Secure Track

User Interview



Interview Questions: Vetting Officers

Category	Questions
Workflow & Navigation	Can you walk me through a typical vetting process from your perspective?
	Which steps feel the most repetitive or manual?
	Are there points where you switch tools or copy data between systems?
Pain Points & Frustrations	What slows you down the most during your daily tasks?
	At what point do you experience system crashes or data loss? how often?
	Can you recall a time when a mistake or delay caused serious issues?
Efficiency & Data Handling	How do you usually track the progress of each applicant?
	How much time (roughly) do you spend rechecking or fixing data?
	What do you do when you're unsure of what to do next in the tool?

Aspirations & Suggestions	What's one thing you would change about this tool?
	What features or guidance would help you feel more confident using the system?
	How would you feel about reducing reliance on Excel for backups?

Interview Questions: Compliance Leads (who are also vetting officers)

Category	Questions
Governance & Risk	How do you currently ensure data integrity and access control?
	Are there processes in place to track who makes changes and when?
	Have you faced any audit challenges related to this system?
Security & Permissions	What concerns do you have around unauthorized access or accidental edits?
	Are there different levels of sensitivity for information that need different access rights?
	How important is version control or change logs in your workflow?

Policy Alignment	 How well does the current tool support compliance with regulations like GDPR? What workarounds do teams use that
	might violate policy (e.g., exporting to personal files)?
Improvement Opportunities	What would make this tool feel audit-ready to you?
	 If you had to onboard a new compliance officer tomorrow, what would they struggle with most?
	 How adaptable does this system need to be for future changes in clearance or rules?

Additional Observational Prompts (During Contextual Inquiries)

Some of the prompts while watching users in real-time:

- "I noticed you paused while creating clearance record, what were you thinking at that moment?"
- "Can you explain why you opened that Excel file while working in SharePoint?"
- "Do you feel confident that your action was recorded in the system?"