SEMI-STRUCTURED INTERVIEW WITH NETWORK ENGINEERS/ADMINS
INTERVIEW GUIDE

Demographic Information

1. What is your highest education level?
2. What is your position(s)? Choose all that apply
   - Network/Systems Administrator
   - Network/Systems Engineer
   - Network Architect
   - Other ____________________
3. How many years of experience do you have in this position(s)?
4. How many years of experience with the current employer?

Employer Information

1. Organization size (number of employees)
2. Organization type
   - Education
   - Research
   - Government
   - Information Technology (IT)
   - Telecommunication
   - Other ____________________
3. How many sites does your organization have?

Work Environment Information

1. How many network administrators and engineers do you have in your organization?
2. How big is your network?
   - Number of routers/software firewalls _____________
   - Number of 24 ports switches _____________
   - Number of 48 ports switches _____________
   - Number of hardware firewalls _____________
   - Additional information _____________________________________
3. Do you usually have on-the-job training in your area of work?
4. Which tasks do you perform as network administrator?
   - Designing and planning the network
   - Setting up and configuring the network
   - Maintaining and monitoring the network
   - Expanding the network
   - Others ____________________
5. Which sub-tasks of the above tasks are routine (i.e. performed almost every day)?
6. Which sub-tasks of the above tasks are occasional (i.e. performed once in a while)?
7. Do you have network documentation?
8. On average, how often do you update the documentation?
9. Do you perform post-mortem in case of network problem/outage and prepare a post-mortem document?
10. Do you use a test lab to test some of the changes to the network before deploying them in a production network?

**Technical Information**

1. Do you configure the following in your network?
   - VTY/Telnet password
   - Console password
   - Enable/privileged password

2. Do you configure logon banner in your devices?

3. Do you follow any proposed standard of writing the banner (like US Department of Defense proposed banners)?

4. What are you using for remote access to your devices?
   - SSH
   - Telnet
   - Other ____________________

5. Do you use web interface (HTTP server) in the switch/router?

6. Are you using secure server (HTTPS)?

7. What other technology do you use to ensure secure access to the switch/router?

8. Do you configure switch port security (i.e restricting what/how many devices can connect to a switch port)?

9. How are you restricting connection to the switch ports?
   - Using MAC address
   - Using number of equipments
   - All of the above
   - Other ____________________

10. Do you log all of what happened to the switch (i.e do you keep switch log)?

11. Do you configure VLANs in your network?

12. How do you configure your VLAN links?
   - Using default configuration
   - Separate access and trunk links

13. How do your trunk links negotiate VLAN information?
   - Auto negotiation enabled
   - Auto negotiation disabled

14. Do you require VTP password before exchange of VTP information?

15. Which one is your native VLAN?
   - Default native VLAN (VLAN1)
   - Another specified VLAN ID

16. Do you have public (guest) and private (corporate) WiFi SSID?

17. Which method do you use to separate the two SSIDs above?
   - Virtual LANs (VLANs)
   - Ethernet over IP (EoIP)
   - Other (3) ____________________

18. Are both WiFi SSID in the same VLAN or different VLAN?

19. Do you use IP phones in your network?

20. Is VoIP traffic and data traffic in the same VLAN or different VLAN?

21. Do you configure Spanning Tree Protocol (STP) in your network?

22. Which standard of STP are you using?
• 802.1D (STP)
• 802.1W (RSTP)
• Other ______________________

22. How are your switches selecting the root bridge?
   • Using default configuration
   • Using enforced configuration
   • Do not know

23. Do you keep track of STP maximum dimension in your network?
24. Do you configure PortFast with BPDU-Guard
25. Do you configure DMZ in your network?
26. Have you configured DMZ automated vulnerability scans?
27. How often is the scan running?
28. How often do you patch devices in the DMZ?
29. Can you tell your experience of the common mistakes administrators make when configuring network devices?
30. Will you be willing to share anonymous configuration files for your devices? (Note: If you agree, you will be given a script to input your configuration files and share with me (also anonymously) the output of the script after satisfying yourself that it is completely anonymous)
31. Please provide your email here if you would like a summary of our findings. Your email address will be gathered separately from your responses to protect your anonymity.