Audio taped interview transcription

Date	**28-7-2013**
Duration	**15 minutes**
Place	**Ministry Of Education Saudi Arabia**
Interviewees	**Dr H. M.**
Job	**CEO (layer A)**

Interviewer	Thank you sir for giving me this opportunity
Respondent	You are welcome and I hope to provide you with a useful information
Interviewer	There are many software projects in this ministry, to What extent do you think software development projects are challenging and very important?
Respondent	Yes we have three main projects for different purposes. ERP, School management, and training projects Software projects shouldn't be challenging as long as we employ the qualified people. However, if they had any problem they can come to us to solve it.
Interviewer	Do you know what they are doing now?
Respondent	Unfortunately not all the details, but we have regular progress meetings , and IT people present their progression.
Interviewer	How projects are managed in your organisation?
Respondent	As any other projects, we assign a project manager then he work at the IT department until he finishes the project
Interviewer	Who is the owner and the controller of the project?
Respondent	Usually the functional department, who asked for that project to be developed, is responsible about its requirements and clarifications, then IT department take the role in developing the application.
Interviewer	What if they had any conflict?
Respondent	Its unlikely to happen , but if this true I will solve this problem directly
Interviewer	Have you compared your organisation with any other organisations in terms of the e-services
Respondent	No need to compare, there is an E-government project and authority who monitor this issue, and they send us a reports about our progress.
Interviewer	Are you satisfied about you position among other organisations?

Respondent	Well, not quite a lot, We are doing our best and monitoring our projects by ourselves, and I think we have a good position in the near future.
Interviewer	How do you support the IT department?
Respondent	Honestly, they are receiving the highest salaries in this organisation, even the work environment has been designed different from other departments as we believe that they need specific atmosphere.
Interviewer	Thank you indeed for you participation in my research
Respondent	You are welcome