

Xentrall

Shared Services

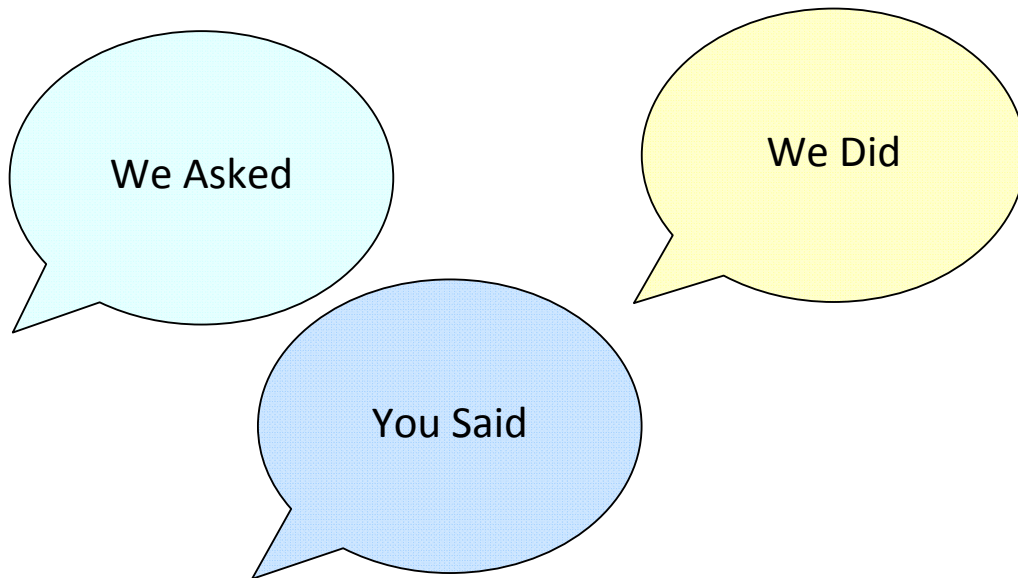
Delivering Excellence for All

ICT

Customer Satisfaction Survey 2013

Managers and End-Users





In line with our commitment to continuous improvement and delivering services you value, we appreciate your feedback, which helps us to ensure we strive to provide you with the best services we can.

We asked...

You what you thought of our ICT services in March 2013. The statistical evidence was gained from the wider DBC Resources satisfaction survey. This was supplemented with a further 50 people interviewed using face to face interviews. The survey asked a variety of questions ranging from satisfaction and how your queries were resolved, to if you felt ICT met your business needs.

Those taking part in the survey were asked to score all the aspects out of a rating of 5 with individual comments invited.

You said...

The overall satisfaction with ICT is down on the 2010/11 result. In 2011 the average rating for satisfaction was 4.2 out of 5 and it is now 3.8. Although disappointing, the ICT scores reflect where the other service areas in DBC were marked for their surveys, so this may reflect the "general feel" of the Authority rather than a criticism of ICT per say. Interestingly, the same survey at Stockton provided consistently higher but similar profile scores across the whole survey. As the ICT service is virtually the same delivered to both Authorities, this would support the belief that the Darlington scores were generally marked down overall.

Of particular note was the question "Are you satisfied with the ICT service you receive" only 31 manager/users said they disagreed with the statement, with 209 managers/users strongly agreeing/agreeing that they were satisfied.

Similar levels of satisfaction were found with knowing who to contact and receiving accurate and timely information. 250 managers and end-users out of the 277 who responded felt that

ICT colleagues treat them in a professional and polite manner. With only two users saying that they did not feel this was a true statement.

2012/13 saw investment in the Service desk, with Technicians having been trained to be able to resolve calls at first contact. This investment has paid off in terms of customer satisfaction as end-users gave an average rating of 3.87 out of 5. Where immediate resolution was not possible, 24 end-users out of 255 who answered the survey questions disagreed that ICT worked with them to sort the issue and keep them informed, contrasting strongly with the 181 users who felt that ICT did work positively with them.

Slightly lower was perception of the ICT systems providing the manager/user with the information when and where needed. Scoring 3.35 and 3.65 respectively. Similar levels 3.75 and 3.63 were scored when end-users/managers were asked about if they felt the PC/laptop was adequate to support the needs of the individual/team.

In the current climate it is very important that ICT supports the needs and aspirations of services in their transformation projects. To measure managers perception in this key area a number of specific questions were asked. One question “the ICT service effectively support the overall objectives of the Council” saw 4 users disagreeing with this statement. With 13 out of 20 responders strongly agreeing/agreeing.

Confidence in the capacity of ICT to support major business transformation was also slightly lower that we would have hoped. With an equal number of managers agreeing with the statement as those disagreeing with it.

We did...

All the statistical data from both managers and users was assessed together with the views from the face to face interviews. This combined with the comments fed to us through the survey provides a rich overview of customer perception and individual experiences. Positive comments which formed a third of the overall comments received have been fed back to the ICT teams through team meetings and individual commendations. Examples given included; first-class, excellent, helpful & efficient. Where an on-going problem was raised through the survey, where corrective action could be put in place it has been addressed immediately.

The remaining comments together with the statistical evidence have been discussed within the extended ICT management team and where possible grouped into themes. These cover:

- Keeping the customer informed – in some cases, the communications to the end-user could have been better, either in terms of frequency or content.
- Using less “technology speak” – acknowledging that some end-users may have very limited ICT knowledge.
- Call category frustration – the standard 5 day fix target not being received well by the end-user, although the actual fix will generally be much shorter than this.
- Opportunity for training – end-users requesting desktop related training.
- Frustration at old PCs & software – slow PCs/laptops and a request for Office2010.

- Frustration at USB security measures – perception that ICT are imposing security measures and security is obstructive.

This feedback was given to the ICT teams and actions are being taken. These are in the form both of existing projects and new initiatives:

- The Desktop Optimisation Strategy will address the PC equipment issues and desktop training opportunities. Similarly, existing office & home WiFi services and an implementation of “bring your own device” will all go towards providing a more flexible ICT infrastructure for the end-user. There is also the potential to extend the range of corporate devices to encompass certain other smartphone, tablet and laptop ranges offering greater choice and suitability in the future. Both bring your own device and corporate smartphone technologies have been successfully implemented at Stockton and are currently being considered for Darlington.
- Incident management (the handling of calls relating to problems) is being reviewed to improve communications to the end-user, improve call management between teams as well as a review of call categories and their presentation to the end-user. The automatic email that users receive when calls are logged has been amended to indicate the priority as opposed to timescale associated with their call, e.g. medium instead of 5 days, as this had caused some consternation. The Assyst service management tool was successfully upgraded to the new version in July and this provides greater visibility and functionality for the users in the self-service portal, as well as improving the user experience for the system users due to the more intuitive interface in the latest version.
- Improved communication and understanding about the need for security and the policies associated with this. Additional assistance will also be promoted for those who are experiencing problems applying the policy or in using the systems meant to deliver these. These improvements will be developed with the Information Governance Group.
- In terms of supporting business transformation, the current Information Systems Strategy process together with the delivery of the ICT Strategy provide a clearer understanding of ICT requirements across the Authority which enables the ICT service to assess and align resources and skills appropriately, albeit within a reducing resource base.

Thanks to everyone who took part in the survey and the ICT Service Desk is always happy to receive any comments or queries regarding ICT Services.

Ian Miles

Head of ICT and Design & Print

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