

Role & Context

To start, tell us about your role and your team's part in the cookie compliance flow.

Workflow Walkthrough

Can you walk us through your workflow step by step? A live demo would be ideal if you're able to share your screen. Please note there could be some aspects which might come naturally to you, but it could be new to us. So please be as thorough as possible.

Who else is involved, and what are their roles?

What has to be in place before you can start?

What information or documents get exchanged, and with whom?

Where does collaboration with others come into play?

Are there any steps that happen outside this main flow?

Where does rework tend to happen, and why?

What approval steps exist, and who signs off?

Would any of these steps look different for a novice user?

Success & Trust

What do you always need to keep in mind while working through this workflow?

Is there anything about the current workflow that worries you?

What does success look like for you in this process?

What would make you lose trust in the workflow?

Pressure Scenarios

From past experience, what are the key pitfalls your team has had to handle while getting this done?

What does a worst-case day look like for each role involved?

What tends to shift under pressure, whether that's attention, memory, stress, behavior, or emotional state, for example when a deadline is approaching?

Are there environmental factors that make it harder, like interruptions or unclear ownership of a decision?

How does your team work around these challenges today?

Are there specific challenges a novice would face that an experienced person wouldn't?