**Customer Satisfaction Assessment Template**

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| **Question** | **Answer [1 Poor – 5 Far Exceed]** |
| 1. Are the services provided by the IT department are consistent with what was communicated or announced? |  |
| 2. Does the IT staff meet the expectations in terms of the Quality of service? |  |
| 3. Does the IT staff meet the expectations in terms of the Professional interaction? |  |
| 4. Does the IT staff meet the expectations in terms of the Response time? |  |
| 5. Does the IT staff meet the expectations in terms of the Technical expertise? |  |
| 6. Does the IT staff meet the expectations in  terms of the understanding the domain specific business? |  |
| 7. How do you evaluate the value of the  provided services? |  |
| 8. Are you encouraged to call the IT  department if you faced a problem? |  |
| 9. Are there any services needed that are not  currently provided by the IT department? Please specify. |  |
| 10. Is the IT staff available during regular business hours? |  |
| 11. Does the IT staff provide explanation and  clarification on the actions and resolutions performed to solve the problems? |  |
| 12. Do you feel embarrassed when you report a  problem or incident? |  |
| 13. Does the IT department understand your  needs? |  |
| 14. Does the IT department provide adequate  business applications that facilitate or automate your work? |  |
| 15. Is the technology infrastructure adequate to your business and technology needs? |  |
| 16. Are you happy with the IT services? Why? |  |