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|  | Approved By  **Final Approver’s Name / Title** | Date Approved  **mm/dd/yyyy** |

**Policy:** The Company shall continually strive to improve internal users’ satisfaction with the Information Technology department.

**Purpose:** To improve service, enhance user satisfaction with Information Technology products and services in general, and increase the user community’s performance and productivity by supplying products and services that add value to the Company.

**Scope:** This procedure applies to all Company Information Technology employees and Information Technology contractors or outsourcers.

**Responsibilities:**

The Quality Assurance Manager is responsible for reviewing reports on user satisfaction (from Information Technology Management and the Tech Support Manager) and recommending actions to improve user satisfaction.

The Tech Support Manager is responsible for maintaining a Tech Support Log, reporting on user satisfaction in the Log, and taking corrective actions related to user satisfaction.

Information Technology Department Managers are responsible for reviewing user satisfaction summaries and taking corrective actions in response to low user satisfaction.

**Definitions:** Information Technology Asset – Any computer hardware, software, Information Technology-based Company information, as well as related documentation, licenses, contracts or other agreements, etc. In the context of this document, “asset” is synonymous with “Information Technology asset.”

Internal User – An employee or contractor using Company Information Technology assets in the course of performing a job (task) for the Company. In the context of this document, “user” is synonymous with “internal user.”

Random Sampling – Technique whereby a group of subjects (a *sample*) is selected for study from a larger group (a *population*) entirely by chance. Each member of the population has a known, but possibly non-equal, chance of being included in the sample. By using random sampling, the likelihood of *sampling bias* is reduced.

Statistically Significant – A finding (the observed difference between the means of two random samples, for example) is described as statistically significant when it can be demonstrated that the probability of obtaining such a difference by chance only is relatively low.

**Procedure:**

### 1.0 DEPARTMENT SATISFACTION - General

The Tech Support Manager shall contact users at several points in the post-service process. These contacts are used to determine user satisfaction with Information Technology services and products. Information gathered will be used to make improvements in Information Technology operations, quality control, programming, product (application) design, etc.

### 2.0 DEPARTMENT SATISFACTION - Post-SERVICe Follow-Up

2.1 The Tech Support Manager shall be responsible for contacting new users five to ten business days after an Information Technology asset has been serviced. An ITAD110-1 POST-SERVICE SATISFACTION REPORT should have the user's order information before making contact.

* Contact may be made by phone, e-mail, NetMeeting, or other avenues.

2.2 The contact should be made by Tech Support staff other than the person who performed the installation or other service. This contact should consist of an introduction of the Tech Support representative and the purpose of the contact. ITAD110-1 POST-SERVICE SATISFACTION REPORT provides a script for the person contacting.

The Tech Support representative should feel free to speak in a conversational style, substituting words or phrases in ITAD110-1 with those the representative feels the user will be more comfortable with. The length and format of the contact should be determined by the user and the representative should always respond appropriately, according to the needs of the person being contacted.

2.3 If any product was missing or not working properly or if the user is dissatisfied for any reason, the Tech Support representative should note the incident and take the necessary action to resolve the issue.

2.4 During the contact, the Tech Support representative shall verify the name of the individual or department that is using the product.

2.5 Upon completing the contact, the representative should ensure the completeness of ITAD110-1 POST-SERVICE SATISFACTION REPORT. If the representative encounters any unusual or informative items, requests, or comments by the user, this report should be copied to any interested parties (e.g., Sales, Engineering, Quality Control). The report should be forwarded to the Quality Assurance Manager for review and possible action.

### 3.0 DEPARTMENT SATISFACTION - User Survey

3.1 On a monthly basis, the Tech Support Manager shall generate a statistically valid random sample of its clients (internal users). ITAD110-2 USER SATISFACTION SURVEY should be prepared and addressed to each of the clients in the sample. The user(s) should have had sufficient time to use the equipment, experience any problems, and determine their degree of satisfaction with the product/service.

3.2 When a survey is returned, it is to be routed to the Quality Assurance Manager for analysis and inclusion in a summary report. The survey may be maintained by the QA Manager in a master chronological file for comparison with previous and subsequent user satisfaction data.

3.3 The Tech Support Manager is responsible for taking any corrective action or addressing user concerns. The Tech Support Manager shall contact the user and resolve the situation as quickly as possible and to the satisfaction of the user.

3.4 A copy of the User Satisfaction Survey Summary Report, prepared by the Quality Assurance Manager, shall be forwarded to all Information Technology Department managers for their review and possible corrective action.

### 4.0 DEPARTMENT SATISFACTION - USER SATISFACTION REVIEW

4.1 The QA Manager shall periodically (every six months, at a minimum) review User Satisfaction Survey Summary Reports to determine if the Information Technology Department is making progress with regard to user satisfaction levels. (If this review occurs every six months, the last six Satisfaction Reports shall be reviewed.)

4.2 The Tech Support Manager shall periodically review ITTS102-1 TECH SUPPORT LOG (monthly, at a minimum) for user satisfaction (dissatisfaction) remarks. Remarks should be measured, if possible, for trends and comparisons with historical records and industry standards. The Tech Support Manager shall summarize its findings and report them to the Quality Assurance Manager.

4.3 The QA Manager shall use information contained in the reports mentioned earlier (ITAD110-1, ITAD110-2, and ITTS102-1) to determine any change in user satisfaction levels and recommend possible actions to improve user satisfaction. The QA Manager shall report its findings to Information Technology Management and Top Management for their review.

* If user satisfaction levels are not improving or are declining, Top Management shall meet with management of the affected Information Technology departments and the QA Manager to recommend and schedule corrective actions.

**Forms:**

* ITAD110-1 IT POST-SERVICE SATISFACTION REPORT
* ITAD110-2 USER SATISFACTION SURVEY

**References:**

1. **ISO 9001 QUALITY MANAGEMENT SYSTEMS- REQUIREMENTS, CLAUSE 8.2.1 (CUSTOMER SATISFACTION)**

Clause 8.2.1 states, in part, “As one of the measurements of the performance of the quality management system, the organization shall monitor information relating to customer perception as to whether the organization has met customer requirements.”

The intent of the satisfaction clause applies to internal users of information technologies as well as to external customers.

**Additional Resources:**

A. None.

**Revision History:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision** | **Date** | **Description of Changes** | **Requested By** |
| 0 | mm/dd/yyyy | Initial Release |  |
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#### ITAD110-1 IT POST-SERVICE SATISFACTION REPORT

Person Contacting: Date:

Major Products Installed:

Date Shipped:

User Name: Telephone:

Contacted: Yes, Spoke with:

No, Left message with:

**Telephone Conversation**

Opening Message:

“Hi, I'm with

we serviced your

on / / and I'm following up to see if everything is OK since the service call.”

**Initial User Feelings**

Very Happy

Satisfied

Unhappy

Very Unhappy

“Have you been using (item) since the service call?”

If so, “Is everything working properly?”

If not, “Do you need assistance?”

Are you satisfied with (item), overall?

No or Needs

Completely Mostly Improvement

1. Was Tech Support courteous, knowledgeable,   
   and helpful?
2. Were you satisfied with the ease of setup and/or  
   the adequacy of instructions provided?
3. How well does the product meet your needs?
4. Overall, are you satisfied with the product?
5. Would you feel comfortable recommending our services  
   to your colleagues?
6. Have you used our telephone or online support service? Yes No
7. If yes, was the Tech Support representative  
   friendly, knowledgeable and helpful?
8. If yes, were your questions or problems resolved?

Comments or Follow-up action:

Copy To:

**ITAD110-2 USER SATISFACTION SURVEY**

Thank you for taking the time to provide feedback regarding the services provided by the Information Technology department. Your feedback is important to the continual improvement of Information Technology. Use the following quality and skill descriptions in your evaluation:

|  |  |
| --- | --- |
| **AREA** | **QUALITIES AND SKILLS EVALUATED** |
| **Service Orientation** | Is courteous, congenial; responds in a timely manner; easily establishes rapport with users; is efficient, professional, and enthusiastic. |
| **Results Orientation** | Maintains focus; is persistent; shows strong commitment; is organized; has a ‘can-do’ attitude; takes initiative; shows pride in work; achieves goals; takes responsibility; is dependable. |
| **Expertise** | Demonstrates technical knowledge; has effective oral and written skills; is a good listener; is perceptive; maintains objectivity; is thorough, analytical, and decisive; shows insight. |

Please use the following quality rating scale

|  |  |
| --- | --- |
| **Excellent**: | Service significantly exceeded expectations |
| **Very Good**: | Service exceeded expectations |
| **Good**: | Service met expectations |
| **Fair**: | Service did not meet expectations |
| **Poor**: | Service significantly below expectations |

(Note: If you rated a service Fair or Poor, please provide additional comments.)

**1. USER ORIENTATION**

Complete the following table by rating (excellent/very good/good/fair/poor) each of the services against the three attributes.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Service Orientation** | **Results Orientation** | **Expertise** |
| *Business Applications*: - Financial, H/R, Sales, Marketing, E-mail, Web Applications, etc. |  |  |  |
| *Desktop Support*: - PC Hardware / Software, UNIX |  |  |  |
| *Network Support*: - LAN/WAN, Phones/Voice mail, Web Access |  |  |  |
| *Technical Support*: - Mainframe, UNIX, Win Servers, Web Servers, other servers |  |  |  |

**2. GENERAL COMMENTS**

Please provide your general comments in the following areas:

* Service Orientation:
* Results Orientation:
* Expertise:

What things do you feel the Information Technology department does well? What could we do *better*? What works and what does not work? (*Please* – be specific.)

**3. CURRENT USAGE**

This section helps the Information Technology department gain a better understanding of the service usage and support patterns of our customers, so please answer the following question.

How would you describe your reliance on information technology to perform your job? (Check only one.)

Everything I do depends on information technology.  
Most of what I do depends on information technology.  
About half of what I do depends on information technology.  
Not much of what I do depends on information technology.  
Little, if any, of what I do depends on information technology.

Please indicate the most frequent contact you have with the Information Technology department in each of the following areas:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Contact Type** | **Daily** | **Weekly** | **Monthly** | **Quarterly** | **Annually** |
| Reporting a service problem |  |  |  |  |  |
| Requesting a new application project |  |  |  |  |  |
| Requesting an application enhancement |  |  |  |  |  |
| Adding a new user |  |  |  |  |  |
| Requesting new network access |  |  |  |  |  |
| Requesting service access |  |  |  |  |  |

**4. FUTURE REQUIREMENTS**

In your opinion, what specific areas should the Information Technology department focus on during the next year?   
(Please be specific.)

**5. OPTIONAL INFORMATION**

Please provide the following information so that we can follow up with you:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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