

User Satisfaction Information Technology



KPI Owner: Jimmy Gassler

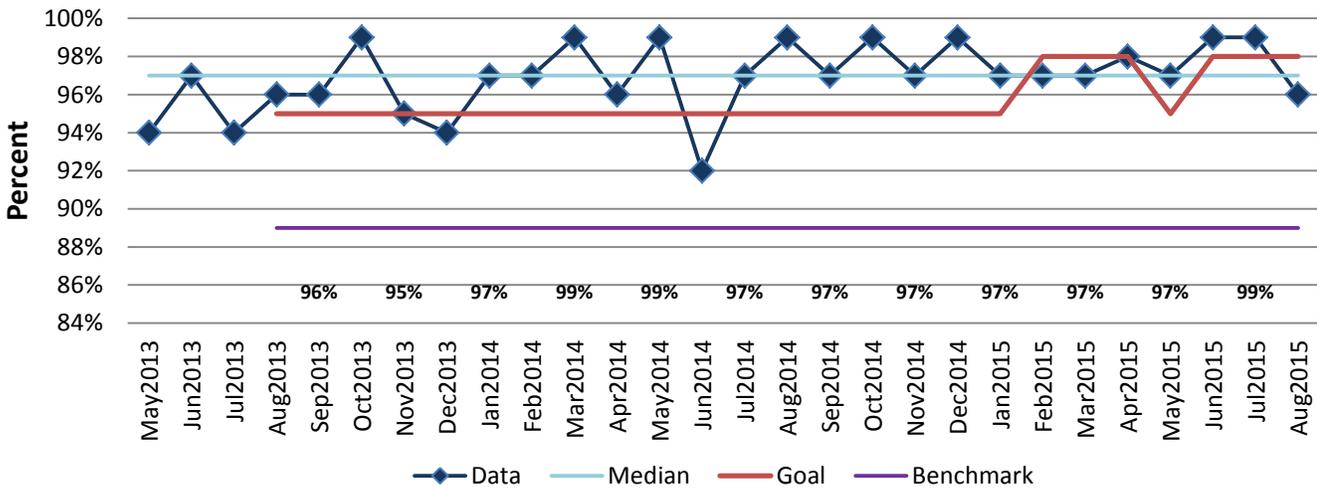
Process: Service Operation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 96% Goal: We would like to have greater than 96% of our surveys return with a satisfactory rating. NOTE: Three Metrics are tracked, speed, communication and overall satisfaction. The KPI only tracks overall satisfaction. 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?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
97%	98%		98%	96%	
Percent	Percent		Percent	Percent	

User Satisfaction



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