

User Satisfaction Information Technology



KPI Owner: Scott Simmons

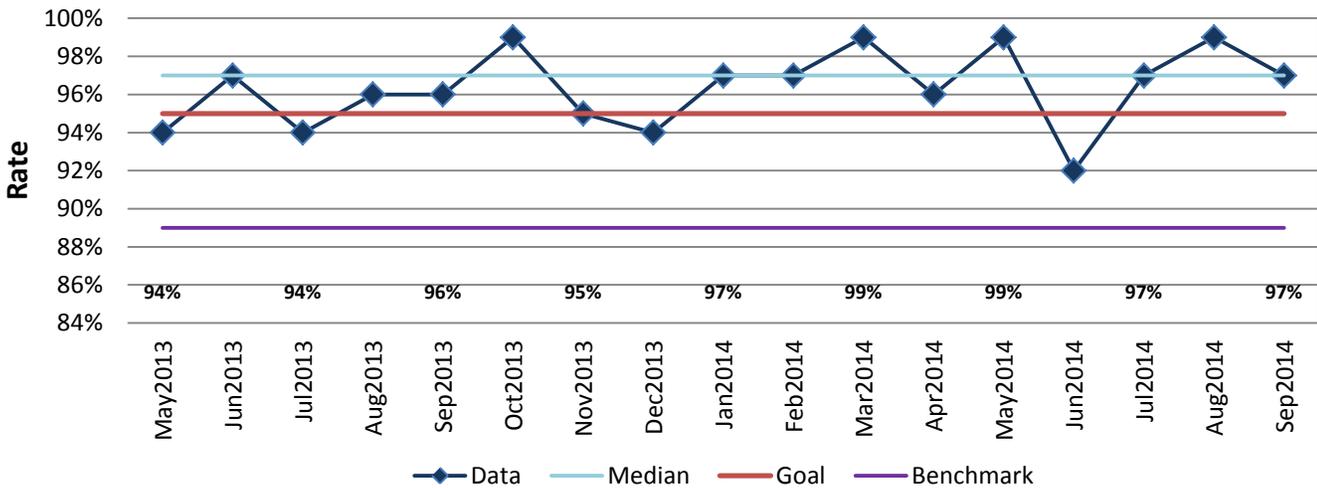
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 96% Goal: We would like to have greater than 95% of our surveys return with a satisfactory rating. Benchmark: 89%	Data Source: User Satisfaction Survey Goal Source: Self Set Benchmark Source: Zendesk	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Survey sent with every ticket that is closed in the ticketing system. Why Measure: To ensure the quality of the services provided. Next Improvement Step: Continue to increase the number of responses received to ensure data accuracy.

How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
95%	97%		95%	97%	
Rate	Rate		Rate	Rate	

User Satisfaction



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