

E-MAIL TEMPLATE	REF: IBM-1PRC-BP145-YSS
	QUESTIONNAIRE
ITSM2 INTERNAL WORKING PROCEDURE PROCEDURE YEARLY SATISFACTION SURVEY REPORT	

Dear All,

In the context of the Continuous Service Improvement Program and in order to improve the quality of the services towards the final user, we would appreciate if you would fill in the ITSM Service Desk survey containing questions regarding your level of satisfaction about our services and possible improvements.

The Survey can be accessed via the website link
<http://ec.europa.eu/eusurvey/runner/ITSM2Lot12014> .

The expected time to answer to the questions in the survey will not take more than 5 minutes.

We kindly request you to complete the survey by 30/11/2014 end of business day at the latest.

Should you need additional information, please do not hesitate to contact us.

Thank you.

Kind regards,

ITSM2 Service Desk
Tel.: XXXXXXXXXXXX
Fax: XXXXXXXXXXXX
E-mail: support@itsmtaxud.europa.eu

E-MAIL TEMPLATE	REF: ITS-IPRC-145
	NO REPLIES
ITSM2 INTERNAL WORKING PROCEDURE PROCEDURE YEARLY SATISFACTION SURVEY REPORT	

Dear All,

With regards to this year's Satisfaction Survey and our E-mail of XX/XX/2014, we would like to remind you that the deadline for the completion of this survey is on 30/11/2014.

In case you have already replied to the Survey, please ignore this message.

The Survey can be accessed via the website link
<http://ec.europa.eu/eusurvey/runner/ITSM2Lot12014> .

The expected time to answer to the questions in the survey will not take more than 5 minutes.

Should you need any additional information, please do not hesitate to contact us.

Thank you.

Kind regards,

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