**Interviewee Name**

**Interviewee Role**

**Benchmarking phone interview**

**Introduction:**

The University is in the process of realigning the Office of Information Technology to create a world-class presence that will support the University well into the future.  As part of this process, a benchmarking team has been chartered to look at IT best practices in “best-in-class” organizations in academics as well as private industry to learn from their experiences.

Context

* **What is the history/brief outline of the org in your tenure?**
* **What challenges did you encounter when you first came to the org?**
* **What significant technical initiatives/changes did you undertake?**
* **Considering the previous question, what lessons were learned?**

Current state

* **What is your competitive edge in relation to your competitors?**
* **What areas would you like to improve? And how?**
* **Do your customers view you the way you want to be viewed?**

Organizational Infrastructure

* **How is your IT organization structured?**
* **Are there IT areas that do not report to the CIO?**
* **Do you consider distributed IT people on campus as partners?**
* **How does your structure impact your effectiveness as a department?**
* **How many full time employee are in your IT organization?**
* **How do you determine your IT budget?**

Strategic Orientation

* **What trends, forces, and developments are your focus**
  + **Short term?**
  + **Long term?**
* **How do these affect your strategy?**

Big Bets

* **What is the single change or improvement you made that had the** **greatest impact? How did you arrive at that change decision?**
* **What processes do you use to prioritize initiatives?**
* **What organizational, technical, and people changes needed to happen to support this strategy?**
* **When you made change(s), what were the roadblocks you experienced?**
* **How did you address them?**

Measurement

* **How do you measure success?**
  + **What do you do with the information?**

Wrap up

* **What is the biggest lesson you have learned during your tenure?**
* **Do you have any additional comments?**

Thank the interviewee.