

User Satisfaction Information Technology



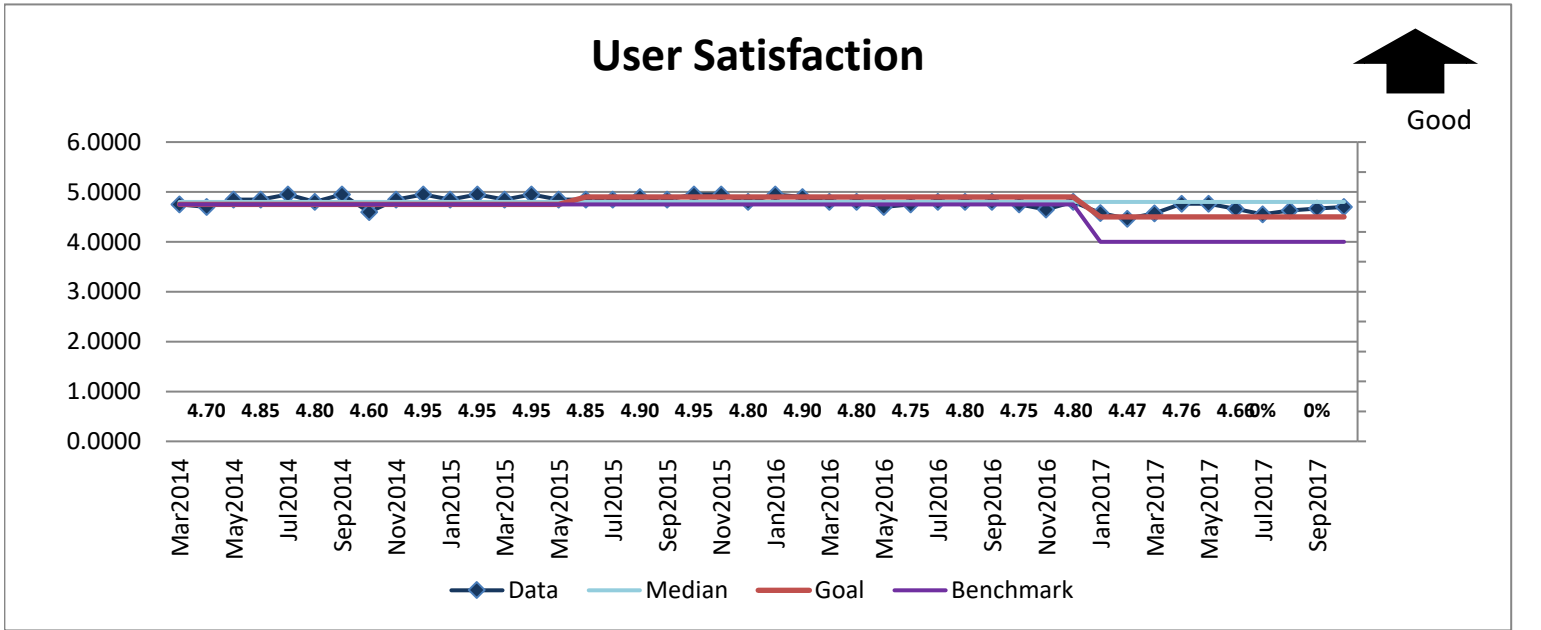
KPI Owner: Jemario Washington

Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 4.5 Goal: We would like to have greater than 98% of our surveys return with a satisfactory rating. NOTE: Three Metrics are tracked, speed, communication and overall satisfaction. This KPI only tracks overall satisfaction. Benchmark: 89%	Data Source: User Satisfaction Survey Goal Source: Service Desk Management Benchmark Source: HDI	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: # of respondents who replied satisfied divided by total # of respondents Why Measure: To ensure the quality of the services provided. Next Improvement Step: In the process of developing a user satisfaction survey to measure satisfaction beyond just closed tickets.

How Are We Doing?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Actual		Oct2017 Goal	Oct2017 Actual	
0%	4.64		4.50	4.70	
Units	Units		Units	Units	



Root cause analysis is not necessary because there is no gap between the goal and current performance.