

Topic	Question	
Overall Organizational		
Agency Overview	Provide a brief overview of what your Agency does, who its customers are and what its key products/services are.	
Mission and Goals	Provide an overview of your Agency's mission and key goals.	
Challenges	What are the most critical challenges that need to be addressed to achieve your Agency's mission, goals and objectives?	
Business Impact	What trends or factors may have a significant impact on your operations in the foreseeable future?	
Human Capital		
Staffing (Richmond MSA)	Current Staff count	Future Staff count (5 years)
Culture	How would you describe the culture of your organization? Is it changing, or does it need to change? If so, in what ways?	
Attraction and Retention	Do you feel that a better working environment and the ability to work remotely 1 or 2 days a week would positively impact your ability to attract and retain talent?	
Business Process	<i>Try to review their org chart prior to the interview</i>	
Organizational Structure	How is work organized by department/division?	
Organizational Change	To achieve your goals, are any significant changes anticipated in the departments' business processes and structure? If so, what are they and what are the drivers for change (competition, industry innovations, new technology, etc.)?	
Technology - Current	Does your current technology support your organization? If not, what would make a difference? Do all of your offices have wireless capabilities?	
Technology - Future	What future technologies may have an impact on your organization? What are the implications of these for your work processes and staffing?	
Time	What are your hours of operation? Are there flex schedules?	

Workplace	<i>Start this section with a review of their current space diagnostics. Discuss any opportunities for improvement that are indicated by the space analysis done in walkthroughs</i>
Current Facilities / Workplace	How can the workplace better support your operations and day-to-day activities? What's working, what's not working and what's missing?
Customer Needs	To best serve your customers, are there any specific space or locational requirements your Agency has?
Hybrid work	How did the remote work conducted during the pandemic impact productivity for your organization? What are your opinions about ongoing remote work as a workforce strategy and attraction and retention strategy?
	How many of your employees currently work remotely 1 day a week? How many of your employees work remotely 2 days a week? How many of your employees work remotely more than 2 days a week?
	If allowed, how many employees do you think would choose to telework 2 or more days a week if it meant they no longer had a dedicated desk or office and had to check one out when in the office?
Security	Are there any security issues for your agency/department? If so, what is the nature of the information to be secured? Who does it need to be secured from?
Adjacencies	Can your Agency be co-located with any other agencies? Are there any required adjacencies for departments within your Agency? Are there any departments within your Agency that cannot be co-located?
Finance	
Finance	What are key budgetary and resource considerations you have? What are the budgetary cycles you work with?