

## Needs Assessment – Interview Guide

Agency:

Representatives:

Interviewers:

Date of interview:

**Objective of interviews:** Understand Agency business needs; understand drivers for change.

- How do current services prevent Agencies from achieving their mission?
- How do current services support Agencies in achieving their mission?
- What services will Agencies need in the future?
- Define needs for the Commonwealth's future delivery model.
- Identify enterprise impacts and agency impacts. What are the tradeoffs?

**This assessment:**

- Focuses on Agency business needs
- Identifies the future operating model needs and wants
- Highlights gaps between Agency needs, Northrop Grumman performance and VITA effectiveness

**This assessment is not** an analysis of the current state or a technical analysis. It is intended to help the Commonwealth understand what needs a future delivery model must address to improve Commonwealth service delivery to citizens.

**Approach in this interview:**

- The Agency **runs** its business, delivering services to citizens  
VITA provides services that **enable** the Agency's business  
What **enablers** does the Agency anticipate needing to run its business in the future?  
What does the Agency see as barriers that prevent them from obtaining these **enabler** services?
- We will tell you the objective of each group of questions so that you can be sure we address them in the interview.
- The topics will be:
  1. VITA knowledge of your Agency
  2. Your business needs
  3. The Services you need
  4. Program management and Agency participation
- The interviewer will ask you to rank your responses by importance to you

## ITS Interview Questions

We tried to learn a little about your agency before this interview.

1. *---data from sections in Visitation Form & agency website---*
2. *---data from sections in Visitation Form & agency website---*
3. *---data from sections in Visitation Form & agency website---*

### 1) Understanding of Agency Mission and Business Objectives

Objective:

**Understand your business and what is important you.**

Understand how the Agency serves its customers today and how the Agency anticipates service to customers will change in the future.

Questions:

1. **What are the major business objectives of your Agency now?**
2. **What do you think will be your major objectives in the next 3-5 years?**
3. **What must be understood (by VITA and other stakeholders) about your Agency to ensure IT services meet your unique business needs?**

Interviewer Notes:

## 2) Ability of IT Service Model to Meet Agency Business Needs

Objective:

**What services must be provided to support the Agency's future (3-5 year) business needs?**

We are trying to record where the current model does not support business needs (separate from how competently the current model works)

Questions:

1. **On a scale of 1-5 (5 being the best) how effectively does the current IT service model enable you to meet your customers' needs?**
2. **What specific changes to the service model should VITA make to help you deliver the services your customers will demand in the next 3-5 years?**  
(eg. Like buying cloud services from Amazon, or supporting mobile phone apps)

Interviewer Notes:

### 3) Service Delivery

Objective:

**Understand how service delivery and management support meets business needs.**

What characteristics are most important: e.g. reliability, problem response, provide new types of service,...

Questions:

1. In what ways does the current service delivery model hinder your ability to achieve your mission? Please provide 3-5 specific examples.
2. In what ways does the current service delivery model support your ability to achieve your mission? Please provide 3-5 specific examples.
3. What should VITA's future role be in the delivery of enterprise IT infrastructure services?  
Fully managed service, buying service, service integrator...
4. How would you describe VITA's current role on a scale of 1-5 (with 5 being the best)

As an oversight organization?

As a service organization?

Interviewer Notes:

## 4) Program Management and Agency Participation

Objective:

**We want to understand the effectiveness of the current engagement model for decision making, issue resolution, service evolution and Agency participation.**

Questions:

1. **On a scale of 1-5 (with 1 being “not at all” and 5 being “heavily engaged) how involved is your agency today in decisions affecting IT infrastructure services your Agency receives?**
2. **On a scale of 1-5 (with 1 being “not at all” and 5 being “heavily engaged) how involved do you want your agency to be in decisions affecting IT infrastructure services for your Agency?**
3. **On a scale of 1-5 (with 1 being “not at all effective” and 5 being “very effective”) how effective is the VITA decision making process for new services?**
4. **On a scale of 1-5 (with 1 being “not at all effective” and 5 being “very effective”) how effectively does VITA resolve issues and problems:**
  - Involving the IT services it provides?**
  - Involving program governance?**
5. **What three characteristics of a future delivery model would most help your Agency improve service to your customers? (i.e. speed to new service delivery, flexibility, stability)**

Interviewer Notes: