

Edge – Post-Survey Interview Question Guide (CIO/CISO – Higher Education)

Purpose: To validate and deepen insights from the 'Edge AI & Digital Readiness' survey, focusing on drivers behind digital priorities, AI adoption, cybersecurity needs, procurement barriers, and perceived value of Edge's services.

Section A – Context & Institutional Priorities

1. Could you share a recent digital initiative your institution is most proud of (e.g., AI, cloud, security, or analytics)?
2. How do you currently decide which technologies or services to prioritize each year?
3. What does 'digital transformation' mean in your institution's context — modernization, efficiency, resilience, or innovation?
4. Which internal factors (leadership vision, faculty readiness, funding) most influence success?

Section B – AI Readiness & Adoption

5. In your survey response, you indicated your institution is at a [pilot / draft / active] stage with AI. Could you describe what that looks like today?
6. What are the main AI use cases or exploration areas (academic analytics, cybersecurity detection, student success tools, etc.)?
7. How are you handling governance, data ethics, and compliance for AI projects?
8. What support would help your institution mature AI adoption — frameworks, technical pilots, shared services, or peer examples?

Section C – Cybersecurity Landscape

9. How is cybersecurity currently structured — in-house SOC, hybrid, or managed service?
10. What's your biggest challenge in maintaining resilience (e.g., budget, staffing, tools integration)?
11. Have you explored any Edge cybersecurity offerings or third-party SOC models? What's working or not?
12. How do you envision AI influencing your cybersecurity roadmap?

Section D – Procurement & Collaboration Barriers

13. You mentioned [procurement complexity / leadership buy-in / staffing gap] as a challenge. Could you expand on how that plays out?
14. What would make it easier for you to pilot or scale new services through Edge?
15. Are there particular contracting or policy constraints we should be aware of when proposing AI or cybersecurity initiatives?

Section E – Edge Value & Future Role

16. 16. What comes to mind when you think of Edge's role in your institution's digital journey?
17. 17. Which Edge services have provided the most value so far — and which feel underutilized or less visible?
18. 18. What could make Edge indispensable to your institution in the next year?
19. 19. Would you be open to co-designing or joining a pilot group (AI governance, SOC modernization, shared procurement model)?
20. 20. How can Edge and PruTech better communicate their capabilities to you and your peers?