

# Attachment C

## IT Customer Satisfaction Survey Results Total Respondents: 72

A. Degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

B. Degree of satisfaction with the City's applications and infrastructure.

RESPONDENT ID#	Question A			Question B		
	SATISFIED	UNSATISFIED	OTHER	SATISFIED	UNSATISFIED	OTHER
64995	X			X		
64990	X			X		
64936	X			X		
64931	X					Generally, all of the systems seem to work pretty well. However, the EPE system is cumbersome and not particularly user friendly. Many steps are required to work through the various fields to input, edit and submit an EPE. The RMS and CAD systems at the PD seem to be outdated and some seemingly simple info gathering often requires a lot of manual manipulation.
64909	X					The City maintains several applications that assist staff in their day to day operations and run on a pretty sophisticated and complex infrastructure. However, there are a few applications that should be seamlessly integrated to avoid duplication of efforts. Example: The City's document imaging system (Alchemy) and GIS. Permits Plus and Finance Plus. Wish we didn't have glitches in some modules which can take up time trying to fix sometimes.
64869	X					no opinion
64832			Do not use because we have Cone. I my position I rarely have contact with the City's IT Personnel.			
64829				X		Moderate. Common business applications (ie, MS Office) are satisfactory. Permits Plus is not user friendly.
64789	X					
64729	X			X		
64712	X			X		
64697	X			X		
64696	X			X		
64695	X			X		
64694			Overall the staff is fairly responsive to requests, however solving the problem often takes multiple requests/visits before becoming fully functional. I do not have any interaction with this department in my position. Therefore I do not feel qualified to give an opinion.			Repeated failure of microwave relay for all connectivity and backup T1 slows systems down to barely usable speeds.
64692						N/A
64690	X			X		
64665	X			X		
64663	X			X		
64659	X			X		
64654	X			X		
64649	X			X		
64599	X			X		
64595	X			X		
64590	X			X		
64589	X			X		
64552	X			X		
64551			Since the Police Department maintains its own IT support team, I have had little interaction with the City's IT staff.			
64550	X					This City Hall does not possess the best infrastructure for the technology the IT staff deals with, so the fact that they can keep everyone working is a miracle and mystery to me. To that regard, I think they are exceptional in what they do and perform their jobs admirably for what they have to work with.
64549			Good; however, limited exposure most related to telephone issues with Dan Auger.			N/A
64537			We do not rely on City IT support as we generally receive service from our inhouse staff of Technicians. I can tell you that I have not been impressed with the information available from the City in the area of financial tracking. I am mostly satisfied with the quality and responsiveness of IT support. I wish someone would answer their phones during all business hours.			Again, we rarely use the City's applications except the City web site.
64535						I think that the IT division is broken into to too many divisions and should be one.
64532	X			X		
64497	X					I am very satisfied with GIS services. The proprietary nature of Alchemy and Permits limits efficiency.
64495	X			X		

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64493	x					Fair. There needs to be some type of system in which Permits Plus and Finance Plus could interact so we are not going back and forth between the two systems to process information on our deposit accounts, time accounting, invoices paid, deposit funds received, etc.
64492	x			x		
64470	x			x		
64469	x					Getting better.
64468			N/A			The applications and infrastructure are good, however, FinancePlus is not very user friendly outside of the accounting module. somewhat, would like an improved payroll and reporting system
64462	x					
64460	x			x		
64456	x			x		
64455	x			x		
64452	x					Many times software applications are missing a feature that would improve job performance. Our IT staff has often helped to create customs or queries to solve our issues. IT staff responds quickly when there is equipment failure and can usually resolve problem.
64450			The quality of the service is excellent. However, it sometimes takes awhile to get work done in particular fire stations. I assume that with the increased workload this could just be a scheduling problem.			The navigation of the applications have improved drastically. I still believe that the performance evaluation is not suited for the fire service and is redundant in several areas. It seems that we answer the same question throughout the evaluation. Also, I would like to see the Grievance application put onto the HR website so an employee doesn't need to walk into HR and pick up the form. I found as a past VP of the Firefighters Association members would shy away from walking in because of the fear of public rumors and ridicule.
64430			I have worked with J. Cone projects and he has helped with getting the project done. We have not work with the City IT personnel in a long time. So to the answer is fine.			I think the City should have one IT support service to improve service and bring the collective of the experts together to solve problems and provide more resources to the city staff.
64429	x			x		Does the City's applications or infrastructure create problems being experienced at some of the fire stations? i.e. PC seems to be running slower with alot of new windows popping up in MSN each time I log on. Further, it will not accept "Yahoo as server" for e-mail.
64428	x					
64427	x			x		
64415			Average	x		
64414	x			x		
64413	x			x		
64411	x					The application that I have a problem with is the Annual Employee Evaluation. I am not alone in my feelings that the format is repetative and not a good templet for our needs. I've been able to deal with the city's applications and infrastructure. I think it should be cleaned up so it's easier to access information.
64407		x				
64397			Due to the Fire Department's unique needs we have our own IT person. Prior to establishing our IT, we utilized the the city's IT division and there many difficulties using this format.			The EPE system is cumbersome and redundant, it should be overhauled or replaced
64394		x		x		
64390	x			x		
64389	x			x		
64388	x					I think the performance evaluation system needs to be updated.
64382	x			x		
64381	x					I bought a laptop so I could use the Internet on my breaks but the public wi-fi seems to be a little slow.
64378	x			x		
64376			I dont have an opinion one way or the other. Don't typically have contact with the City's IT department.	x		
64373				x		
64372	x					Seems fine from my limited view. Except the software "Alchemy" seems to be in trouble.
64370	x			x		
64369	x			x		
64367	x				x	
64366	x			x		

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RESPONDENT ID#	Question A		
	SATISFIED	UNSATISFIED	OTHER
64359	x		
64352	x		
<b>TOTAL</b>	<b>55</b>	<b>2</b>	<b>15</b>

RESPONDENT ID#	Question B		
	SATISFIED	UNSATISFIED	OTHER
64359	x		
64352	x		
<b>TOTAL</b>	<b>44</b>	<b>1</b>	<b>27</b>

Somewhat satisfied. I think some of our programs should be more user-friendly, like our budgeting program and our permit tracking system. I wonder too if our GIS System, as good as it is, will be overtaken or rendered less than useful by Google Earth. I doubt it, because of the robust layers that we have. Would there ever be a way to overlay Google Earth's photo quality on our GIS to get the best of both?