



## **“The Tech Interview” – Script**

### **Interview Details**

Date of Interview: Tuesday, June 20<sup>th</sup>, 2023

Venue: In-person

Start Time: 3:00 PM

Finish Time: 3:25 PM

### **Introduction (~1 min)**

Background and Purpose of Interview:

I am currently in an Information Systems Design and Project Management course for MBA and MAcc students with UNA. We each have been tasked with interviewing an experienced business professional regarding their experiences with IT and IS throughout their career. We will be using the interview transcripts for a group project later on in this course, but everything is kept confidential and internal to this single course / assignment. It won't be retained, disseminated or published in any way!

I want to make sure to get your consent for the following:

- You may choose to be anonymous, off-the-record, or identified.
  - Anonymous = No identifiable information will be reported. All identifiable information (name, organization, etc.) will be redacted.
  - Off-the-record = Name can be used but can redact name of organization/company. Or, you can choose to have certain figures or details redacted. Just let me know as we talk if you want anything to be “off-the-record”.
  - Identified = Nothing needs to be redacted.
- The interview will be recorded for a written transcript.
- You have the right to review and edit the transcript after the interview.

### **Subject's Background (~2 min)**

Name

Current job title / organization & how long have you been in your current role.

Brief description of what you do / business processes you deal with on a daily basis.

Previous titles / roles & how long have you been in the industry all together.

What does your education, training, certifications look like?



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### **Organization’s Background (~2 min)**

Organization

Industry

Product / Value Proposition -

Structure/Size - # of employees, etc.

How would you describe the organization’s IT profile – org chart, how many staff, anything outsourced, consultants, etc.

### **Story from the Past (~5 min)**

I’d like to get a historical perspective about the force of IT and IS and how they’ve played a role in big changes to your organizations. Thinking back as far as you would like – before widespread adoption of Internet, smartphones, social media, AI – is there a story about technology-driven change that stands out to you? A story that shows how impactful, disruptive, transforming, great or terrible it’s been in your industry, career, or organization.

### **What’s going on now? (~5 min)**

What’s currently going on with IT/IS at your organization? Active endeavors, issues, successes, challenges, risks, or frustrations. Can you provide a specific example? – something that includes the specific involved technologies and business processes affected.

### **Essential Tools and Techs (~1 min)**

Briefly, tell us about your operational “tech stack,” those devices, systems, software, platforms, tools, and technologies that are part of your day-to-day operations and workflow.

### **Managerial Practices (~1 min)**

Can you list or comment about current managerial frameworks, programs or practices you or your organization ascribes or aspires to? (i.e. Six Sigma, Lean, CPI/Kaizan, PRINCE2, ITSM, ITIL, VisibleOps, DevOps, Agile, Waterfall, PMI/pmbok, CMMI, IEEE,...)

At your operational level, do you follow any formal or informal practices like: GTD, Zero-inbox, Pomodoro, single-touch, five deep breaths before sending a contentious email, communication escalation ladder, etc.?



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**Advice (~3 min)**

Is there something that you think MBA or MAcc students should 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 on-the-job or by trial and error?

**Created and Connected Corroborations (~5 min)**

In my course, ERP or Enterprise Resource Planning was defined as “Functional Area Information Systems as “Modules” connected to a centralized repository (database).” “How would you illustrate or explain an ERP to someone who may not be familiar? How do you think the ERP you are rolling out here at the City will change the way our departments interact with each other and the way our department heads manage?

We also touched on the changing role of the IT department from gatekeeper to team member and the strategic alignment that is being encouraged between IT and the rest of the business/organization. Do you find this to be true and do you feel like Government as an industry has caught up to this modern mindset? If so, how has that changed how you work with other departments/users?

**(Total Time ~25 Minutes)**