

Interview **Script** Artifact **CIS Interview**

Preliminary Introductions

- Explanation of Interview and Process
- Subject's consent and acknowledgment

Background:

- Education
- Work Experience
- Current Position and Title
- What they do, Company, Position
- Types of Business processes they deal with daily

Organization:

- company, organization, institution
- industry, sector, market
- product:
 - goods and services
- value-proposition(s)
 - Why people should choose your product or service over competitors'.
- footprint:
 - regional, national, online
- Physical locations & Digital markets
- structure & size:
 - # of employees, revenues, other indicators
- customer base
 - The group of individuals or organizations that actively purchase or consume a company's products or services.
- regulatory environment
 - The set of rules, regulations, policies, and laws enacted by government agencies responsible for enforcing compliance in specific industries or sectors.

Organization's IT profile:

- IT staff on-premise?
- CIO - Chief Information Officer?
- CTO - Chief Tech Officer?
- CKO – Chief Knowledge Officer?
- Outsourced IT function?
- Consultants?
- Platforms (e.g., an SAP shop)

Story:

- a historical perspective about the FORCE of Information Technology and Systems, and how they've factored into big CHANGES to your organization.

- Thinking back as far as you want - before the widespread adoption of the Internet, smartphones, social media, & AI - is there a story about technology-driven change that sticks out for you?
- How impactful, disruptive, transforming, great, or terrible about IT/IS in your industry, company, job, or professional experience?

Current Activity:

- What is currently going on with IT/IS at your organization?
- What are the active endeavors, issues, successes, challenges, risks, or frustrations?
- Can you provide a specific example that includes the specific involved technologies and business processes affected?
- Tell us a little about your operational TECH STACK, those devices, systems, software, platforms, tools, & technologies, that are part of your day-to-day operations and workflow.
 - (A *tech stack* is defined as the - set of technologies - an organization uses to build a web or mobile application. It is a combination of programming languages, frameworks, libraries, patterns, servers, UI/UX solutions, software, and tools used by its developers. (from <https://stackshare.io/stacks> Links to an external site., visit it to see examples of popular companies and apps)
- Do you currently rely on external CIS providers.
 - If yes, list the key players with which they work frequently and what services they mainly utilize (e.g., cybersecurity audits, cloud infrastructure setup, digital transformation strategy planning).

Managerial practices, frameworks, accreditation, certifications, practices, processes, ...

Managerial Practices: These refer to general principles and strategies that leaders and managers follow to achieve organizational goals. Key concepts include:

- System Development Life Cycle (SDLC)
- Software Configuration Management
- Quality Control
- Disaster Recovery Planning
- Continuous Integration and Delivery

Category	Subcategories	Description
Governance Frameworks	COBIT, ISO/IEC 27001	Provides guidance and principles to ensure effective governance over IT
Risk Management Practices	Asset inventory creation, risk assessment, threat modeling, incident response planning	Helps identify potential vulnerabilities, threats, and risks associated with using information
Methodologies for IT Project Management	Agile, Waterfall	Structured approaches for executing projects efficiently
Quality Standards	Six Sigma, ITIL	Guidelines for ensuring high-quality delivery of IT services

Can you list or comment about current managerial frameworks, programs, or practices you or your organization ascribes or aspires to?

We are looking for things at the organizational level like:

- Six Sigma
- Lean:
- CPI/kaizen:
- PRINCE2:
- ITSM:
- ITIL:
- Visible Ops:
- DevOps:
- Agile:
- Waterfall:
- PMI/PMBOK:
- CMMI:
- IEEE:

At their operational level, do they follow any particular informal or formal practices for productivity and self-management?

- GTD: Getting Things Done
- Zero-Inbox:
- Pomodoro Technique:
- Single-Touch:
- Five Deep Breaths
- Communication Escalation Ladder:

Looking Back:

- Is there something that you think MBA students need to know, that they may not be getting or spending enough time thinking about?
- If you could go back, is there something you wish you knew earlier on that you learned OTJ (on-the-job) or by trial and error?
- If you could recommend a class or area of study that would be beneficial to the current workforce in the area of IT, what would you recommend?
- What advice would you give to someone starting their career?
- Have you every utilized the Eisenhower Matrix to organize tasks by urgency and importance?

Eisenhower matrix



- Are you familiar with Moore's Law and do you agree with it?
 - "Moore's Law states that the number of transistors on a microchip doubles every two years." <https://www.investopedia.com/terms/m/mooreslaw.asp> "computing power doubles about every 2 years"
- How tech drives management and vice-versa, how they co-evolve.

Thanks for your help.