Questions:

1. What are the technologies currently used by the institution?
2. How were these technologies implemented and how do they work?
3. Who uses these technologies and who benefits from them?
4. How does it impact the institution’s current process?
5. Upon the first use of these technologies how were the feedback from its users?
6. What are the problems that were encountered upon integration of these technologies?
7. What were the solutions implemented for the problems?
8. What are the current complaints or issues with the technologies implemented in the institution?
9. How are these current complaints or issues monitored?
10. Are these complaints or issues currently being assessed by the institution’s stakeholders?
11. What current technology trends are being considered for integration to improve the institution?
12. Who are the stakeholders and what are their roles?