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# IT Strategy Business Leader Interview Guide

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## **IT Strategy Business Leader Interview Guide**

### **Introduction**

- Introductions
- Project objectives
- Interview objectives

BE SURE TO IDENTIFY POTENTIAL BUSINESS IMPERATIVES!

### **Business Overview**

1. Review business strategy
  - a. Vision, mission and values
  - b. Key business strategies/objectives
    - i. Technology and non-technology
    - ii. In progress and planned
2. Discuss factors that may impact how the City delivers services to its customers – today and in the near future:
  - a. Economic concerns
  - b. Growth
  - c. Changing technology
  - d. Changing customer expectations
  - e. State/federal mandates
  - f. Other

### **Role and View of Technology**

3. Overall view of technology organization
  - a. Alignment of technology initiatives with business priorities
  - b. Value received
  - c. What works well
  - d. What doesn't work well
  - e. Working relationships
  - f. Quality of business applications

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- g. Quality of leadership
  - h. Quality of technical resources
4. Governance
- a. Role of IT (partner, service organization, vendor, etc.)
  - b. Primary interfaces
  - c. Planning/prioritization process
  - d. Degree of participation of IT in setting business strategy
  - e. Degree of participation of business in setting IT strategy
  - f. IT funding/prioritization processes
  - g. Service level expectations and realities
  - h. Role of business in IT project initiation, approval, and management
  - i. How IT is charged to the business

### **Wrap Up**

- What would constitute success in this project?
- Top three issues or priorities – what keeps you awake at night?
- Top three opportunities for improvement?
- Anything else?
- Follow ups, if any