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| Document ID  **ITAM105** | Title  **IT ASSET INSTALLATION SATISFACTION** | Print Date  **mm/dd/yyyy** |
| Revision  **0.0** | Prepared By  **Preparer’s Name / Title** | Date Prepared  **mm/dd/yyyy** |
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**Policy:** To improve internal users’ satisfaction with Information Technology asset installation.

**Purpose:** By measuring and analyzing user satisfaction, Information Technology should be improving service and user satisfaction, thereby helping increase performance and productivity within the user community.

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

**Responsibilities:**

The Tech Support Manager is responsible for installing Information Technology assets and gathering satisfaction data from internal users after installations.

The Information Technology Asset Manager is responsible for analyzing user satisfaction data and presenting the analysis to Information Technology Managers.

Information Technology Managers are responsible for reviewing the user and recommending corrective and/or preventive actions.

**Definitions:** Information Technology Asset (IT asset) – Computer hardware, software, IT-based (i.e., electronic) Company information, 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 for the Company. In the context of this document, the word “user” is synonymous with the term “internal user.”

**Procedure:**

### 1.0 IT Asset Installation satisfaction plan

1.1 Following installation of any Information Technology asset, the asset user shall be contacted for the purpose of determining the user’s level of satisfaction with the installed hardware/software and with the installation process.

1.2 User satisfaction data shall be analyzed and the results of this analysis shall be used to correct and improve the asset installation process.

1.3 The process of measuring Information Technology user satisfaction shall be reevaluated on an ongoing basis, to continue to improve the process and to improve user satisfaction.

### 2.0 IT ASSET Installation Follow-Up

2.1 Upon installing any Information Technology asset, data pertaining to the asset shall be recorded in ITAM102-5 IT ASSET INVENTORY DATABASE, in accordance with procedure ITAM102 IT ASSET MANAGEMENT.

2.2 The Tech Support Manager shall contact the asset user within five business days of installation. The user may be contacted by any of several methods (phone, e-mail, etc.).

2.3 The user shall be presented with a series of questions, covering the following topics:

* Reliability – Was the installation performed right the first time?
* Responsiveness – Was the asset installed promptly?
* Competence – Did the installer have the knowledge and skill required for the installation?
* Access – Was the Tech Support Manager accessible and approachable?
* Courtesy – Was the installer friendly, polite, considerate, and respectful of the user?
* Communication – Did the installer listen to the user? Did the installer communicate with the user in a way that the user understood?
* Credibility – Did the installer come across as trustworthy, believable, honest, and having the user’s best interests at heart?
* Security – Is the user free from any sense of risk with regard to the installation?

2.4 the Tech Support Manager shall record the user’s responses on ITAM105-1 – IT ASSET INSTALLATION FOLLOW-UP REPORT and forward this report to the Information Technology Asset Manager.

1. **IT ASSET INSTALLATION SATISFACTION DATA REVIEW**
   1. The IT Asset Manager shall collect ITAM105-1 forms and add the information to an Installation Satisfaction Report file (or database).
   2. The IT Asset Manager shall review the contents of the Installation Satisfaction Report file, analyze the information (identifying trends, anomalies, etc.), and report its findings to Information Technology Managers.
   3. IT Managers shall review the Asset Manager’s findings and may make recommendations regarding the findings (which may include corrective or preventive actions).
2. **IT ASSET INSTALLATION – CORRECTIVE/PREVENTIVE ACTION**
   1. The IT Asset Manager shall initiate corrective or preventive action by writing a Corrective Action Request (CAR), in accordance with procedure ITSD109 IT INCIDENT HANDLING.
   2. The IT Asset Manager shall submit a copy of the CAR to the Tech Support Manager and retain a copy.
   3. Depending on the nature of the CAR, the Tech Support Manager or the IT Asset Manager may be required to take corrective action, in accordance with procedure ITSD109 IT INCIDENT HANDLING.
   4. Upon taking corrective action, the responsible party shall note this on the CAR, return it to IT Managers, and submit a copy to the IT Asset Manager.
   5. Within one month of a corrective action being taken, The IT Asset Manager shall verify that the appropriate action was taken, the desired effect was achieved, and the problem/nonconformance has not recurred.
3. **IT ASSET INSTALLATION – ONGOING EVALUATION**
   1. The IT Asset Manager shall periodically review this process (annually, at a minimum), to ensure that it continues to address user satisfaction requirements.
   2. The IT Asset Manager shall also review the process any time its effectiveness is called into question.

**Forms:**

* ITAM105-1 IT ASSET INSTALLATION FOLLOW-UP REPORT

**References:**

1. **ISO 9001:2008 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 this clause applies equally to internal users of information technologies, who should be regarded by the Information Technology Department as its customers.

**Revision History:**

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| **Revision** | **Date** | **Description of Changes** | **Requested By** |
| 0.0 | mm/dd/yyyy | Initial Release |  |
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#### ITAM105-1 IT ASSET INSTALLATION FOLLOW-UP REPORT

Report ID: Report Date:

User ID:

Asset Installed:

Asset Request Date: Install Date:

Contact by: Phone E-mail

1. Was (asset) installed correctly the first time? Y N

If N: How many attempts were required? (enter number)

2. Was (asset) installed in a timely manner? Y N

If N: When were you expecting installation? (enter date/time)

3. Was it easy and convenient for you to schedule the installation? Y N

If N, describe your concern(s)

**If (Asset) Was Installed Where You Work:**

4. Do you feel the installer had the knowledge and skills required to do

The installation? Y N N/A

If N, please explain:

5. Was the installer friendly, considerate, polite, and respectful? Y N N/A

If N, please explain:

6. Did the installer communicate so that you understood him/her? Y N N/A

If N, please explain:

7. If you expressed any concerns, did the installer listen, understand,

and act on your concerns? Y N N/A

If N, please explain:

8. Was the installer trustworthy and believable, in your opinion? Y N N/A

If N, please explain:

9. Did the installer seem to place your interests before his/hers? Y N N/A

If N, please explain:

**For All Installations:**

10. Do you have any doubts or concerns regarding the installation? Y N

If Yes, please explain your concerns in some detail:

**Additional Comments:**

**Thank you for your time.**

**Your input will help us improve the installation process.**