

User Satisfaction Information Technology



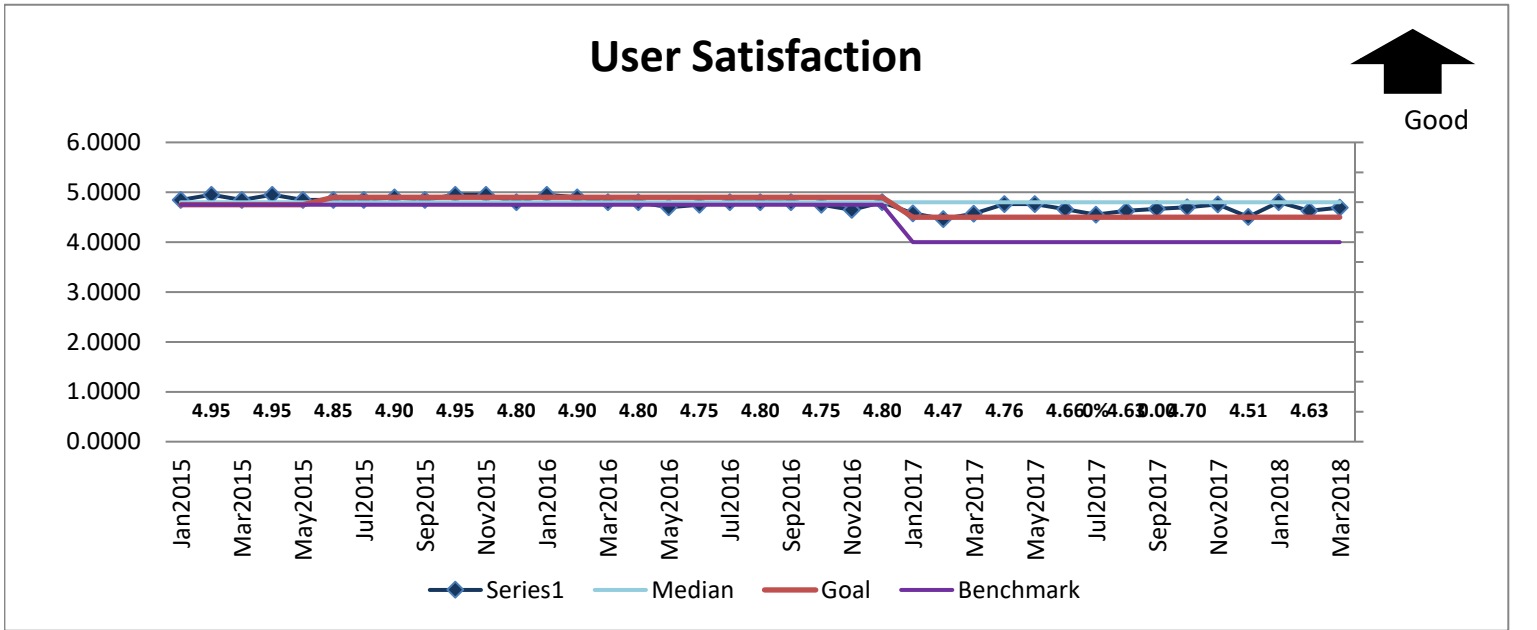
KPI Owner: Jemario Washington

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?

Apr2017-Mar2018 12 Month Goal	Apr2017-Mar2018 12 Month Actual		Mar2018 Goal	Mar2018 Actual	
4.50	4.65		4.50	4.69	
Units	Units		Units	Units	



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