

# QUESTIONNAIRE FOR MANAGERS

Dear Managers,

in order to be in a position to further develop SESA in terms of information technology, it is necessary to carry out a comprehensive survey to evaluate the current situation in managers point of view. You are therefore asked to take part in the survey and to answer the questions contained in this document truthfully. The results of the survey will be summarized in a report. Creating this report means a saving of time, but above all a financial saving. The savings are made because IT service providers who may be contracted in the future can build on the results of the report. In addition to the results of the survey, the report will also contain information on the inventory of IT assets (hardware and software).

It would be greatly appreciated if you would take a few minutes to answer the questions. Be assured that your personal responses will be kept completely confidential. The report with merged results will be ready until the end of the year. It will be than available to you,

Please return the completed questionnaire to our expert Mrs. Susanna Burkert via Mail to:

[susanna.burkert.sb@gmail.com](mailto:susanna.burkert.sb@gmail.com)

until 30th September 2020.

A warm thank you in advance to all Managers for answering the questions.

Best regards,

*Tamila Barkalaia*

Deputy Minister of MoH and Head of LEPL SESA

**1. How long do you work for SESA?**

- ☐ less than 3 years
- ☐ more than 3 years

**2. Do you use WorkNet on a daily basis?**

- ☐ yes
- ☐ no

**3. What other Software Applications do you use on a daily basis?**

(please enlist the names of all applications you use)

- ☐ I use ....
- ☐ I use ...
- ☐ I use ...

**4. Are you an IT-Expert?**

- ☐ yes
- ☐ no

## Questions concerning the organisations setting

**5. How important is the improvement of the organisational setting in your opinion?**

(Using a scale from 0 = not important to 10 very important and add the number behind the mentioned topic; if you do not know about the topic - set an x please)

- ☒ **Example: 5**
- ☐ IT-Strategy:
- ☐ IT-Governance:
- ☐ Backup-/ Restore Concept:
- ☐ Management of Licenses and Contracts:
- ☐ User Participation:
- ☐ Training of staff:

**6. How satisfied are you with the current situation?**

(Using a scale from 0 = not satisfied to 10 very satisfied and add the number behind the mentioned topic; if you do not know about the topic - set an x please)

- ☒ **Example: x**
- ☐ IT-Strategy:
- ☐ IT-Governance:
- ☐ Backup-/ Restore Concept:
- ☐ Management of Licenses and Contracts:
- ☐ User Participation:
- ☐ Training of staff:

## Questions concerning the technical basis

### 7. How important is the improvement of the technical basis in your opinion?

(Using a scale from 0 = not important to 10 very important and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

☐ Example: 5

- ☐ Geographical situation/room safety:
- ☐ Network Structure internal / external:
- ☐ Computing Power internal / external Sources:
- ☐ Hardware:
- ☐ Operating System Software and Configuration of OS:
- ☐ Authorisations- and Role Concept
- ☐ Telephony Services

### 8. How satisfied are you with the current situation?

(Using a scale from 0 = not satisfied to 10 very satisfied and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

☐ Example: x

- ☐ Geographical situation/room safety:
- ☐ Network Structure internal / external:
- ☐ Computing Power internal / external Sources:
- ☐ Hardware:
- ☐ Operating System Software and Configuration of OS:
- ☐ Authorisations- and Role Concept
- ☐ Telephony Services

## Questions concerning the availability of sector-neutral Applications / Programs

### 9. How important is the availability of sector-neutral applications/programs for you?

(Using a scale from 0 = not important to 10 very important and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

☐ Example: 2

- ☐ Enterprise Resource Planning Software:
- ☐ Document Management Software:
- ☐ Content Management Software:
- ☐ Workflow Management Software/Process Management Software:
- ☐ Document Management Software:
- ☐ Content Management Software:
- ☐ Central Electronic Archiving Software:
- ☐ Data Warehouse/Knowledge Center:
- ☐ Management Information System:
- ☐ SQL/No-SQL Databases:

- ☐ ETL Software:
  - ☐ HR-Software:
  - ☐ Quality Management Software:
  - ☐ Risk-Management Software:
  - ☐ other:
- (please add other Software not mentioned above which is relevant for you)

### 10. How satisfied are you with the current situation?

(Using a scale from 0 = not satisfied to 10 very satisfied and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

#### ☒ Example: 8

- ☐ Enterprise Resource Planning Software:
  - ☐ Document Management Software:
  - ☐ Content Management Software:
  - ☐ Workflow Management Software/Process Management Software:
  - ☐ Document Management Software:
  - ☐ Content Management Software:
  - ☐ Central Electronic Archiving Software:
  - ☐ Data Warehouse/Knowledge Center:
  - ☐ Management Information System:
  - ☐ SQL/No-SQL Databases:
  - ☐ ETL Software:
  - ☐ HR-Software:
  - ☐ Quality Management Software:
  - ☐ Risk-Management Software:
  - ☐ other:
- (please add other Software not mentioned above which is relevant for you)

## Questions concerning the availability of Public Employment Service Specific Software / Programs

### 11. How important is the availability of Public Employment Service Specific Software for you?

(Using a scale from 0 = not important to 10 very important and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

#### ☐ Example: 6

- ☐ Job Board:
- ☐ Matching Software with Algorithm:
- ☐ Software Application for Job-Brokers and Counselors:

### 12. How satisfied are you with the current situation?

(Using a scale from 0 = not satisfied to 10 very satisfied and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

#### ☐ Example: 6

- ☐ Job Board:
- ☐ Matching Software with Algorithm:

- ☐ Software Application for Job-Brokers and Counselors:

## Questions concerning the use of Public Employment Service Specific International Classifications

### 13. How important is the use of Public Employment Service Specific International Classifications for you?

(Using a scale from 0 = not important to 10 very important and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

☐ Example: 8

- ☐ ISCO (International Standard Classification of Occupations):
- ☐ ISCE (International Classification of Status in Employment):
- ☐ ISIC (International Standard Industrial Classification):
- ☐ NACE (Statistical Classification of Economic Activities):
- ☐ ESCO (European Classification of Skills/Competences/Qualifications and Occupations)
- ☐ EQF (European Qualification Framework):
- ☐ others:

(please add other classifications not mentioned above which is relevant for you)

### 14. How satisfied are you with the current situation?

(Using a scale from 0 = not satisfied to 10 very satisfied and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

☒ Example: 7

- ☐ ISCO (International Standard Classification of Occupations):
- ☐ ISCE (International Classification of Status in Employment):
- ☐ ISIC (International Standard Industrial Classification):
- ☐ NACE (Statistical Classification of Economic Activities):
- ☐ ESCO (European Classification of Skills/Competences/Qualifications and Occupations)
- ☐ EQF (European Qualification Framework):
- ☐ others:

(please add other classifications not mentioned above which is relevant for you)

## Questions concerning IT-Security

### 15. How important is the compliance with IT-Security for you?

(Using a scale from 0 = not important to 10 very important and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

☐ Example: x

- ☐ Legal Basics:  
(Examples: Cyber Security Law, Data Protection Act)
- ☐ Country Specific Foundations:  
(Example: Country IT-Strategy, IT-Architecture Directive for Public Services)
- ☐ International Standards and Frameworks:  
(Example: IEC, ITIL, COBIT; ISO, COSO)
- ☐ Definition of Protection Needs:  
(Example: Confidentiality, Integrity, Availability)
- ☐ Risks:

(Example: Processes, Analyses, Measures)

☐ **IT-Security and Disaster Recovery Concept:**

(Example: Firewall, Anti-Virus Protection, Spam Filter, Security in the human resources area, Instructions for IT staff and general staff, Access Control, Password, Disaster Control, Network Security)

☐ **Further Security Measures:**

(Example: IT-Security Directive, Service Level Agreements, Encryption, Failure Concept, Business Continuity Concept, Responsibility for the compliance with relevant legal acts)

(please add other classifications not mentioned above which is relevant for you)

## 16. How satisfied are you with the current situation?

(Using a scale from 0 = not satisfied to 10 very satisfied and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

☒ **Example: x**

☐ **Legal Basics:**

(Examples: Cyber Security Law, Data Protection Act)

☐ **Country Specific Foundations:**

(Example: Country IT-Strategy, IT-Architecture Directive for Public Services)

☐ **International Standards and Frameworks:**

(Example: IEC, ITIL, COBIT; ISO, COSO)

☐ **Definition of Protection Needs:**

(Example: Confidentiality, Integrity, Availability)

☐ **Risks:**

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(Example: Firewall, Anti-Virus Protection, Spam Filter, Security in the human resources area, Instructions for IT staff and general staff, Access Control, Password, Disaster Control, Network Security)

☐ **Further Security Measures:**

(Example: IT-Security Directive, Service Level Agreements, Encryption, Failure Concept, Business Continuity Concept, Responsibility for the compliance with relevant legal acts)

(please add other classifications not mentioned above which is relevant for you)

## Questions concerning IT Costs and Benefits

### 17. How important is the cost-benefit ratio of the organization's IT?

(Using a scale from 0 = not important to 10 very important and add the number behind the mentioned topic; if you do not know about the topic – set an x please)

☒ **Example: 10**

☐ **Planning and Recording of IT costs and expenses:**

(Examples: Investments in Hardware, Investments in Software, Personal Costs, Service Provider Costs, System Operating Costs, Maintenance Costs)

☐ **Planning and recording of benefits and profitability in the IT Domain:**

(Examples: planned benefit, realized benefit)