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| --- | --- |
| Process mining lab |  |

Process mining lab requests your help. Please complete the following survey based on the Computer and Communications Division requests.

When raising a CCD request…

**THIS SURVEY IS ABOUT YOUR EXPERIENCE WITH CCD IN LAST 6 MONTHS.**

## In the last 6 months, how many CCD requests have you raised?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | No request at all |  | Up to 5 |  | Up to 10 |  | More than 10 |

### In the last 6 months, how often were you asked to provide at least one input?

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Never |  | Rarely |  | Sometimes |  | Often |  | Always |

### Below is the list of possible reasons explaining why you were asked to provide inputs. **Please RANK** **given reasons** from 1 to 5 where **1** - **most frequent** and **5** - **least frequent**. NA if Not Applicable.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Complex issue that required specific information | #...... |  |
|  | Initial request you raised was incomplete or unclear | #...... |  |
|  | You felt the asked input was unnecessary to resolve the issue | #...... |  |
|  | Approvals | #...... |  |
|  | Other:…………………………………………………………………………………………… | #...... |  |

## In the last 6 months, were any of your requests automatically closed because you couldn’t provide inputs within the time constraint (enforced by CCD system)?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes |  | No |

## In the last 6 months, did you ever decide to leave an issue unresolved because you were asked to provide inputs multiple times?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes |  | No |