

Help Desk Satisfaction - Unsatisfied Survey Evaluations

Information Technology

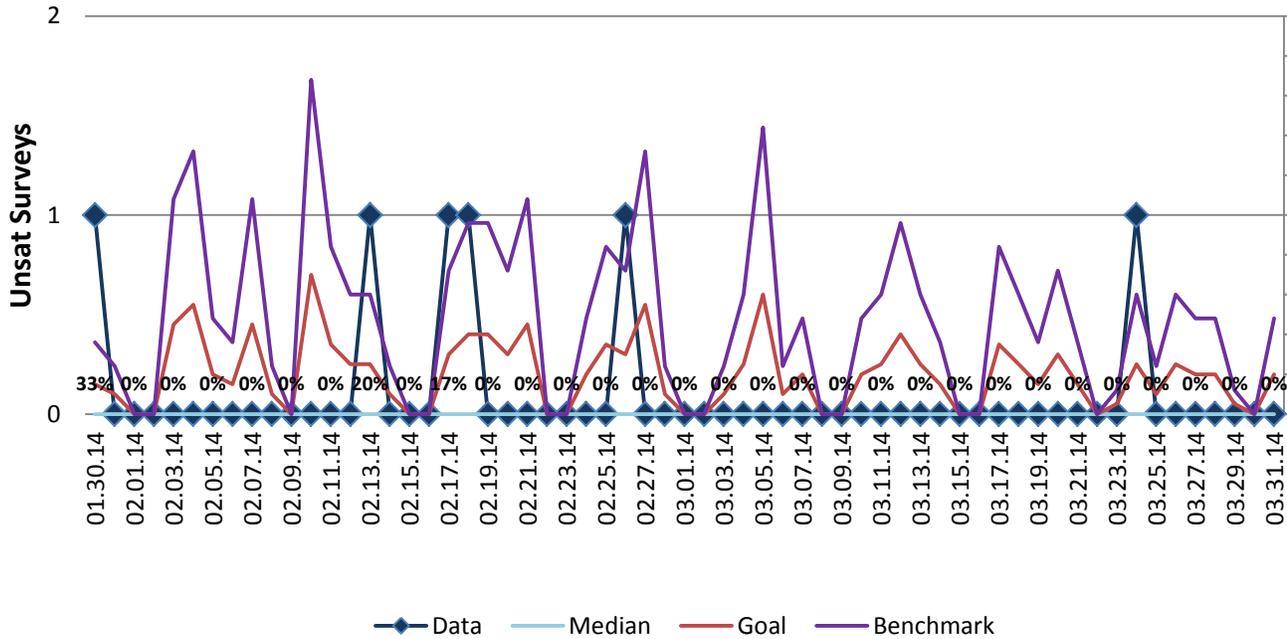
4/29/2014

Measurement method		Why measure?		What is our goal?	
The number of surveys that were submitted by users that were rated "unsatisfactory"		To ensure the quality of the services provided.		No more than 5% of User Satisfaction surveys are rated unsatisfactory.	
How are we doing?					
03.01.14-03.31.14 1 Month Goal	03.01.14-03.31.14 1 Month Total		03.31.14 Goal	03.31.14 Actual	
5	1		0	0	
Unsat Surveys	Unsat Surveys		Unsat Surveys	Unsat Surveys	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					

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Good



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