

## **Appendix O**

### **Long-Form Questionnaire**





**Baltimore County GIS Strategic Business Plan  
Long Form Questionnaire  
10/27/2006**

**Department Level**

1. Briefly describe your department/ division's role? (Administrator) (Ref.1)
2. Who are your customers (internal to the department, to the County/State/Federal Governments)?
3. Does your organization currently use GIS technology or data / map products? If yes, please describe some key examples that the interview team should explore? *If no, another question in that tree should gear towards the opportunities the Department level management see as possible...(see the question below)...*
4. Who are the department GIS personnel, including their names, titles, and classifications? (Ref.2)
5. Identify & Define the Programs and Activities that your department performs to complete the organizations' business functions within Baltimore County (if previously identified, please confirm)
6. Please give each program a level of low, medium, or high importance to your department (High = required by code or mandate, Medium = critical to business function, Low = supports non-essential business functions or public services)?
7. How are you ensuring that your personnel are proficient with current technology?
  - 7.1. List the GIS-related training that you provide to your personnel
    - 7.1.1. How many personnel are trained in the GIS classes provided (per year).
  - 7.2. List the GIS-related conferences that your personnel attend each year.
8. Are there any other programs in your department that could benefit from GIS? (Ref.13)
  - 8.1. What are these programs?
  - 8.2. How would GIS help these programs?
  - 8.3. What data layers would you need to support this program?
  - 8.4. What applications would you need to support this program?
  - 8.5. What hardware would be needed to support the program?
  - 8.6. What staffing resources would be need to support this program (# of people, experience level)?
  - 8.7. Would you require support from OIT Enterprise GIS Staff?
  - 8.8. Why is GIS not currently implemented in this program?
9. Does this agency develop and provide products or services directly to external customers (citizens, contractors, investigators)?
  - 9.1. Please describe these services or products
  - 9.2. How often are these services or products provided?
  - 9.3. Do you collect any revenue for the County as a result of the services and data provided?



10. Do you support any other agencies, departments, or programs with GIS-related resources that fall outside of your defined programs? (Ref.17)
11. Does this agency order products from OIT/GIS Services unit?
  - 11.1. Please describe these products
  - 11.2. What program or activity are these products used to support?



**Program Level (For each program that the interviewee is responsible for)**

1. Identify & Define the Programs and Activities that your department performs to complete the organizations' business functions within Baltimore County (if previously identified, please confirm)
2. Who are the customers for this program (and associated activities)?
3. Is there GIS database maintenance activities associated with these Programs?
  - 3.1. If yes, please describe the maintenance activity ( workflow, processes, staff and amount of time expended)
4. Is there any external funding to this program? (Ref.5)
  - 4.1. If yes:
    - 4.1.1. What type of funding?
    - 4.1.2. Who does this external funding come from?
    - 4.1.3. How much funding is provided?
    - 4.1.4. Are there any requirements for receiving this funding?
    - 4.1.5. Are there any stipulations or requirements that are a result of this funding?
    - 4.1.6. Is funding for GIS specific activities available?
  - 4.2. If no:
    - 4.2.1. Are the any funding sources that you are aware of that could be acquired?
    - 4.2.2. What is prohibiting the department from obtaining this funding?
    - 4.2.3. Potentially how much funding could be gained from this source?
    - 4.2.4. What are the requirements for this funding?
    - 4.2.5. Are there any stipulations or requirements that are a result of this program?
5. Are there any regulatory mandates that are associated with this program? (Ref.10)
  - 5.1. What are these regulatory mandates?
    - 5.1.1. Are the source documents available for our review and analysis?
    - 5.1.2. What are the specific code references and documentation to support requirements?
  - 5.2. Who is responsible for enforcing these mandates?
  - 5.3. Are there any penalties associated with noncompliance?
    - 5.3.1. Describe these penalties
  - 5.4. Are there any other programs that are associated with this mandate?
  - 5.5. Does this regulatory mandate require the use of GIS?
    - 5.5.1. What are the additional costs associated with complying with this mandate?
  - 5.6. Does this mandate require the production of maps, data, and reports? If so, please describe
    - 5.6.1. Are there any options for what is produced?
6. Besides regulatory mandates, are there any other strategic or political benefits/ value gained from this program? (Ref.17)
  - 6.1. What are these benefits?
  - 6.2. Who realizes these benefits?
7. Are there any indirect (social) benefits provided to the public as a result of this program? (Ref.16)
  - 7.1. Are these provided to Baltimore County, outside of the county, or other?



- 7.2. What are these benefits?
8. Are there any products that are developed as a result of this program?
  - 8.1. What are these products?
  - 8.2. Who are these products developed for?
  - 8.3. Why are these products developed?
  - 8.4. Do these products generate any revenue for the county?
9. Are there any services that are provided as a result of this program?
  - 9.1. What are these services?
  - 9.2. Who are these services developed for?
  - 9.3. Why are these services developed?
  - 9.4. Do these services generate any revenue for the county?
  - 9.5. Does this program support citizen inquiries?
    - 9.5.1. Does GIS allow you to address the inquires more efficiently?
      - 9.5.1.1. Can you quantify the current amount of time spent on these inquiries vs the amount of time spent previously? (previous time estimate, current time estimate, and number of times per year)
    - 9.5.2. Are inquiries addressed using GIS and/or web based technologies?
      - 9.5.2.1. If there are fewer direct inquiries because of this technology, can you quantify the total number before vs the current total number of inquiries?
10. Does this program require any unique software or applications (including scripts)? (Ref.11, 12)
  - 10.1. If yes, what software/applications are used?
    - 10.1.1. Was this software/application developed by Baltimore County or a Baltimore County contractor?
    - 10.1.2. Are there any maintenance costs associated with this software?
    - 10.1.3. Are there any external support costs associated with this software?
    - 10.1.4. Does this software include any reoccurring costs (such as licensing)?
    - 10.1.5. Is this software used solely for this program?
      - 10.1.5.1. If no, what is the percentage of its usage is for this project?
11. Does this program require any special hardware (office or field)? (Ref.3)
  - 11.1. If yes, please describe these hardware requirements.
    - 11.1.1. How many of these hardware units are required?
    - 11.1.2. Are there any maintenance costs associated with this hardware?
    - 11.1.3. How often does this hardware need to be replaced?
    - 11.1.4. Is this hardware used solely for this program?
      - 11.1.4.1. If no, what is the percentage of its usage is for this program?
12. What GIS-related activities are associated with this program (Will follow up with specifics for each activity in the following section)?
13. What activities within this program could be strengthened with GIS? (Ref.11, 12, 13)
  - 13.1. What are these activities?
  - 13.2. How would GIS help these activities?
  - 13.3. Are there any preliminary estimates for how much this would take to implement?



14. Is the data used available in the enterprise geodatabase (ArcSDE) ? (Ref.3)
  - 14.1. If no:
    - 14.1.1. Do you think that you could benefit from having the data that you use within an ArcSDE database?
      - 14.1.1.1. How would these benefits be realized?
15. Does your agency have any legacy databases that includes address information that could be spatially enabled?
16. Are web-based mapping services used or provided as a part of this program? (Ref.12)
  - 16.1. What are these?
  - 16.2. Why are they used or provided?
  - 16.3. Who are these provided to or who provides these services?
17. Are there any activities that are no longer being performed as a result of using GIS?
  - 17.1. What were the costs associated with these activities (how many time annually, total savings)?



**Activity Level (For each activity under each program that you are involved with)**

1. Please briefly describe this activity.
2. How often is this activity performed?
3. How long does it take you to perform the activity? (mins, hours, weeks, etc..)
4. Did you perform the activity prior to using GIS?
  - 4.1. If no, was the activity not capable without GIS?.
  - 4.2. If yes, how long did the activity take to complete without GIS?
5. Does this activity involve any GIS software maintenance or continual GIS software development? (Ref.5, 6, 7, 9)
  - 5.1. Please describe the software development/maintenance procedures.
  - 5.2. What person is responsible for this software development/maintenance?
    - 5.2.1. How much time is spent by this individual per week accomplishing this task?
    - 5.2.2. How many weeks per year is this task performed?
6. What data does this activity require? (Ref.4, 5, 8, 14, 15, 18)
  - 6.1. Is the department responsible for maintaining the data (maintenance includes data that is redeveloped or recreated)?
    - 6.1.1. If yes:
      - 6.1.1.1. Please describe the data maintenance procedure(s).
      - 6.1.1.2. What is the source material for performing the maintenance updates?
      - 6.1.1.3. Does your department perform the data maintenance?
        - 6.1.1.3.1. If yes, what person maintains the data?
          - 6.1.1.3.1.1. How much time is spent by this person maintaining the data per week?
          - 6.1.1.3.1.2. How many weeks per year is this maintenance performed?
        - 6.1.1.3.2. If no:
          - 6.1.1.3.2.1. Who performs the data maintenance?
          - 6.1.1.3.2.2. How much does this maintenance cost the department per year?
          - 6.1.1.3.2.3. How often is the data updated?
          - 6.1.1.3.2.4. If your department is not responsible for maintenance of the data:
            - 6.1.1.3.2.4.1. Are the data maintained?
              - 6.1.1.3.2.4.1.1. If yes, what department is responsible for maintaining the data?
              - 6.1.1.3.2.4.1.2. If no, describe why the data is not being maintained.
  - 6.2. After how many months or years does the data become unusable?
7. Are there any GIS-related tasks (such as analysis, map production) associated with this activity that do not involve data production/ maintenance/ or software development/ maintenance?
  - 7.1. Please describe this task.
  - 7.2. What person performs this task?



- 7.2.1. How much time is spent by this person performing this task per week?
- 7.2.2. How many weeks per year is this task performed?
- 7.3. Would this task be performed if GIS was not available?
- 7.4. How would this task be performed without GIS?
  - 7.4.1. How much time would this task take per week to perform without GIS?
  - 7.4.2. How many weeks per year would this task need to be performed without GIS?
  - 7.4.3. What person would perform this task if it were performed without GIS?
  
8. Are any other additional materials required to perform this activity? (Ref.3)
  - 8.1. If yes, please describe these materials.
    - 8.1.1. How much do these materials cost?
    - 8.1.2. How often do these materials need to be purchased?
    - 8.1.3. Are these materials used for other activities?
  - 8.2. What materials would be needed if this activity was performed without GIS?
  
9. Over a given period, how much time do you spend on this activity? (Ref.8)
  - 9.1. Is this an activity that you will continue to work on in the future?
    - 9.1.1. If yes, do you foresee spending a similar amount of time on this activity in the future?
    - 9.1.2. If no, will someone else take your place in this activity?
      - 9.1.2.1. If no, please elaborate.
  - 9.2. How much of this activity would you estimate directly deals with or uses GIS?
  - 9.3. How many other people currently work on this activity?
  
10. Do you foresee the demands/requirements of this activity expanding or contracting in the future?
  - 10.1. If yes, please elaborate.
  
11. Does anyone else in your department (or other departments) complete the same activity?