

APPENDIX 4. INTERVIEW QUESTIONS TO FIRSTGOV

Questions to validate questionnaire responses –

- Did you use the EID columns consistently and as intended?
- Explain the highest and lowest values in your answers.
- Explain any apparent inconsistencies or incomplete answers.

Overall questions –

How do you partner with other organizations (content providers and application managers) in a portal environment? How do you share web management responsibilities with the large organizations you partner with?

How do you manage the Web infrastructure in a portal environment? How much redundancy, centralization, etc.?

How do you maintain easy Web navigation (to simplify access for Web visitors) as the Web site grows and becomes more complex and diverse?

How does your management of intranet and/or extranet activities differ from management of your Internet activities?

Describe your regular strategic planning process for web activities. How often does this happen?

Looking at the performance measures you selected, are there others? How do you use these performance measures in managing your web activities?