

## **Attributes**

**D1: Interview Number**

**D2: Interview Date**

**D3: Time**

**D4: Location**

**D5: Interviewees**

**D6: Name**

**D7: Email**

**D8: Phone**

**D9: Title**

**D10: Status**

**D11: Department**

**D12: Years of Service**

**D13: Administrative Level**

## **General Background**

**Q1: Please describe your job? What are your primary roles?**

**Q2: What are the greatest challenges you face in your job?**

## **Policy and Procedures**

**Q3: Who creates the policies for IT in your department?**

**Q4: How do you view centralization vs. decentralization of IT services?**

**Q5: What university or unit level policies most impact your work and your clients' work?**

## **Services**

**Q7: What are your clients' greatest IT needs?**

**Q8: What support do you provide to your clients?**

**Q10: What type of training and help does your staff offer or are these university-level services?**

**Q6: What types of user instruction and education do you see as being the most useful to the campus?**

**Q11: Do you provide shared network space for employees and if so do you provide a common folder structure for any work groups?**

**Q13: Do you provide any advice on maintaining, organizing, deleting, or archiving email or electronic files?**

#### **Email**

**Q14: What email packages do you currently support?**

**Q15: How did you select those package(s)?**

**Q16: What issues and problems do your clients have with email?**

**Q17: Does your department run its own email server?**

**Q18: If it does run its own server what are your backup procedures for email?**

**Q19: Is there a space limitation on email accounts? If so, what is it?**

**Q20: If there is a limitation, how is this enforced?**

**Q21: What security does your unit or the university provide for email?**

**Q22: Under what circumstances would you access someone's email account or electronic files?**

**Q23: Under what circumstances would you provide access to someone's email account or electronic files to a supervisor or university official?**

**Q24: Does the NC Public Records Act influence any of your policies, training, or implementations?**

## **Backup and File Maintenance**

**Q25: What kind of backup services do you provide for your department?**

**Q26: How long do you retain backup files?**

**Q27: Is there a standard procedure for what happens to an employee's email account when he/she terminates employment with the university?**

**Q28: Is there a standard procedure for what happens to an employee's electronic files when s/he leaves?**

## **Closing**

**Q12: If you had a magic wand, what would you most wish to change in the university IT arena and especially in your unit?**

**Q29: Other Comments**