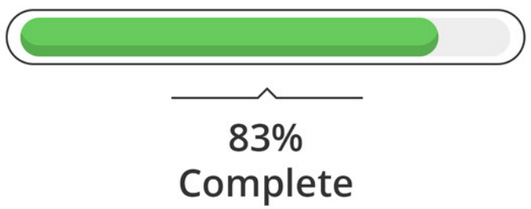


End User Satisfaction Program

Prepared for
John Doe
Slice Co.

INFO~TECH research group

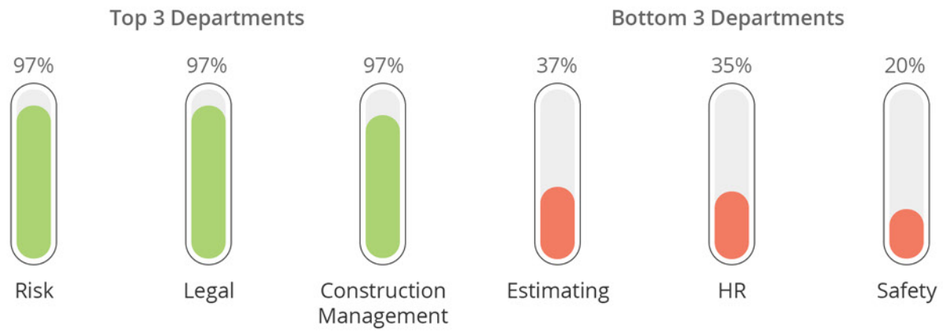
Brought to you in partnership by
ITeffectivity

General Overview

Slice Co.
1596 Responses

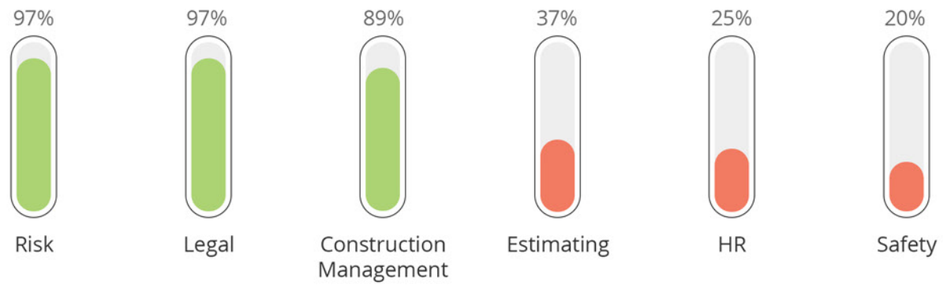
Business Enablement

How satisfied are you with IT's ability to enable the organization to meet its overarching goals?

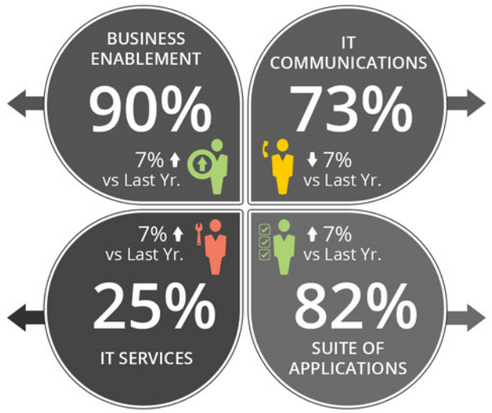


IT Services

How satisfied are you that the services provided by IT enable you to perform your job effectively?



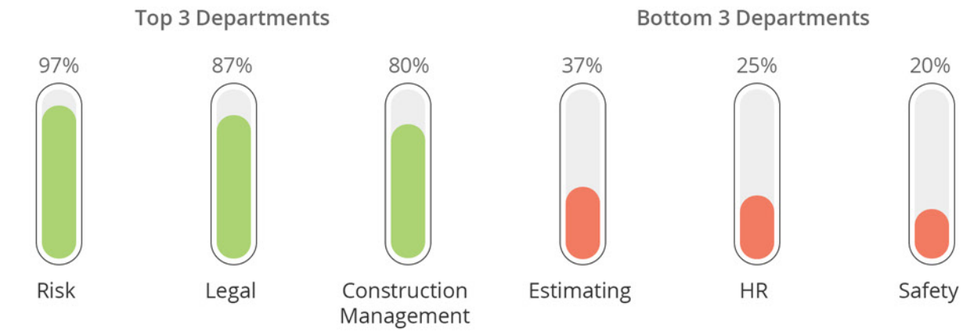
Overall Satisfaction with IT



Different departments have varying demands from and reliance on IT. Overall satisfaction and satisfaction by department shows what areas of IT need to be addressed most.

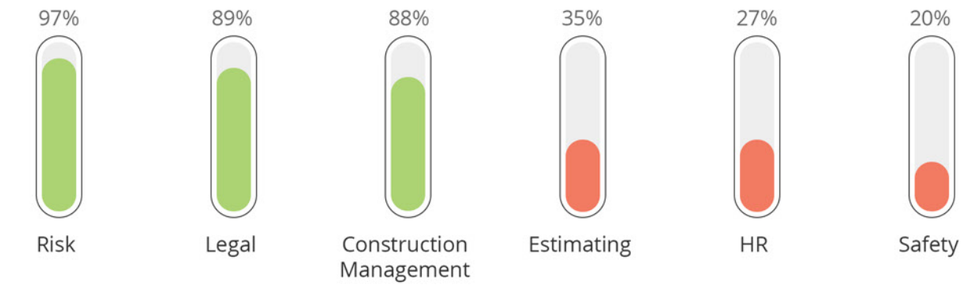
IT Communications

How satisfied are you with IT's ability to communicate to you regarding the information you need to perform your job effectively?



Suite of Applications

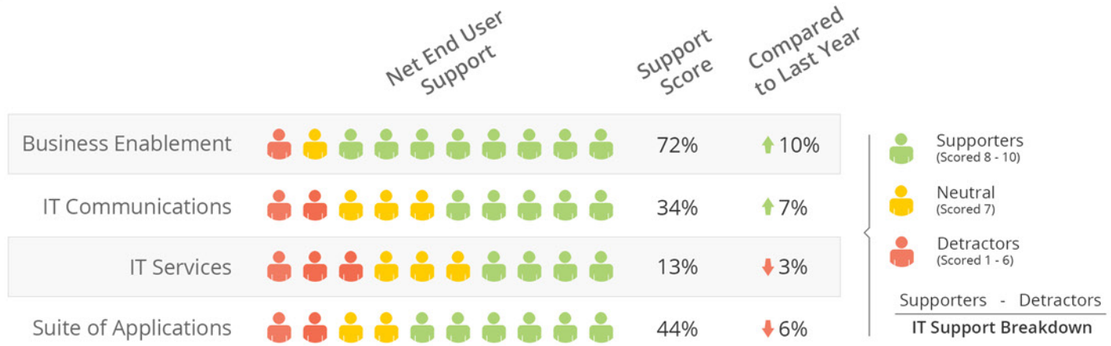
How satisfied are you that the collection of applications provided to you by IT is the appropriate set for enabling you to do your job effectively?



Overall Support for IT

IT Support Breakdown provides an at a glance view of end user sentiment in four key areas of IT, based on the percent of users that fall into three important categories:

Promoters	Loyal enthusiasts of IT.
Neutral	Satisfied Stakeholders that are unenthusiastic about IT.
Detractors	Unhappy stakeholders who can damage your reputation.



Business & IT Communications Overview

Slice Co.
1596 Responses

End User Diagnostic | INFO~TECH research group

Business Enablement Support

There are many facets of IT–Business alignment that may lower opinion of IT. This begins with listening to end users and should enable a culture of continuous evolution and innovation.

BUSINESS ENABLEMENT
90%
↑7% vs Last Year

IT Communications Support

Communications can involve various levels of information. Many communicate low levels issues well but should focus on evangelizing IT's vision.

IT COMMUNICATIONS
73%
↓7% vs Last Year

	Net End User Support	Support Score	Compared to Last Year
Company Innovation		76%	↑12%
IT Agility		23%	↑9%
Department Technology Enablement		52%	↓6%
Training		12%	↑10%
Feedback Receptivity		34%	↑11%
Professionalism		61%	↑5%

Supporters (Scored 8 - 10)
Neutral (Scored 7)
Detractors (Scored 1 - 6)

Supporters - Detractors
IT Support Breakdown

Enablement & Comms. by Seniority

Ensure that end users at all levels agree on what works and what doesn't. Groups that differ from the norm should be targeted for improvement or evangelism.

	Satisfaction	Executive Satisfaction	Director Satisfaction	Manager Satisfaction	Front Line Satisfaction
Company Innovation	80% (65%)	89% ↑10%	82% ↑3%	79% ↑7%	81% ↑9%
Agility	65% (48%)	63% ↓9%	40% ↓8%	20% ↓13%	48% ↓12%
Dept. Technology Enablement	75% (69%)	51% ↑6%	79% ↑13%	57% ↑10%	66% ↑11%
Training	58% (50%)	19% ↑13%	60% ↑8%	28% ↑5%	10% ↑10%
Feedback Receptivity	71% (49%)	27% ↑15%	40% ↑3%	16% ↑10%	69% ↑7%
Professionalism	90% (80%)	85% ↑17%	67% ↑9%	82% ↑13%	59% ↑8%

Last year	↑/↓ vs company avg.

Enablement & Comms. by Department

Look beyond the averages to see the range of satisfaction rates and address key problem areas. Talk to the most disgruntled departments first to hone in key issues.

Most Satisfied Departments

Name	Sat. Score
Risk	71%
Legal	92%
Construction Management	77%
Construction Management	74%
HR	71%
Safety	94%

Least Satisfied Departments

Name	Sat. Score	Name	Sat. Score
Construction Management	54%	Legal	34%
Estimating	33%	Construction Management	28%
HR	61%	Estimating	47%
Legal	54%	Safety	46%
Risk	57%	Construction Management	49%
Construction Management	32%	Risk	21%

Services Overview

Slice Co.
1596 Responses

IT Services Satisfaction

The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

Core Services by Seniority

End users functioning in different roles within the organization place importance on different core services. Improvement should address both the right services and the right users.

↑/↓ vs company avg.

Core Services	Executive		Director		Manager		Front Line	
	Satisfaction	Importance Rank	Satisfaction	Importance Rank	Satisfaction	Importance Rank	Satisfaction	Importance Rank
Service Desk Effectiveness	89% ↑11%	4th ↑1	89% ↑ 9%	4th ↑1	63% ↓13%	4th ↑1	89% ↑34%	2nd ↓1
Service Desk Timeliness	63% ↓13%	4th ↑1	63% ↓13%	4th ↑1	89% ↑10%	2nd ↓1	80% ↑ 3%	3rd –
Policies	89% ↑ 5%	3rd –	89% ↑ 7%	2nd ↓1	63% ↓13%	2nd ↓1	65% ↓13%	4th ↑1
Network	77% ↑ 7%	4th ↑1	83% ↑13%	4th ↑1	89% ↑ 5%	3rd –	81% ↑13%	2nd ↓1
Application Suite	75% ↑11%	2nd ↓1	76% ↑ 5%	3rd –	66% ↓13%	2nd ↓1	83% ↑ 2%	4th ↑1
Devices	83% ↑13%	4th ↑1	63% ↓ 8%	4th ↑1	89% ↑ 7%	4th ↑1	79% ↑13%	4th ↑1
Analytics & Reports	63% ↓13%	4th ↑1	80% ↑13%	2nd ↓1	69% ↓13%	2nd ↓1	57% ↓22%	3rd –

Core Services by Departments

Look beyond the averages to see the range of satisfaction rates and address key problem areas. Talk to the most disgruntled departments first to hone in key issues.

Core Services	Importance Rating	Versus Last Year	Satisfaction
Service Desk Effectiveness	2nd	3th ↑ 1	98% (59%)
Service Desk Timeliness	4th	7th ↑ 3	93% (39%)
Policies	1st	1st –	85% (59%)
Network	7th	6th ↓ 1	78% (39%)
Application Suite	5th	2th ↓ 3	73% (59%)
Devices	6th	5th ↓ 1	69% (79%)
Analytics & Reports	3th	4th ↑ 1	39% (79%)

↓ Last year

Most Satisfied Departments

Name	Sat. Score
Risk	97%
Legal	94%
Construction Management	90%
Estimating	89%
HR	87%
Safety	79%
Research	76%

Least Satisfied Departments

Name	Sat. Score	Name	Sat. Score
Legal	10%	Construction Management	9%
Construction Management	15%	Estimating	12%
Estimating	20%	HR	15%
HR	23%	Safety	22%
Safety	34%	Risk	30%
Risk	36%	Legal	35%
Legal	55%	Risk	50%

Finance Department Overview

Slice Co.
51 Responses

BUSINESS ENABLEMENT	IT SERVICES	IT COMMUNICATIONS	SUITE OF APPLICATIONS
90%	25%	73%	82%
↑ 7% compared to company	↑ 2% compared to company	↓ 8% compared to company	↓ 2% compared to company

(Department) Business Enablement Net Support Score

Company Innovation	53%
IT Agility	35%
Dept. Technology Enablement	12%

(Department) IT Comunications Net Support Score

Training	66%
Feedback Receptivity	55%
Professionalism	68%

Supporters (Scored 8 - 10) | Neutral (Scored 7) | Detractors (Scored 1 - 6)

Supporters - Detractors
IT Support Breakdown

(Department) Services Overview | IT Services Importance & Satisfaction

Core Services	Importance Rating	Compared to Company	Satisfaction
Service Desk Effectiveness	2nd	3th ↓ 1	98% (59%)
Service Desk Timeliness	4th	7th ↓ 3	78% (39%)
Policies	1st	1st –	72% (59%)
Network	7th	6th ↑ 1	67% (39%)
Application Suite	5th	2th ↓ 3	61% (59%)
Devices	6th	5th ↑ 1	50% (79%)
Analytics & Reports	8th	8th –	41% (79%)

Company Average

Finance Department Comments

Slice Co.
51 Responses

Q: What could IT provide you (e.g., applications or other technology) or improve on to make you more effective in your job?

John Doe	I rely heavily on IT to do my job successfully and I feel I always get what I need in a timely manner and with a reasonable degree of accuracy.
Jane Doe	IT has been very helpful in building a solution that meets my needs.
John Doe	This app facilitates remote group working and collaboration. I don't know what I'd do without it.
Jane Doe	IT policies are communicated well and I understand why IT makes the decisions it does.
John Doe	My tickets are always dealt with quickly and IT solves my problems most of the time.
Jane Doe	I would like a new laptop because I could do my job faster if my laptop was faster.
John Doe	I travel a lot and often have network issues when I'm offsite. I would like these problems to be solved so that I am more productive.
Jane Doe	I am able to use the reporting from our CRM to pull the information I need to make decisions. However, there are opportunities to improve the data.
John Doe	The application allows me to do what I need but the process is terrible. Creating the reports I need requires pulling several reports and then manually combining them. It would be so much easier if the system could just create the report I need instead of three that I don't need!!
Jane Doe	I like that I'm able to communicate with IT and that my ideas are heard.
John Doe	Some tools I use are frustrating and I would like more training.
Jane Doe	IT policies are communicated well and I understand why IT makes the decisions it does.
John Doe	My tickets are always dealt with quickly and IT solves my problems most of the time.
Jane Doe	I would like a new laptop because I could do my job faster if my laptop was faster.
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