

INTERVIEW WORK SHEET

Name of Respondent: _____
Department/ Office: _____
Status of Employment: _____

Position: _____

PEOPLE

1. What is your level of education?

2. Do you have employees who have IT basic skills? What skills do they posses?

3. Does your department experience scarcity in employees who possess IT in-depth abilities? In which areas of IT do you think your office would need?

4. How conducive is your working environment?

5. Do you think the current number of employees of the City Information Technology Office (CITO) is enough? _____
6. Follow up question for No. 5 (If answer is No). What areas of information technology do you find their office are lacking? (eg. Security, network, software, hardware, etc.)

PROCESS

1. What guidelines or policies do you follow in regulating and using of your IT equipment?

2. How do you enforce these guidelines to your employees?

3. What challenges do you experience when acquiring new technologies, such as new software programs or new hardware machines?

4. Besides from reporting on time and accuracy of reports, what other benefits does the use of information technology give you?

5. Do you experience any pressure, negative or conflicting interests in acquiring, using, and monitoring these information technology products? If so, what are those pressures?

6. What are the challenges you experienced in using information technology software with regards to its alignment in the existing process of your office?

TECHNOLOGY

1. Do you think that the existing software in your office are still updated and aligned with your process?
Why and why not?

2. What IT Infrastructure (eg internet, security, hardware, desktop, etc.) do you think your office is becoming obsolete?

3. What are issues that arise when your department acquires new ICT products and merging it into your existing technology?

4. How available and reliable is the internet infrastructure in your department's location?

5. Do you think that the existing budget of the IT office is enough to dispense their operations?

6. What partnership and extensions do you conduct in terms of Information Technology?

7. In developing software products, which do you prefer – in house development, outsource or mixed?
And why?

Other Responses:

Interviewed by: **Owen Harvey Balocon**
Researcher