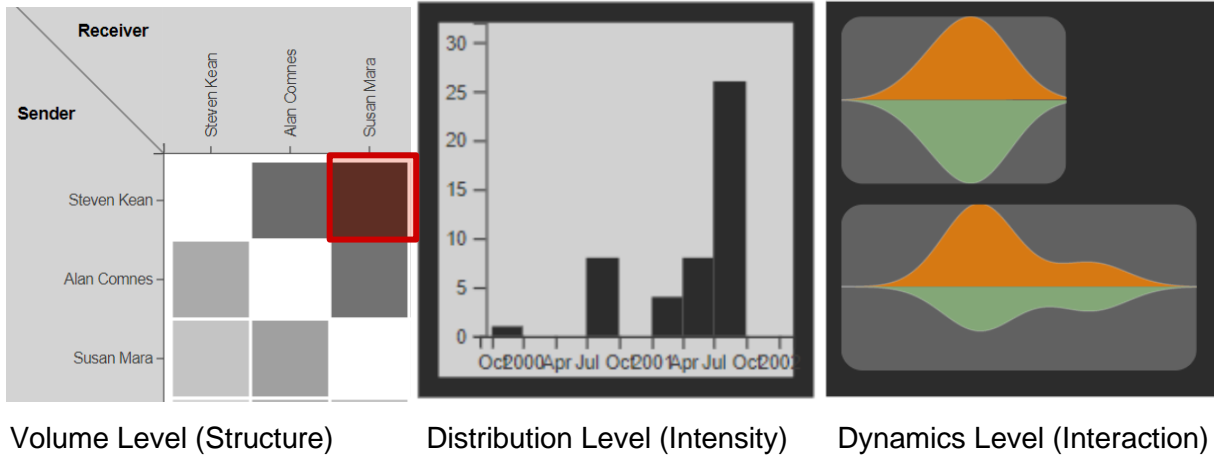
24. Which tasks could you complete with this tool?
25. How would you have performed these tasks without the tool?
26. Did this tool have an added value to your analysis?

### **Usability and Aesthetics**

27. How did you find the usability of the tool?
28. What did you enjoy most?
29. What can be improved?

# User Sheet

## Levels of Detail



## Filter

**Level Properties**

- Persons: Select a list of users to remove from the analysis. ▾
- Time: Select a time range to focus the analysis. ▾
- Keywords: Filter by message content ▾
- Thematic Search: Filter by named entities ▾
- Distribution: Filter by graph measurements. ▾
- Dynamics / Episodes: Select or exclude conversations from the analysis. ▾

**Visualization Settings**

- Row & Column Sorting: Select row & column sorting ▾
- Color Settings: Select color schema ▾

## Entities



## Detailed Content View

**Episode Overview**  
 18 messages in communication episode between alan.comnes@enron.com and jeff.dasovich@enron.com between Oct 16, 2000 to Jan 7, 2002.

Relevant: + Irrelevant: -

**Messages**

jmpan@ms.net - 2001 Tracking Report.doc - 2001 Tracking Report: special session.doc - sbx1\_6\_bill\_20010419\_amended\_asm.pdf  
 <13978717.1075843436552.JavaMail.evans@thyme>

**ISO's Response to BPA Rebuttal of Sheffrin Study--Confidential** 2001-06-06 06:48:00  
 Atty Client work product  
 "I recommend reading CAISO's response. This letter was reported in last week's trade press. I am told that BPA does not consider this letter confidential even though it is labeled as such by CAISO. Many of the CAISO ""backpedal"" statements made