

# Culver CITY

DEPARTMENT OF  
INFORMATION TECHNOLOGY

*Public Service*

*Customer Service*

*Team Work*

*Personal Professional Growth*

TECHNICAL SERVICES  
CUSTOMER SATISFACTION SURVEY

# Technical Services Customer Satisfaction Survey

## Department of Information Technology

### BACKGROUND

The Information Technology Department is subdivided into 3 operational units: Technical Services, Systems Development, and Administration. Both Technical Services and Systems Development provide end-user support. Some of their support services overlap, but in general Technical Services is responsible for computer hardware, telephones and voicemail, E-Mail, Word and Excel along with several department specific software applications.

This customer satisfaction survey is specific to Technical Services. Although the IT department is aware that most of our customers do not differentiate between Technical Services and Systems Development. The intent of this survey is to determine how Technical Services can improve it's delivery of service to our customers.

In most instances surveys should have some benchmark (previous data) for comparison. Since this is the first customer satisfaction survey initiated by the IT department, we do not have a benchmark. However, as part of the consultant interview process during the 1999 Management Audit, the following data was elicited from employees indicating their view of IT's performance:

1999 Management Audit Customer Satisfaction Survey

Dimension Of Service	Percent Satisfied Or Very Satisfied	Percent Neutral	Percent Dissatisfied Or Very Dissatisfied
Timeliness Of Assistance	56.6%	24.1%	19.3%
Quality of Assistance	70.6%	18.0%	11.4%
Knowledge of Staff	72.6%	19.5%	7.9%
Friendliness Of Staff	86.6%	9.2%	4.2%

### Survey Results

Throughout this report, the survey results will be presented followed by, (in most instances), IT's analysis, and/or action indicated. Our survey, (Exhibit 1, attached), was completed by 125 end-users out of a total end-user population of 550, (22.72%). In addition to our analysis, we are also including end-user comments, (Exhibit 2, attached). The percentages were computer generated and were rounded for presentation.

### I. WORK SCHEDULE

Work Schedule			
What is your Work Schedule?	9/80 Schedule	Other Schedule	No Response
	61.11%	27.78%	11.11%

# Technical Services Customer Satisfaction Survey

## Department of Information Technology

City government is a 24/7 operation, and our technical resources are available at all times. Technical Services is staffed on a City Hall, (9/80) schedule. The chart above is the breakdown by work schedule of our customers. Throughout the survey there are clear indications that in most instances, “work schedule” influences end user experience and perception of Technical Services. It is our opinion that there is a higher level of comfort that our customers have when they know that IT support is immediately available.

## II. HELP DESK

### Problem Reporting

<b>I use the Help Desk to report my problems:</b>			
	9/80 Schedule	Other Schedule	All Responders
Yes	85.71%	82.86%	84.80%
No	11.69%	11.43%	12.00%
N/R	2.60%	5.71%	3.20%

IT encourages our customers to call our Help Desk, (ext. 4357) to report problems, since many issues may be resolved with telephone contact. This also allows us to log and track problems associated with software, hardware, and end-users. End User use of the Help Desk, (approximately 85%), is satisfactory. This indicates that our customers believe that a call to the Help Desk is effective in resolving computer problems.

### Help Desk Response

<b>When I call the Help Line, my call is answered in:</b>			
	9/80 Schedule	Other Schedule	All Responders
1 Ring	2.60%	0.00%	1.60%
2 Rings	23.38%	20.00%	21.60%
3 Rings	16.88%	14.29%	15.20%
4 Rings	3.90%	5.71%	4.80%
Voicemail	40.26%	48.57%	43.20%
N/A	12.98%	11.43%	13.60%

It has been department policy that calls to the Help Desk should be answered within three rings. Unfortunately, as the results above indicate, approximately 43% of calls have been directed to voice mail. This is understandable for our customers that are “shifted” differently from our work schedule. The other factor affecting this unacceptable result is the fact that Technical Services staff are often away from their desks on calls to the 23 plus city wide sites that we support. To address this issue, IT has equipped Tech Services staff with a mobile phone that can be answered when staff is in the field. Since there is a built in one ring latency with mobile telephones, it is now our policy that calls must be answered by the fourth ring. As this is a key issue, it will be monitored closely by IT Quality Assurance.

## Technical Services Customer Satisfaction Survey

Department of Information Technology

### Response Time for Emergencies

<b>Overall, Technical Services response time for emergency issues is within:</b>			
	9/80 Schedule	Other Schedule	All Responders
1 hour	57.14%	22.86%	45.60%
4 hours	23.38%	28.57%	26.40%
8 hours	3.90%	8.57%	4.80%
9-24 hours	3.90%	2.86%	3.20%
72 hours	0.00%	2.86%	0.80%
More than 72 hours	0.00%	2.86%	0.80%
N/R	11.68%	31.42%	18.40%

It is department policy that emergency calls for help should be responded to immediately. Given our staffing and city wide responsibilities, the results of the survey while acceptable, will be monitored. Response time for “Other Schedule” is understandable since that response time entails calling the appropriate IT staff to duty on “off” days.

### Response Time for Routine Issues

<b>Overall, Technical Services response time for routine issues is within:</b>			
	9/80 Schedule	Other Schedule	All Responders
4 hours	59.77%	37.14%	51.20%
8 hours	16.88%	11.43%	16.80%
9-24 hours	16.88%	25.71%	20.00%
72 hours	3.60%	5.71%	3.20%
More than 72 hours	3.60%	8.57%	4.80%
N/R		11.44%	4.00%

Response time for routine calls should be within four hours. This timeframe is based on the reality of our work load, however, it is the department’s belief that the vast majority of these calls are responded to in under two hours.

### Experience with “Telephone Assistance”, vs. “In Person”, vs. “Remote Connection”

<b>Rating of experience with telephone assistance:</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	36.36%	17.14%	30.40%
Satisfied	41.56%	48.57%	44.80%
Neutral	12.99%	20.00%	14.40%
Unsatisfied	5.19%	0.00%	4.00%
Very Unsatisfied	0.00%	2.86%	0.80%
No Opinion	3.90%	11.43%	5.60%

## Technical Services Customer Satisfaction Survey

Department of Information Technology

<b>Rating of experience with in-person assistance:</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	70.13%	54.29%	63.20%
Satisfied	24.67%	28.57%	27.20%
Neutral	2.60%	8.57%	5.60%
Unsatisfied	1.30%	2.86%	1.60%
Very Unsatisfied	0.00%	0.00%	0.00%
No Opinion	1.30%	5.71%	2.40%

<b>Rating of experience with assistance by remote connection:</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	27.27%	11.43%	21.60%
Satisfied	14.29%	28.57%	20.00%
Neutral	5.19%	22.86%	10.40%
Unsatisfied	5.19%	0.00%	3.20%
Very Unsatisfied	0.00%	0.00%	0.00%
No Opinion	48.06%	37.14%	44.80%

IT utilizes three methods of providing support to our customers; Telephone, In-Person and Remote Connection. Remote Connection is technology that allows us to connect to an end-user's computer from our desktops in the department, and is primarily used for distant sites. Clearly, "In-Person" support is significantly favored by our customers, but it is also the least cost effective, and inefficient use of our limited staff. Our conclusion from the survey results is that the department needs to assure our customers that no matter which service method is used, our quality of service is the same.

### Support Service For Problems Outside of 9/80 Business Hours

<b>Rating of experience for problems outside of 9/80 business hours:</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	5.19%	0.00%	3.20%
Satisfied	2.60%	8.57%	5.60%
Neutral	6.49%	28.57%	13.60%
Unsatisfied	2.60%	20.00%	8.00%
Very Unsatisfied	1.30%	8.57%	3.20%
No Opinion	81.82%	34.29%	66.40%

This once again focuses on the question of support provided to our "Other Schedule" customers. While of concern, the only solution would be to increase staffing in IT. We have shifted some staff hours to accommodate 9/80 Schedule customers who work late.

## Technical Services Customer Satisfaction Survey

Department of Information Technology

### Are you receiving E-Mail Notification that your call was resolved and closed after the problem was corrected?

	9/80 Schedule	Other Schedule	All Responders
Yes	74.03%	62.86%	72.00%
No	22.07%	31.43%	23.20%
N/R	3.90%	5.71%	4.80%

As part of our problem resolution, it is department policy that we “close the loop” with our customers by sending them E-Mail notification after an issue is resolved describing the problem as described by them, and our corrective action. It is of concern that approximately 23% indicate that they do not receive these notifications. This issue will be monitored by IT Quality Assurance.

### Do you use tips, tricks and troubleshooting information in the City’s Public Folders and/or SWAMI?

	9/80 Schedule	Other Schedule	All Responders
Yes	38.96%	25.71%	33.60%
No	58.44%	71.43%	62.40%
N/R	2.60%	2.86%	4.00%

IT regularly posts, and updates tip, tricks, and troubleshooting information on SWAMI. These results indicate that IT has not made adequate notification to our customers that this self help resource exists. This will be corrected.

### III. NETWORK, PRINTING, E-MAIL, INTERNET ACCESS

#### In general, what is your experience with login to the network?

	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	70.13%	51.43%	63.80%
Satisfied	28.57%	48.57%	35.40%
Neutral	-	-	-
Unsatisfied	1.30%	-	.80%
Very Unsatisfied	-	-	-
No Opinion	-	-	-

These results indicate that a very high percentage of our customers are satisfied with their ability to login to network resources.

## Technical Services Customer Satisfaction Survey

Department of Information Technology

<b>In general, what is your experience printing?</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	53.25%	40.00%	48.00%
Satisfied	38.96%	48.57%	42.40%
Neutral	6.49%	-	4.80%
Unsatisfied	1.30%	2.86%	2.40%
Very Unsatisfied	-	-	-
No Opinion	-	8.57%	2.40%

These results indicate that a very high percentage of our customers are satisfied with their ability to access print resources.

<b>In general, what is your experience accessing E-Mail?</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	70.13%	42.86%	60.80%
Satisfied	24.68%	48.57%	32.00%
Neutral	5.19%	5.71%	6.40%
Unsatisfied	-	-	-
Very Unsatisfied	-	2.86%	.80%
No Opinion	-	-	-

These results indicate that a very high percentage of our customers are satisfied with their ability to send and receive E-Mail.

<b>In general, what is your experience accessing the Internet?</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	59.74%	48.57%	56.00%
Satisfied	25.97%	48.57%	32.80%
Neutral	3.90%	-	4.00%
Unsatisfied	3.90%	2.86%	3.20%
Very Unsatisfied	1.30%	-	.80%
No Opinion	5.19%	-	3.20%

These results indicate that a very high percentage of our customers are satisfied with their ability to access the Internet.

## Technical Services Customer Satisfaction Survey

Department of Information Technology

### IV. TELEPHONE SYSTEM SUPPORT

<b>In general in your experience, does your telephone work reliably?</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	80.52%	48.57%	68.80%
Satisfied	18.18%	34.29%	24.00%
Neutral	-	2.86%	1.60%
Unsatisfied	-	5.71%	2.40%
Very Unsatisfied	1.30%	-	.80%
No Opinion	-	8.57%	2.40%

These results indicate that a very high percentage of our customers are satisfied with the reliability of their telephones.

<b>Please rate your satisfaction with phone maintenance and repairs:</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	58.44%	20.00%	45.60%
Satisfied	18.18%	37.14%	24.80%
Neutral	3.90%	14.29%	8.00%
Unsatisfied	3.90%	5.71%	5.60%
Very Unsatisfied	-	-	-
No Opinion	15.58%	22.86%	16.00%

These results indicate that a high percentage of our customers are satisfied with telephone maintenance and repairs.

<b>Please rate your satisfaction with voicemail setup and assistance:</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	57.14%	20.00%	42.40%
Satisfied	28.57%	51.43%	38.40%
Neutral	7.79%	8.57%	8.00%
Unsatisfied	2.60%	5.71%	4.00%
Very Unsatisfied	-	2.86%	.80%
No Opinion	3.90%	11.43%	6.40%

These results indicate that a high percentage of our customers are satisfied with Voice Mail.

## Technical Services Customer Satisfaction Survey

Department of Information Technology

<b>Do you use phone tips and tricks in the back of the City Phone directory?</b>			
	9/80 Schedule	Other Schedule	All Responders
Yes	51.95%	34.29%	48.00%
No	45.45%	60.00%	48.00%
N/R	2.60%	5.71%	4.00%

It is not clear that this self help resource is not being utilized because our customers do not need the resource, or if they are not aware of its existence. IT will increase their awareness of the resource.

### V. APPLICATION SUPPORT

<b>Please rate your satisfaction with support for productivity applications (Word, Excel, PowerPoint):</b>			
	9/80 Schedule	Other Schedule	All Responders
Very Satisfied	57.14%	11.43%	42.40%
Satisfied	20.28%	51.43%	31.20%
Neutral	6.49%	5.71%	5.60%
Unsatisfied	3.90%	-	3.20%
Very Unsatisfied	-	-	-
No Opinion	11.69%	31.43%	17.60%

These results indicate that our customers are satisfied with our support for productivity applications.

### VI. DOWN TIME COMMUNICATIONS

<b>Do you receive notification of planned outages or a regular basis?</b>			
	9/80 Schedule	Other Schedule	All Responders
Yes	93.51%	97.14%	95.20%
No	5.91%	2.86%	4.00%
N/R	1.30%	-	.80%

These results indicate that we are adequately notifying our customers of planned outages.

<b>Is the lead time for planned outages sufficient warnings?</b>			
	9/80 Schedule	Other Schedule	All Responders
Yes	93.51%	85.71%	90.40%
No	5.19%	11.43%	8.00%
N/R	1.30%	2.86%	1.60%

These results indicate that we are providing sufficient notification for planned outages.

## Technical Services Customer Satisfaction Survey

Department of Information Technology

### VII. OVERALL TECHNICAL SERVICES RATING

Overall, how do you rate Technical Services?			
	9/80 Schedule	Other Schedule	All Responders
Excellent	45.45%	22.86%	36.80%
Very Good	33.77%	28.57%	32.80%
Good	15.58%	37.14%	22.40%
Fair	3.90%	8.57%	6.40%
Poor	1.30%	-	.80%
No Opinion	-	2.86	.80%

These results indicate that 92% of our customers rate Technical Services as “Good”, or above. While comparison to the 1999 Management Audit Survey, (below), is at best an orange to grapefruit comparison, nevertheless there are clear indications that Technical Services/IT has significantly improved its service delivery.

#### 1999 Management Audit Customer Satisfaction Survey

Dimension Of Service	Percent Satisfied Or Very Satisfied	Percent Neutral	Percent Dissatisfied Or Very Dissatisfied
Timeliness Of Assistance	56.6%	24.1%	19.3%
Quality of Assistance	70.6%	18.0%	11.4%
Knowledge of Staff	72.6%	19.5%	7.9%
Friendliness Of Staff	86.6%	9.2%	4.2%



INFORMATION TECHNOLOGY DEPARTMENT

**Technical Services Survey**

Technical Services would like to know your experiences with day-to-day support for computers and telephones. Please review the following categories and questions and rate your experiences or respond with "No Opinion" where you have no opinion or have not received that type of service.

Please check one of the following:

- I work a City Hall Schedule (9/80)
- I work a shift/non-City Hall Schedule

Service Types

Service Types	Scale
1. Assistance over the phone	No Opinion <input type="checkbox"/>
2. In person assistance	No Opinion <input type="checkbox"/>
3. Assistance by remote connection to your PC	No Opinion <input type="checkbox"/>
4. Assistance for problems outside of normal (9/80) business hours.	No Opinion <input type="checkbox"/>

Network, Printing, Internet, and E-Mail

Network, Printing, Internet, and E-Mail	Scale
1. In general what is your experience: are you able to login to the network during the City Hall business day?	No Opinion <input type="checkbox"/>
2. In general what is your experience: are you able to print during the City Hall business day?	No Opinion <input type="checkbox"/>
3. In general what is your experience: are you able to access e-mail?	No Opinion <input type="checkbox"/>
4. In general what is your experience: are you able to access the Internet?	No Opinion <input type="checkbox"/>

Telephone System Support

Telephone System Support	Scale
1. In general what is your experience: does your phone work reliably?	No Opinion <input type="checkbox"/>
2. Please rate your satisfaction with phone maintenance and repairs (handsets, cords, line noise)	No Opinion <input type="checkbox"/>
3. Please rate your satisfaction with voicemail setup and assistance	No Opinion <input type="checkbox"/>

Application Support

Application Support	Scale
1. Office for Windows (Word, Excel, Powerpoint)	No Opinion <input type="checkbox"/>
2. WinFuel/Fleet:Anywhere	No Opinion <input type="checkbox"/>
3. RamsPro/TransPro	No Opinion <input type="checkbox"/>
4. Recware / Safari	No Opinion <input type="checkbox"/>
5. Yardi Master	No Opinion <input type="checkbox"/>
6. Quadrant fund accounting	No Opinion <input type="checkbox"/>
7. HDL Business software	No Opinion <input type="checkbox"/>

8. pc:Anywhere remote control software

No Opinion

9. Other applications you use (Publisher, Access, etc.)

No Opinion

Technical Assistance Response Time

Choose One

Overall response time, for routine issues, is within:

4 Hours 8 Hours 9 to 24 Hours 72 Hours More than 72 Hours

Overall response time, for **emergencies**, is within:

1 Hour 4 Hours 8 Hours 9 to 24 Hrs. 72 Hrs. + 72 Hrs.

Other Help Desk Issues

Choose One

1. I use the Help Line (x4357) to report my problems?

Yes  No

2. On average, when I call the Help line, my call is answered in:

Not Applicable

3. I use another method to report my problems (e-mail, another person, etc.)?

- Email
- Phone Call To IT (Other than 4357)
- Direct Personal Contact
- Another Way

4. Please rate the helpfulness of the Help desk in resolving your issues.

No Opinion

Self-Help

Choose One

1. I use the tips, tricks, and troubleshooting information on the City's Public Folders and SWAMI site?

Yes  No

2. I use the phone tips and tricks in the back of the City phone directory?

Yes  No

Down Time Communication

Choose One

1. Do you receive notifications of planned outages on a regular basis?

Yes  No

2. Is the lead time for planned outages usually sufficient warning?

Yes  No

Call Close Notification

Choose One

1. Are you receiving an e-mail notification that your call was resolved and closed after the problem is corrected as verification ?

Yes  No

Overall

Scale

1. Overall how do you rate Technical Services?

0 - No Opinion

Comments

Thank you!

## Survey Comments

IT technical support is very responsive and helpfull 4 stars!! On another note however, the support for telephone issues is lacking, It takes a while to get answers or feedback on questions.

At the fire stations, repair requests usually go to the help line. Very seldom do we know if the call was recieved or if any action has been taken about the problem. Some kind of feedback would be extremely helpful. Because of our shift schedule, different fire personnel are on duty on different days, and currently it is impossible to pass on accurate information as to the status of a computer repair request to the oncoming personnel. At times, a week will go by with a computer issue still unresolved. Firefighters don't know if the repair request was ever recieved, if a request was still actively being worked on, or? because there has been zero feedback from the help desk. A couple of suggestions: 1. A follow-up call to the station to confirm that the repair request has been recieved, including the name of the IT tech working on the problem (for follow-up purposes). 2. When an IT tech works on a computer or printer at the station, if no one is around to give a verbal report on the current status of a repair, a brief written post-it left on the monitor would be beneficial. A quick clarification to the above survey. The Fair rating I gave is not due to the IT technicians. When actually talking to the techs, they have always been very helpful and do a great job trying to decipher our unique descriptions of problems occurring with the computer system.

I am very grateful to Mark for his outstanding efforts to retrieve important lost files when my computer recently was somehow hopelessly damaged, and for his diligent follow up and assistance in helping me restore lost software programs via phone. His skill as well as courtesy and desire to be of help was evident. Mark is a real asset to the IT Department.

Keep up the good work everyone. Staff is always knowledgable and helpful.

I generally receive very efficient and almost immediate service when I call. I am a satisfied customer.

Please consider offering classes in EXCEL like those currently being offered for WORD and OUTLOOK. Thanks in anticipation.

I was unaware of the tips, tricks, troubleshooting until David shared the info with me...is the availability of this information normally shared with all new employees?

Everyone I've worked with in IT on PC issues has been very professional and helpful and the stay with the problem until it has been solved. Thanks for the service.

I usually ask help from an employee of this department. She is very efficient.

I appreciate the patience your staff uses when dealing with a "non-teckie" like me. I have yet to come up with an issue that they couldn't resolve.

because i work part time, it's often hard for me to get issues resolved in the time i'm here.

The staff in IT that take care of help desk calls is excellent. They are knowledgeable and friendly. It's a world of difference from the other cities I have worked for. Recreation has not fully implemented RecWare due to staff vacancy issues and so the neutral opinion is our fault and not IT's.. . . yet!

In regards to the Call Close Notification, I use to receive these notices and appreciated them very much. But, I haven't received a notice in many months. Whether it's the CALL CLOSE NOTIFICATION, etc. I would like to know the outcome of our technical calls, because there has been times when the problem has been fixed and we aren't aware if IT is finished or returning at a later date.

Keep up the good work.

Please have someone answer the ext. 5950

Everyone in your division is ALWAYS PLEASANT & HELPFULL !! THANK YOU !!! Steve Newton

The Senior Center is on a 8-5 schedule Monday - Friday Schedule. We are not closed any Friday. Sometimes we are frustrated that repairs are done when we are opened and cannot use e-mail or other needed services.

The only time I am not satisfied is when the tech support person leaves my desk. It seems I regularly need to call them back to fix something either forgotten or that occurred because of the fix in the first place.

For the most part, I am very happy with the Technical Services staff and the services provided. Three outstanding staff members are Carlos, Mark, and Joel. They are very thorough, friendly, and accommodating.

Isn't Graphic Department part of Information Technology Department? If so, why isn't Graphics part of the Survey?

If when there is a delay to respond it would be good to have a reply to when your problem can be resolved, what and what date.

We usually have problem with the zoning code on-line. I receive complains on not being able to access the code.

I consider work stoppage an emergency. Most times the IT personnel decide what's an emergency. They don't always agree. However, once they're here, they're great and bend over backwards to clear up the problem. Thanks.

Very helpful staff

It would really help the Clerk's Office if and when someone in the IT personnel has a visitor if they could get someone from IT to come to the front desk and direct the person rather than having a Clerk walking to the back because we are unable to reach anyone over the phone.

Those tech support reps are outstanding!!!!

It is very frustrating to call the Help Desk and get voice mail. I can understand once in a while, but voice mail is more the norm now.

I've always had a wonderful experience when working with IT. Thanks for all of your hard work and support!

Thanks for keeping things running efficiently!

There were a couple questions that I didn't answer because I didn't understand the question. I submitted this, but it popped up again. Hope you get one of them at least.

When I have to leave a message for HELP line, sometimes it isn't answered until I call a second or third time, sometimes not until I connect with a body. Sometimes a person says they'll be "right up" and I wait for a l-o-o-o-ng time (sometimes 1-2 hours). Sometimes a person says they will do something and it may get done a day or two later. If they know they will not be available until some time later, they should say so.

IT needs to provide more space for e-mail boxes. I still can't contact city for access to e-mail from home or outside of city.

Never receive calls back from tech support. It is very annoying! Also, very seldom is the telephone answered in that department

There were a couple questions that I didn't answer because I didn't understand the question.

This is the best technical support I have received of any workplace with which I have been associated, both in public and private industry. Almost without exception, the attitude is one of "you have a problem -- well, let's solve it right away."

I recently attended a computer course offered by IT and found it very helpful. The follow-up support for the course has been helpful too. The ability to have access to improve my skill set adds to my departments ability to service city residents as well as other city departments.

Sometimes a call that "we're backed up, but we got your request and we'll get to it ASAP" would be helpful. When I leave a message on help desk and don't hear back for several days, I wonder if my message has been received.

All interactions with the IT Dept have been professional and friendly. The outcome has always been positive.

Now, if I can just get Rubuen to tell me what phone lines exist where, everything would be great! LOL!

I have found the IT staff to be consistently capable and very service oriented during each contact/request for service. Thanks for the good work--it makes doing my job easier--and keep it up!

You have a great team!

More often than not, the help desk is answered by voicemail. This can get frustrating to say the least. Other than that, I have absolutely no complaints. In particular, I think offering classes on the various programs used in City Hall is a great thing. Too bad it's not mandatory, because the people who need it most probably won't sign up.

Why does the response time question jump from 24 to 72 hours? I wanted to select "48 hours" We need Excel training desperately in the City. Please orchestrate a beginning and advanced class. KEEP UP THE GOOD WORK!

Public Works has come to expect excellence from all IT staff; we have not been disappointed--IT has delivered superior quality--superior work, every time we have had a need! Great staff! I'd give everyone a merit raise. Thanks for being there for us. Gabe

Thanks

Technical services is the best department in the city!

I would like to see someone available to help with problems after normal City Hall hours and on weekends.

IT support is very helpful when I have called to resolve my system issues. Keep up the good work....

Great Staff

Keep up the good work!!

I.T. has been incredibly helpful. Personally I'd like more training classes offered, even though I know everyone's time is short.

HdL software itself is very unsatisfactory, but I.T.'s help with integrating it into our sytem is very satisfactory.

The random printing problems, are usually just at the same time as a big deadline. But the Staff is incredible in solving the problem.