**OS development**

*The following survey looks across a number of operational areas of ASI. The intention is to determine if these areas remain a top priority for development by those in the business and if further development of the Operating System (OS) could help improve efficiencies. We are also interested to hear other ideas and priorities from you. How can the OS better help you in your day-to-day work? How can we improve the system to support you do your jobs effectively?*

*Please take the time to complete the survey questions fully. All feedback will be discussed with the ET and will by used to inform further OS development plans.*

**Time Recording**

**1. What type of activities do you currently record in the OS?**

* Project work
* Internal meetings
* Training and development
* Business development
* Governance & Stability
* Economic development
* Admin / non-billable work
* Other (please specify): \_\_\_\_\_\_\_\_\_\_\_

**2. Do you feel your current time entries accurately reflect your daily work?**

* Yes
* No
* Partially

**3. On a scale of 1–5, how confident are you that you’re using the correct time codes?**  
(1 = Not confident, 5 = Very confident): \_\_\_

**4. When recording your time do you:**

* **Record actual time worked**

**Record only contractual time**

**Record only time which is billable to the client**

**5. What are the biggest pain points when time recording?**

*(Free text)*

**6**

*(Free text)*

7. What do you like or appreciate about the time recording system?

*(Free text)*

8. Do you have any further suggestions?

*(Free text)*

9. Are you a time approver?

* Yes
* No
* I am not sure

**10. What challenges have you observed (if any) in how Associates/Subcontractors/Employees record time in the OS?** (only asked to those who responded yes to question 9)

*(Free text)*

**11. What improvements would help you or your team better support or monitor time recording for Associates/Subcontractors/Employees?** (only asked to those who responded yes to question 9)

*(Free text)*

**12. Do you feel associates/subcontractors/employees have the necessary guidance to log time accurately**

* Yes
* No
* I don’t know

Comment Box:

**Expense Management**

**13. Are you currently assigned to a project in the OS?**

* Yes
* No
* Not sure

**14. What part of the expense process do you find most confusing or time-consuming?**

* Logging the expense
* Understanding which code to use
* Approval delays
* Budget visibility
* Other (please specify): \_\_\_\_\_\_\_\_\_\_\_

**15. I feel confident submitting expenses that will be approved without delay.**

* Strongly Agree
* Agree
* Neutral
* Disagree
* Strongly Disagree

**16. What are the biggest pain points when logging and managing expenses?**

*(Free text)*

**17. What improvements would make the expenses process more efficient?**

*(Free text)*

18. What do you like or appreciate about the expense management system?

*(Free text)*

19. Do you have any further suggestions?

*(Free text)*

20. Are you an expense approver?

* Yes
* No
* I am not sure

**21. What challenges have you observed (if any) in how Associates/Subcontractors/Employees log expenses in the OS?** (only asked to those who responded yes to question 9)

*(Free text)*

**22. What improvements would help you or your team better support and monitor expenses of Associates/Subcontractors/Employees?** (only asked to those who responded yes to question 9)

*(Free text)*

**23. Do you feel associates/subcontractors/employees have the necessary guidance to log expenses accurately**

* Yes
* No
* I don’t know

Comment Box:

**Programme Management**

**24. Do you currently work on any of the ASI delivery projects?**

* Yes
* No
* Not sure

**25. Do our current systems support you in delivering projects effectively?** (only asked to those who responded yes to question 1)

Scale of 1-10

**26. Do you have access to enough information to effectively deliver your project work?** (only asked to those who responded yes to question 1)

Scale of 1-10

**27. What additional information would assist you in more effectively delivering your project work?**

*(Free text)*

**28. What are the biggest pain points when managing programmes through our current systems?** (only asked to those who responded yes to question 1)

*(Free text)*

**29. What improvements would make managing programmes at ASI more efficient?** (only asked to those who responded yes to question 1)

*(Free text)*

30. Do you have any further suggestions?

*(Free text)*

**Business Development (BD)**

**31. Do you currently work on business development for ASI?**

* Yes
* No
* Not sure

**32. Do our current systems support you in BD?** (only asked to those who responded yes to question 1)

Scale of 1-10

**33. Do you have access to enough information to effectively undertake BD work?** (only asked to those who responded yes to question 1)

Scale of 1-10

**34. What additional information would assist you in BD work?**

*(Free text)*

**35. What are the biggest pain points when managing BD through our current systems?** (only asked to those who responded yes to question 1)

*(Free text)*

**36. What improvements would make managing BD at ASI more efficient?** (only asked to those who responded yes to question 1)

*(Free text)*

37. Do you have any further suggestions?

*(Free text)*

**Client Invoicing and Forecasting**

**38. Do you deal with client invoicing or forecasting?**

* Yes
* No
* Not sure

**39. What part of the invoice process do you find most confusing or time-consuming?** (only asked to those who responded yes to question 1)

40. What part of the forecasting do you find most confusing or time-consuming? (only asked to those who responded yes to question 1)

**41. What are the biggest pain points when invoicing a client?** (only asked to those who responded yes to question 1)

*(Free text)*

**42. What are the biggest pain points when forecasting?** (only asked to those who responded yes to question 1)

*(free text)*

**43. What improvements would make the client invoicing and forecasting process more efficient?**

*(Free text)*

44. Do you have any further suggestions?

*(Free text)*

**Keeping You in the OS Loop - Training & Communication**

**45. How do you prefer to receive OS updates?**

* Email
* Teams messages or Storyline posts
* Live demos / drop-ins
* Written guides or videos

**46. Do you currently know where to find OS help when you need it?**

* Yes
* No
* I rely on colleagues

**47. What’s your preferred training format for quick learning?**

* 2-minute video
* Quick guide or cheat sheet
* Walkthrough session (live or recorded)
* Ask a Super User
* Ask OS Support
* I don’t usually need training

**48. How often would you like OS training refreshers?**

* Monthly
* Quarterly
* Twice a year
* As needed

**49. What OS topics would you like refresher training on?**

**50. When supporting Associates or Subcontractors, where do you currently get OS guidance from?**

* OS Help Centre / FAQs
* Colleagues / Teams chat
* OS Support Team
* Previous emails or PDFs
* Trial and error
* Other (please specify): \_\_\_\_\_\_\_\_\_\_\_

**51. How do you prefer to receive OS updates relevant to external users?**

* Email
* Teams posts / Storyline
* Live drop-in demos
* How-to videos or one-pagers

**52. Which OS processes do you feel internal staff need more training or clarity on when working with Associates/Subcontractors?**

* Time recording
* Expense claims and approval
* Contract setup and codes
* Onboarding/offboarding
* Budget tracking / approval flow
* Other (please specify): \_\_\_\_\_\_\_\_\_\_\_

**53. How often would you like refreshers or updates on OS processes involving Associates/Subcontractors?**

* Monthly
* Quarterly
* Twice a year
* As needed

**General OS Development**

**54. Are there any aspects of the OS where you or your team have experienced recurring challenges?**

*(Free text)*

**55. Are there any current OS modules which you feel require further enhancements to better support your work?**

*(Free text)*

**56. Are there any other areas of your work where you would like to see new OS modules developed to support you?**

*(Free text)*

57. Do you have any further suggestions?

*(Free text)*