

INTERVIEW GUIDE IT GOVERNANCE AND FUNDING

Interviewee Information

1. Describe your position, primary responsibilities, and length of current tenure.
2. What would you like to achieve with this project?
3. What do you see as the potential impacts and opportunities related to this project?

IT Governance and Shared Services

4. Are you aware of or involved with the Commonwealth Technology Council (CTC)? How effective do you perceive the CTC to be? How could it be improved? How is it held accountable?
5. Are you aware of or involved with the Enterprise Architecture Standards Committee (EASC)? How effective do you perceive the EASC to be? How could it be improved? How is it held accountable?
6. Are you aware of or involved with the Capital Planning Advisory Board (CPAB)? How does the CPAB relate to the CTC? How effective do you perceive the CPAB to be? How could it be improved? How is it held accountable?
7. Are you aware of or involved with the Agency Review Committee (ARC)? How effective do you perceive the ARC to be? How could it be improved? How is it held accountable?
8. Are you aware of or involved with the Exception Committee? How effective do you perceive it to be? How could it be improved? How is it held accountable?
9. Overall, how effectively does the statewide IT governance process:
 - a. Ensure IT is aligned with business goals
 - b. Maximize the benefit of IT investments
 - c. Allocate and manages IT resources
 - d. Manage IT risk
 - e. Measure IT performance
10. What is your perspective with regard to cost vs. value regarding the following COT-provided shared services:
 - a. Commonwealth Data Center – Computing and Data Storage
 - b. WAN and Internet Connectivity
 - c. Email and Messaging Infrastructure

- d. Telephony – Conventional and Wireless
- e. Application Development & Systems Support
- f. Services Desk
- g. Printing and Output Management
- h. Enterprise IT Contracts – SDS, Workstations, Microsoft Support, Training, etc.
- i. Statewide Portal Provider – Kentucky Interactive

Capital Project Review and Approval

11. What is the process for reviewing, approving, and funding capital IT project proposals? How are IT projects prioritized? What bodies (cabinet and/or enterprise) review and approve capital IT projects?
12. How effective is this process? How could it be improved?
13. Is there an exception process for projects that don't meet a certain minimum criteria or threshold? What is that threshold? What is the process? How effective is this process? How could it be improved?
14. What tools (cabinet and/or enterprise) are used to support the capital IT project review and approval process (e.g., business cases, cost-benefit analyses)?
15. How effective are these tools? How could they be improved?
16. How is the progress of IT projects measured? How is success measured?
17. How effective are these success measures? How could they be improved?

IT Funding Model and Rate Structure

18. What do you see as the strengths of the current funding model and rate structure?
19. What do you see as opportunities for improvement?
20. How fair do you perceive the current model to be?
21. What value do you feel you are receiving compared to what you are paying for COT services?
22. Does COT provide estimated expenditures for your budget and actual costs? What is the reconciliation process between projections and actual costs? How accurate are the projections you use to build your budget?
23. How transparent is the current model and rate structure?
24. Are you able to easily compare COT rates and fees with alternative sourcing opportunities (e.g., private sector)?
25. How does the State fund innovative or pilot technologies?

Looking Ahead

26. What changes would you make, if any, to Kentucky's existing IT governance structures and processes?
27. What would IT governance look like (e.g., structures, processes) in a more comprehensive shared services environment? What would be the membership and authority of decision making bodies? How would they be held accountable?
28. What risks or barriers would there be to transitioning IT governance to a new model? How could the Commonwealth mitigate these risks?
29. How would the Commonwealth determine which shared services to offer?
30. How structured would service level agreements need to be?
31. How should the Commonwealth make sourcing decisions? What criteria should be applied?