INSTITUTIONAL INTERVIEW WORKSHEET

FORM REVISION	PRIVACY	REVIEW CADENCE
1.0	Do not collect protected or sensitive operational details	Use occasionally for institutional literacy

Ask the operator, not just the spokesperson, what ordinary dependencies matter. The purpose is institutional literacy, not intelligence collection. Do not pressure workers to reveal protected infrastructure details, security arrangements, private records, credentials, patient information, or vulnerabilities that should not be public.

CONTEXT

Institution / function

Role interviewed - no unnecessary personal details

Date

Public / lawful context for conversation

QUESTIONS

Question	Notes - keep at appropriate sensitivity
What is the hardest position to fill?	
What breaks most often?	
What is the longest lead-time part?	
What task depends on one person?	
What happens during an outage?	
What outside system are you most dependent on?	
What do customers misunderstand about your work?	
What problem keeps recurring because nobody has authority or money to fix it?	
What would make the service stop for a week?	

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CONVERGENCE

Dependencies that also appear in other systems

What is public and safe to retain?

What should not be recorded or shared?

Source basis: Every Government Dies - The Institutional Interview.
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