

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

Unit 2

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?

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?

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