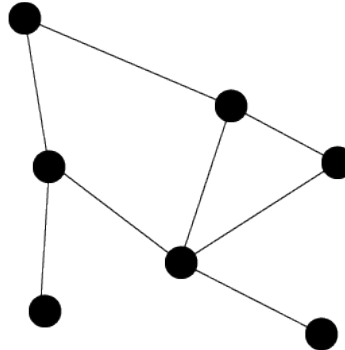


The interviews will be taken as notes, intended to provide the information needed to fill-in the following information schemes:

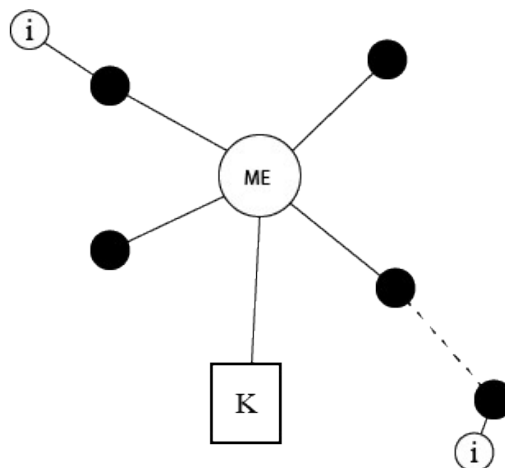
### a. Organizational Model



Data scheme:

- nodes
  - name, type, tags, children (pointers to other nodes)
- relations
  - node1, node2, type, tags, directionality (uni, bi, none)

### b. Communication / Information / Knowledge

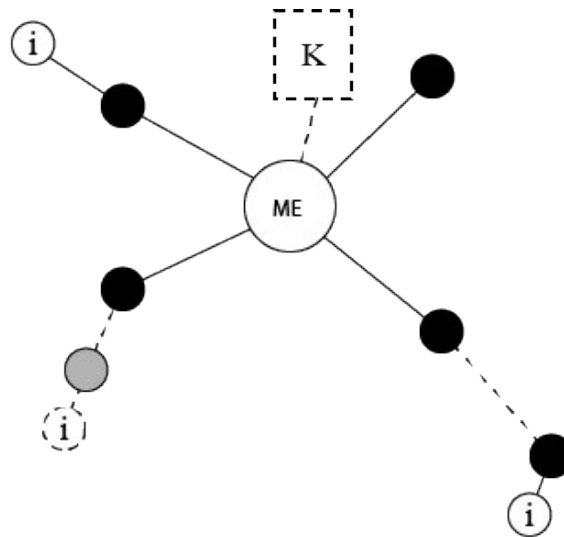


Data scheme:

- information
  - name, type, from-nodes (list of nodes), to-nodes (list of nodes)

- knowledge
  - name, type, list of nodes who use it

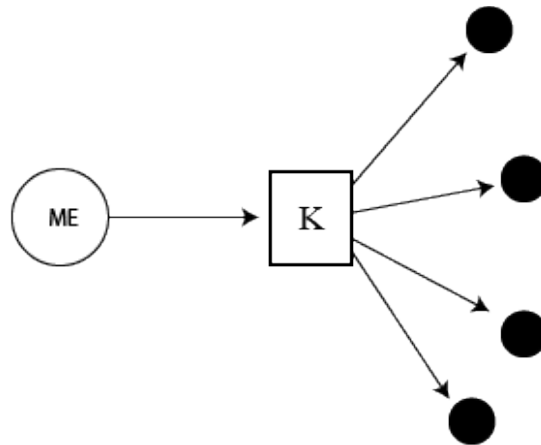
### c. Missed Opportunities



Data Scheme:

- missed information
  - name, type, from-nodes (list of nodes), to-nodes (list of nodes), preferred formats (list of formats)
- missed knowledge
  - name, type, list of nodes who would like to use it, preferred formats (list of formats)

## d. Knowledge sharing



Data scheme:

- knowledge
  - name, type, list of nodes who could use it, types of nodes which could use it, preferred formats (list of formats)

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[sometimes during the interview: inform ourselves about how the studies of the person]

## 1. Who are the 5 people you interact most with?

[ if the person has a hard time answering: give them examples e.g.: who are the most useful persons? Useful for them, or for you? Ask favors? For fun? For profession?....]

[ if the person has a profession, and only answer about their private life, ask about profession, also, and vice-versa]

*(we use this question to acquire info about the interactions between people)*

## 2. For each of the 5 answers (people) above:

- **what do you talk about?** (HINT for information sources)

- **where?** (do you have a place in which you meet recurrently?)
- **how?** (is the interaction private or public?)

*(we use this question to acquire info about the interactions between people, and as a hint for information and knowledge)*

### **3. Starting from the HINT about information**

#### **sources:**

- **where does that information come from?** (try to understand the origin of the information, who generates it)
- **who taught you to do X? Where/How did you learn to X?** (discover knowledge sources and references)

[knowledge sources and references can also be people, or the person being interviewed, meaning that he/she produces knowledge]

*(we use these questions to understand the sources/destinations of information and the reference and production of knowledge)*

### **4. Describe a situation which happens many times in your daily life (personal or professional) in which you lack information / knowledge / communication.**

*(we use these question to understand missed opportunities)*

#### **4b. Do you know who has this knowledge/information you're missing?**

*(we use these question to understand missed opportunities)*

## **5. How do you share the knowledge you produce and/or value?**

(are you writing a book? Telling people your knowledge hoping that they will remember it? Making a website? Some other way?)

*(we use these question understand if and how people share their knowledge, or imagine/desire to do so)*