

---

**Category: INFORMATION TECHNOLOGY****IT SATISFACTION POLICY****I. PURPOSE**

The goal of the IT Satisfaction Policy is to:

- Improve Information Technology (IT) service
- Enhance user satisfaction with Information Technology (IT) products and services
- Increase the user's performance and productivity by supplying products and services that add value to SVCE
- Measure the performance and effectiveness of internal and outsourced IT resources
- Provide managers with the information and insight they need to increase IT performance and customer satisfaction

**II. SCOPE**

This procedure applies to all IT Support, employees, contractors or outsourcers.

**III. DEFINITIONS**

"Information Technology Asset" – Any computer hardware, software, Information Technology-based SVCE information, as well as related documentation, licenses, contracts or other agreements, etc. In the context of this document, "asset" is synonymous with "Information Technology asset."

"Internal User" – An employee or contractor using SVCE Information Technology assets in the course of performing a job (task) for the Agency. In the context of this document, "user" is synonymous with "internal user."

**IV. POLICY****A. IT DEPARTMENT SATISFACTION-INCIDENT (TRANSACTION) FOLLOW-UP SURVEYS**

Incident or transaction follow-up surveys assess how customers feel about how well the IT Department team is handling incidents.

---

**Category: INFORMATION TECHNOLOGY**

---

These surveys provide information for immediate performance improvement actions by Information Technology management and staff, and for monitoring performance and satisfaction trends.

The IT department will:

- send an IT Department Incident Satisfaction Survey
- to requester after each incident ticket submitted;
- review each submitted survey and look for improvement possibilities; and
- log each survey and present score results to management.

**B. IT DEPARTMENT SATISFACTION - COMPREHENSIVE IT DEPARTMENT CUSTOMER SATISFACTION SURVEYS**

Bi-Annually comprehensive IT Department surveys capture user/customer feedback about their service experience over the past six months with the IT Department. By reviewing the Bi-Annually IT Department survey feedback, the IT management team will be able to improve the user/customer experience.

When a survey is returned, it is to be routed to IT support for analysis and inclusion in a summary report.

IT Support is responsible for taking any corrective action or addressing user concerns. IT Support shall contact the user and resolve the situation as quickly as possible and to the satisfaction of the user.

**C. DEPARTMENT SATISFACTION - USER SATISFACTION REVIEW**

The Director of Administration and Finance shall periodically (every six months, at a minimum) review User Satisfaction Survey Summary Reports to determine if IT Support is making progress with regard to user satisfaction levels.

- If user satisfaction levels are not improving or are declining, SVCE management shall meet with IT Support to recommend

---

**Category: INFORMATION TECHNOLOGY**

and schedule corrective actions.

**V. ATTACHMENTS**

1. IT Department Incident Satisfaction Survey
2. Comprehensive IT/Admin Customer Satisfaction Survey

---

**Category: INFORMATION TECHNOLOGY**
**IT DEPARTMENT INCIDENT SATISFACTION SURVEY**

<b>How Satisfied are you with:</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>N/A</b>
Overall quality of IT Department Staff?						
Knowledge and professionalism of the IT Department Staff?						
Communication and follow-up on problem resolution?						
The ability of help desk to diagnose your problem?						
The ability of the help desk to solve your problem?						
Time require resolving your problem?						

**Category: INFORMATION TECHNOLOGY**

# Comprehensive IT/Admin Customer Satisfaction Survey

Thank you for agreeing to take part in this important survey measuring the effectiveness of SVCE's current IT/Admin Department. Your feedback is important to the continual improvement of SVCE's IT/Admin Department. This survey should only take 4-6 minutes to complete. Be assured that all answers you provide will be kept in the strictest confidentiality.

1. On the basis of your previous interaction with the IT/Admin Department over the last 6 months, how would you rate their performance?

- Excellent
- Good
- Average
- Unsatisfactory
- Poor

2. Please give your suggestions on how the IT/Admin Department can further improve our support service.

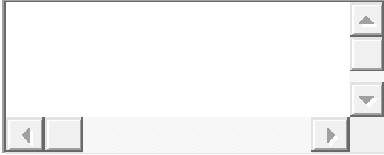
3. What things do you think the IT/Admin Department does well?

---

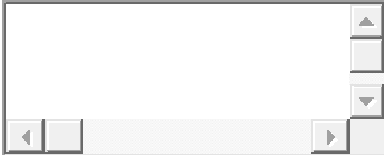
**Category: INFORMATION TECHNOLOGY**

---

4. What could the IT/Admin Department do better?



5. In your opinion, what specific areas should the IT/Admin department focus on during the next year? (Please be specific.)



6. Do you feel that the IT/Admin support staff is courteous, congenial; responds in a timely manner; easily establishes rapport with users; is efficient, professional, and enthusiastic?

- Yes
- No
- Not Sure

7. Do you feel that the IT/Admin support staff maintains focus; is persistent; shows strong commitment; is organized; has a 'can-do' attitude; takes initiative; shows pride in work; achieves goals; takes responsibility; is dependable?

- Yes
- No
- Not Sure

8. Do you feel that the IT/Admin support staff demonstrates technical knowledge; has effective oral and written skills; is a good listener; is perceptive; maintains objectivity; is thorough, analytical, and decisive; shows insight?

- Yes
- No
- Not Sure