

# ITSM2 Service Desk 2014 User Satisfaction Survey

Fields marked with \* are mandatory.



**Dear Respondent**

**The ITSM2 organisation is conducting the annual satisfaction survey to ask your opinion about ITSM2 Service Desk function. The information gathered in this survey will help to improve the support quality delivered to the ITSM2 community.**

**The questionnaire is made of a set of 13 questions, and prompts the user to give evaluation marks from 5 (very satisfied) to 0 (very dissatisfied) in the check boxes of each question. The questionnaire is anonymous. In addition, the user is able to provide comments and suggestions.**

Your Organisation\*

## Your Service Desk Services

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1. How often did you contact the ITSM Service Desk during the last 12 months?\*

- More than 10 Times
- 2 - 10 Times
- 1 - 2 Times
- Never (0)

2. A User can request a service by contacting the ITSM Service Desk through a Call, Email, Fax, via the ITSM portal or by creating directly an interaction in ESS. How satisfied are you with the “reachability” of the ITSM Service Desk?\*

- Very satisfied
- Somewhat Satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

3. The ITSM service Desk has as target to acknowledge all e-mails within 30 minutes. How satisfied are you with the speed at which your calls are processed?\*

- Very satisfied
- Somewhat Satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

4. Did the provided analysis/feedback meet your expectations?\*

- Very Frequently
- Frequently
- Occasionally
- Rarely
- Very Rarely

5. How satisfied are you with the response time/resolution process of your request?\*

- Very satisfied
- Somewhat Satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

## Mass Mail Communication

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6. How satisfied are you with the content provided in the mass mail communications sent by the ITSM Service Desk?\*

- Very satisfied
- Somewhat Satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

7. Do the mass mail communications support you in your business activities?\*

- Very Frequently
- Frequently
- Occasionally
- Rarely
- Very Rarely

8. Would you like to receive intermediate mass mail communication updates if an outage last longer than 2 hours?\*

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

## General Questions

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9. How satisfied are you in general with the ITSM Service Desk?\*

- Very satisfied
- Somewhat Satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

10. How satisfied are you with the availability of the DG TAXUD applications?\*

- Very satisfied
- Somewhat Satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

## CCN Portal

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11. Do you use the CCN Portal?\*

- Yes
- No

12. How often do you use the CCN Portal?\*

- Very Frequently
- Frequently
- Occasionally
- Rarely
- Very Rarely

13. Which Elements of the CCN Portal do you use? (Multiple selections possible)\*

- Newsletters
- Downloads
- Rap Management
- Webcasts
- Statistics
- Configuration Management

Which statistics on the CCN Portal are you using?

## Your opinion matters

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If you could state one ITSM Service you really appreciate, what would it be?

If you could state one improvement for ITSM Service Desk, what would it be?

Do you have any other remarks or suggestions to improve the current services?

**Thank you for your feedback. We value your opinion.**

**Your input can help us to increase the quality of the services towards the final user and will benefit to the entire community.**

If you want that ITSM2 will be able to contact you about this survey, feel free to provide your e-mail address: