

JTBD: **Monitoring Security Risks**

Job Executor: **DevOps Administrator**

Standard Intro

'Thank you for participating in this interview. Our goal today is to understand your role as a DevOps Administrator, particularly in monitoring security risks. Rest assured, your responses will be kept confidential, and we'd like to record this conversation for thoroughness. Please feel free to share detailed experiences and thoughts, and I might ask some follow-up questions to delve deeper into certain topics.'

Objective 1: Understand the Job Execution Process

Primary Question:

'Could you take me through a recent experience where you had to monitor and address a security risk?'

Follow-up Questions:

- 'What specific steps do you follow when a new security threat is identified?'
- 'How do you prioritize and categorize different types of security risks?'
- 'Can you share an example of a complex security challenge you managed successfully?'

Objective 2: Uncover Challenges and Obstacles

Primary Question:

'What are the most significant challenges you face in monitoring and addressing security risks?'

Follow-up Questions:

- 'Can you describe a particularly difficult security risk you encountered and how you addressed it?'
- 'How do you stay updated with the rapidly changing landscape of security threats?'
- 'What tools or resources do you wish you had to better manage these challenges?'

Objective 3: Reveal Emotional Factors and Motivations

Primary Question:

'What motivates you in your role, especially when dealing with high-stake security risks?'

Follow-up Questions:

- 'How do you handle the pressure or stress that comes with managing critical security risks?'
- 'Can you recall a moment of significant satisfaction or relief in your role?'
- 'Why do you find this aspect of your job important or rewarding?'

Objective 4: Uncover Social Factors and Influences

Primary Question:

'How do team dynamics or external factors influence your approach to security risk management?'

Follow-up Questions:

- 'Can you give an example of how collaboration within your team has impacted a security decision?'
- 'How do external regulations or industry standards shape your security protocols?'
- 'Are there any external pressures, like stakeholder expectations, that you have to navigate?'

Objective 5: Reveal Aspirations and Ideal Scenarios

Primary Question:

'If you could envision an ideal scenario for monitoring and managing security risks, what would it look like?'

Follow-up Questions:

- 'What tools or processes would you implement to enhance efficiency and effectiveness?'
- 'How would these improvements impact your overall job satisfaction and performance?'
- 'Can you imagine any future technologies or innovations that might transform how you manage security risks?'

Wrap Up

'Thank you very much for your valuable insights. Before we conclude, is there anything else you would like to share about your experiences or thoughts on monitoring security risks?'