



IT Interview Guide

Introduction

1. Please give an overview of your area of responsibility within ComIT.
2. How long have you been with the City? How long in IT?

Overall IT Strategy and Business/IT Alignment

3. To what extent is ComIT involved in helping to shape the City's business strategy – focus on IT in general and your unit in particular?
4. What key business imperatives/initiatives are you currently supporting?

Human Resources and Organizational Structure

5. How many individuals are currently in your department and what are their general skill sets?
6. How are individuals measured relative to their assigned tasks?
7. What specific tactical goals does your unit need to accomplish in the next 6-12 months?
8. What critical resource issues are you facing in your department (e.g., don't have the right skills, not enough people)
9. What can be improved upon the most and what areas do you feel your department excels at?
10. Do you have any concerns about ComIT's organizational structure?

Governance

11. How effective is IT decision-making with respect to your unit?

DOMAIN SPECIFIC QUESTIONS

Service Delivery

12. How formalized are the IT processes and services that you provide? Are standards or guidelines documented? Do users of the service understand how to obtain services and what will actually be delivered?
13. What are the critical business and IT interactions and linkages, i.e., how do you interact with the business stakeholders?
14. What are the most significant complaints from users of the services you provide? Are any performance measures or service level expectations set and communicated to end users?
15. What is the predictability and variability of demand for IT personnel? (e.g., highly variable, predictable seasonal fluctuations, steady demand)

City of Virginia Beach IT Strategy

IT Discussion Guide

16. What is the predictability and variability of demand for IT system (hardware or software) resources? (e.g., highly variable, predictable seasonal fluctuations, steady demand)?
17. Does ComIT have any problems or limitations in obtaining the personnel needed to provide quality IT services? If so, what are the reasons? (e.g., geographic isolation, limited availability, salary restrictions, headcount limitations, other)
18. Does ComIT have any problems or limitations in obtaining the system (hardware or software) resources needed to provide quality IT services? If so, what are the reasons? (e.g., geographic isolation, limited availability, budget restrictions, supplier limitations, other)

Architecture

19. What is the current approach towards managing and addressing legacy technologies and systems (e.g., containment, extension, consolidation, replacement, combination)?
20. What resources are now devoted to maintenance of old systems vs. moving forward with new ones?
21. What changes in the City's business environment or strategy do you anticipate that have technology implications (1-3 year horizon)?
22. What would be the most important financial objectives for the target state architecture (i.e., reduce costs; improve revenues; change balance between direct and indirect expenses; impact mix of variable, fixed and capital costs; etc.)?

Other

23. What top three initiatives would you like to see evolve from this IT strategy process? ("initiatives" may include projects, changes in organization, introduction of new programs, changes in process, etc.)
24. What work issues keep you awake at night (if any)?
25. Are there other issues that you'd like to discuss with respect to the City's IT strategy (things we haven't already discussed)?