Questions to Ask Your Outgoing CIO

Letting Exit Interviews Set the New CIO up for Success

IT Strategic Planning

- What's one thing you were hoping to accomplish that you weren't able to do or weren't able to get to? What held you back from accomplishing this?

- Imagine you're coming back into the IT department as the new CIO. What projects would you want to tackle first? What projects are critical to moving the university forward?

- Outside of funding or staffing levels, what's keeping this institution back from having a world-class IT department?

- What are your recommendations for IT's involvement in [administrative or academic area]?

Further Resources

To receive direct support from our experts with the IT strategic planning process, contact your Dedicated Advisor or email IT Forum Consultant Greg Teich at gteich@eab.com

IT Departmental Assessment

- Who are the up-and-coming leaders within the IT department that we should look to for future leadership positions?

- What are the strengths of the current IT department? What are the weaknesses of the current IT department?

- What part of the institution's strategic plan is IT best at supporting? Struggling most at supporting?

- If you could change the organization of the IT department in any way, what would you change?

Further Resources

To assess maturity and urgency of 29 key capabilities for your IT department, visit:

eab.com/tools-and-analytics/eab-it-functional-diagnostic

IT-Campus Relations

- Who are the non-obvious leaders and "influencers" on campus with whom the new CIO should prioritize on his or her listening tour?

- If you could change the governance of IT in any way, what would you change?

- What suggestions do you have to better the IT-campus relationship (from either perspective)?

- How can we better communicate with the institution about the total cost of ownership of IT?

New CIO Onboarding

- How can we accelerate the new CIO's learning curve about this institution?

- How might we improve the process for preparing the new CIO for the role?

- What took you a while to learn that would have been good to know from day one?

- Would you be amenable to discussing the IT department with the new CIO at points in the future when your insights would be helpful?

Further Resources

For more information to help guide a new CIO's first 100 days in seat, visit:

eab.com/itf/cioleadership

Source: EAB interviews and analysis.