

**Appendix C: Annual Customer Satisfaction Survey 2008
(CFO/255/09)**



ICT ANNUAL CUSTOMER SATISFACTION SURVEY – 2008

AUTHOR: Katie Morlino

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1.0 INTRODUCTION

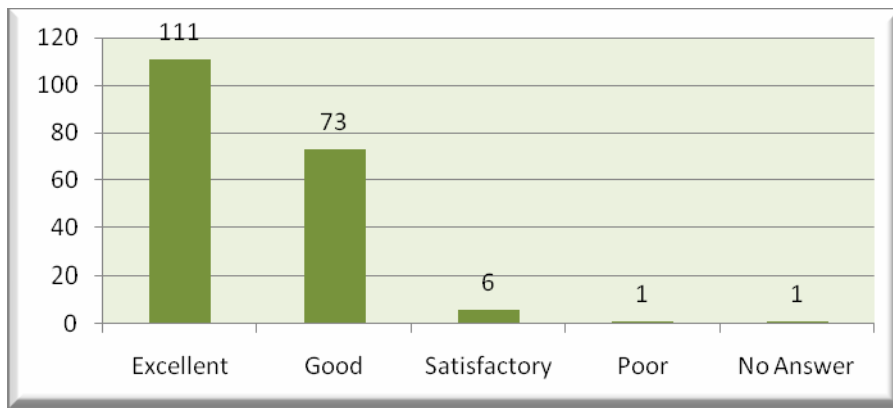
telent issue a yearly Customer Satisfaction Survey to the user environment for MFRS. The 2008 survey was sent to 'all mfb' on the 8th January 2009. 192 surveys were returned by the closing date on the 30th January 2009.

The survey contains 13 questions, some containing an optional comments box. The results to the questions are detailed in this report.

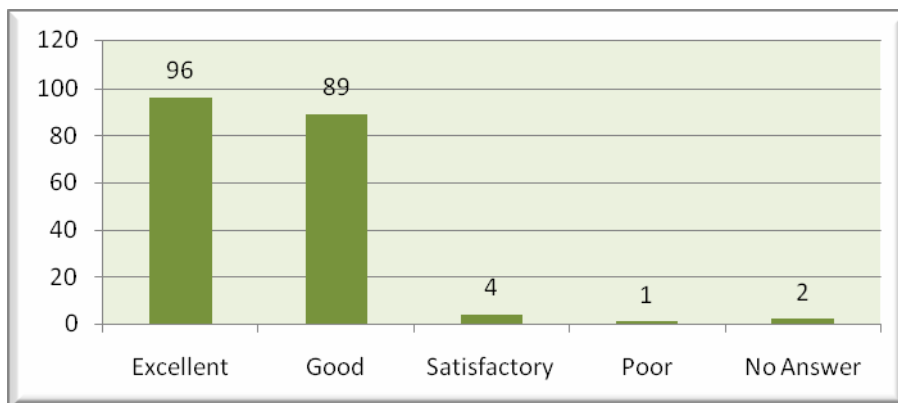
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2.0 SURVEY RESULTS

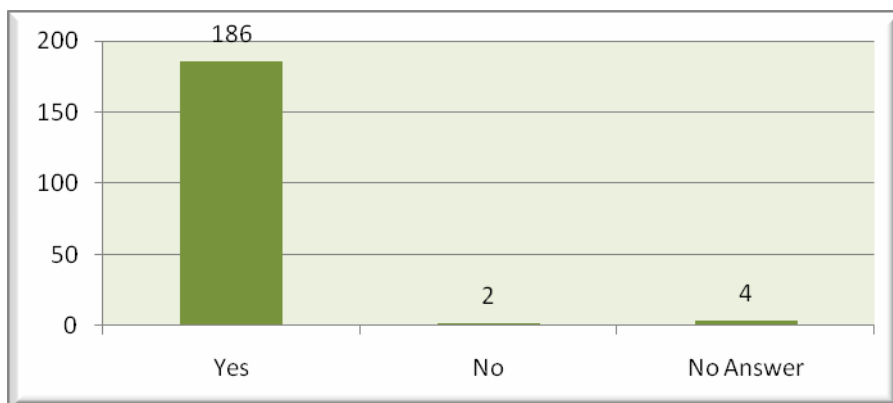
Q1: How would you rate the time for the Service Desk to answer your telephone contact?



Q2: How would you rate the response time for the Service Desk to answer your e mail contact?

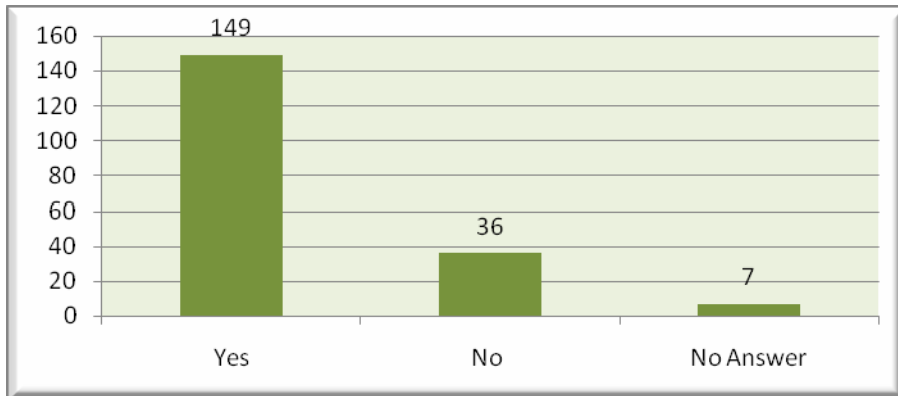


Q3: Do you feel the Service Desk keeps you informed during the lifecycle of your incident?

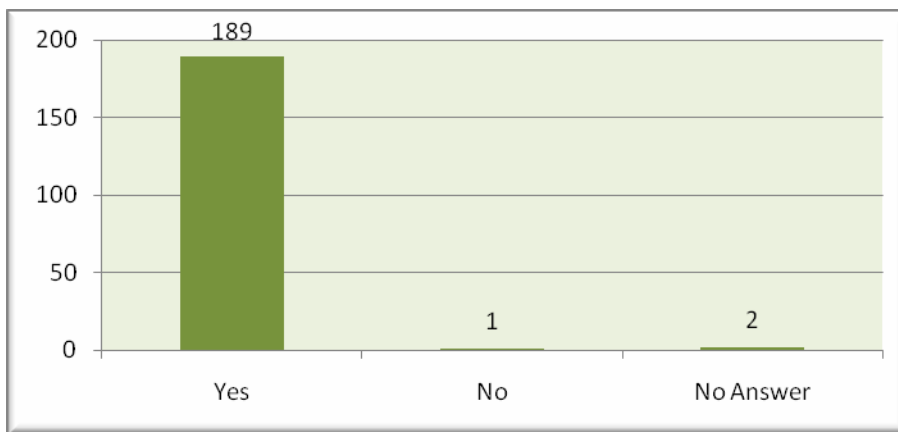


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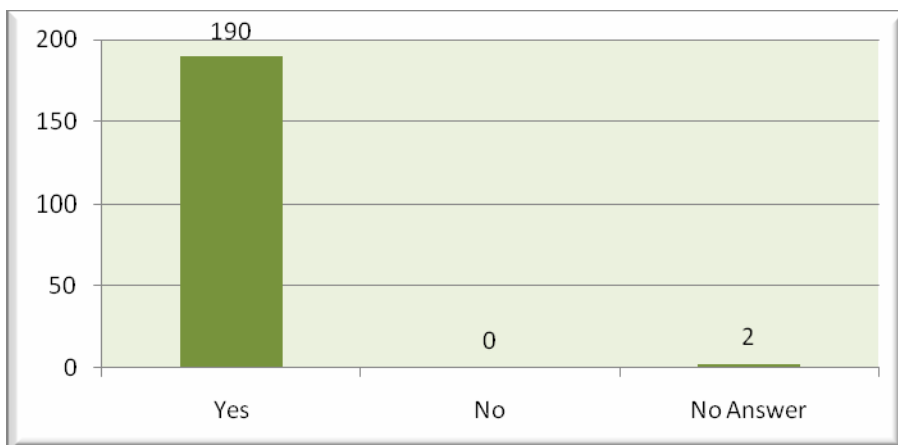
Q4: Do you feel the **telent** automated response, which includes the incident reference, useful?



Q5: Overall, do you feel that **telent** are knowledgeable when dealing with your incident?

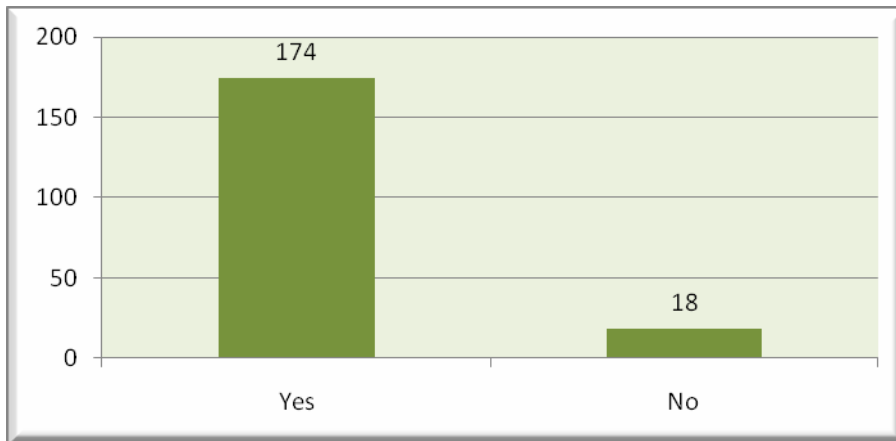


Q6: Overall, do you feel that **telent** are courteous and helpful when dealing with your incidents?

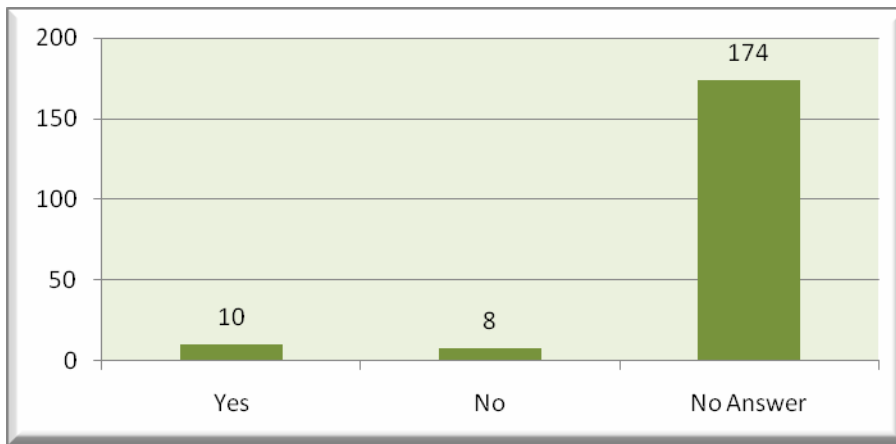


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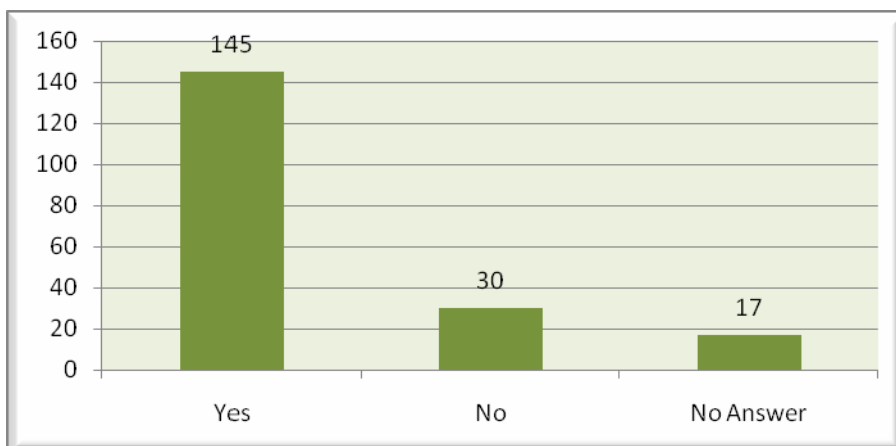
Q7: Do you feel **telent** explain how your incident was resolved?



Q8: If **NO**, would you find an explanation useful?

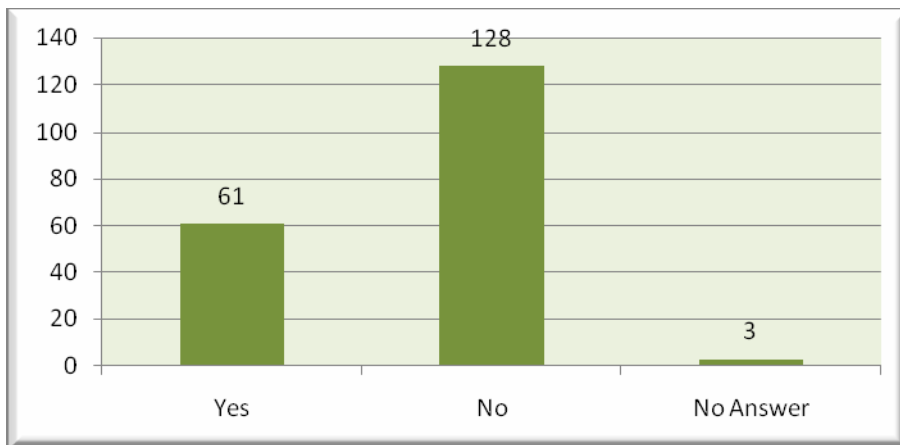


Q9: Are you contacted prior to an engineer arriving on site to resolve an incident or install equipment?

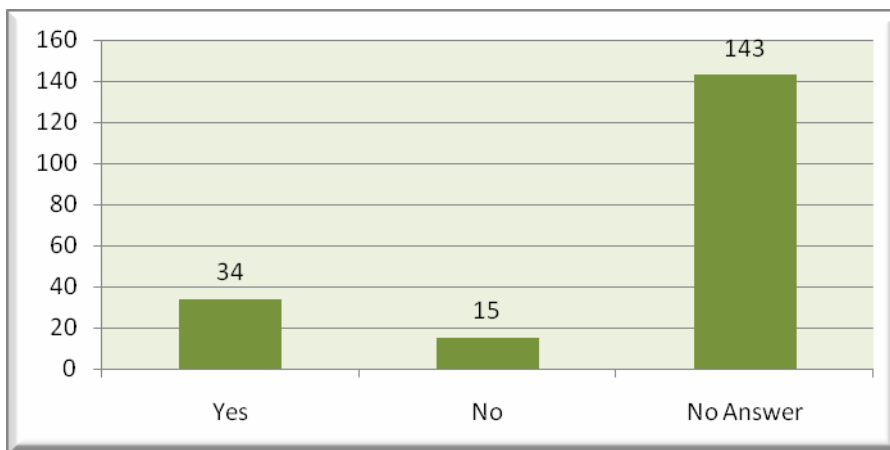


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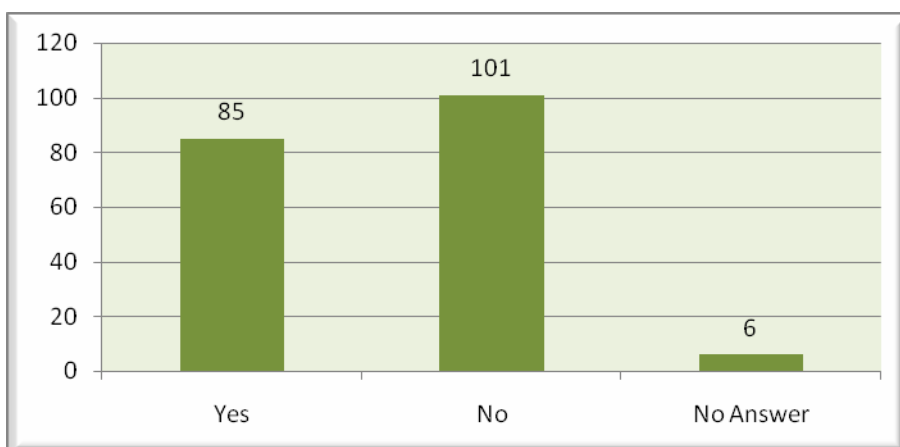
Q10: Are you aware of the current **escalation procedure**?



Q11: If you have used the **escalation procedure** were you satisfied with the outcome?

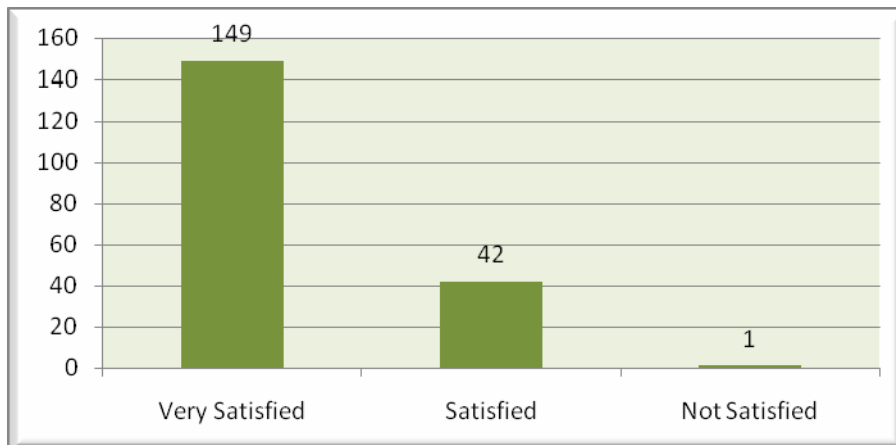


Q12: Do you have clear understanding of the **Service Level Agreements** that are assigned to your incident?



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Q13: Considering the overall service provided by **telent**; including ICT Support, Service Desk, technical advice, response times, restore time and fault management, **how satisfied are you?**



End User Comments

Additionally, end users were given the option of providing feedback comments, of which are detailed below:

- Keep up the good work.
- Without exception, I have found telent staff/technicians to be extremely helpful and patient.
- Always courteous and very helpful.
- Have found the service flexible and able to provide relevant services over multiple sites. Response and fix times have always been appropriate to the nature of the issue and many cases have provided a quicker than anticipated resolution.
- When I have contacted the telent helpdesk, they have always been very patient and helped me loads.
- I have always found telent to be very courteous and helpful when I've contacted them in the few months I've been working here.
- I have always found without exception, telent to be extremely helpful. Their help has accelerated my IT development.
- I have always found the staff extremely helpful and friendly. It is good that they are always approachable and willing to deal with the problem however trivial it may be to them (but not to you!).
- Thanks to telent for all their help. They have been extremely helpful, pleasant and patient when I have contacted them for assistance.
- The staff are always extremely friendly and patient!
- Great Team.
- Each time I have had to use the service, it has been quick, efficient and very helpful.
- An excellent service from very friendly and approachable staff.
- Everyone I have contacted has been very helpful
- All staff are very cooperative, professional, friendly and understanding. Good verbal contact.
- Every time I call with a problem it is always resolved in quick time.
- Always very quick to respond to all enquiries and problems.

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- Generally a good service and problem rectified, good communication skills and courteous
- Excellent service.
- All queries have been handled exceptionally well, the telent staff are without exception, knowledgeable, skilled and committed to solving
- I find all service desk staff extremely helpful whenever I have had to call upon them.
- telent staff are always helpful and courteous when approached .
- Have had cause to use the help desk on several occasions. Each time I have received excellent service and assistance.
- Staff have always been very helpful and polite
- The service is efficient and effective and I have found the staff to be friendly and helpful
- I have never had any complaints when dealing with telent and find the advisors extremely courteous and friendly. Invariably, my query is dealt with efficiently and speedily.
- Been with Fire Service for 4 Years, also found the service your office provide is always of a high standard, always quick to respond not matter if the problem we have is big or small. Very happy with this service.
- Always polite and helpful.
- I have always found the staff to be knowledgeable, helpful and a pleasure to deal with.
- Extremely helpful and knowledgeable staff who always try to resolve a problem as quickly as possible.
- I believe telent are developing in the role to understand and meet the needs of the Organisation. Understandably this has taken some time but the progress towards this aim has been consistent year on year.
- Always polite, helpful when contacted, most problems sorted over the phone. Good service always provided.
- telent are very good just wished they were on duty 24/7
- pleased with the service from telent
- In my experience Telent have always offered an outstanding level of service backed up by knowledgeable, competent, friendly and polite personnel. In particular their tireless support and enthusiasm for WFG08 was a major factor in the overall success of the Games.
- I have always found everyone at Telent excellent, polite and very knowledgeable. Also patient in the face of the IT intolerant.
- Always a pleasure.
- Great service always friendly and professional Well Done
- I have always found that the staff at telent is helpful, courteous and very informative.
- Great staff, always friendly and recommended thanks for good service thanks peter
- I find the telent workers always very approachable and happy to help me with my many IT problems
- Telent are courteous, patient & practical. They have always been very helpful to me.
- Excellent, knowledgeable, helpful and always ca pleasure. Sometimes hard to get through on internal phones
- Very helpful staff
- The level of support offered is always to a high standard.
- Whenever I have requested help from telent, they have dealt with me in a very professional manner.
- Thank you for a great service...

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- Each time I have contacted telent with a problem I have found their response and help to be of an exceptional standard.
- telent always offer a really helpful, friendly, professional service
- A very good service
- On all occasions that I have needed to call on the services of Telent they have sorted out my problem with no fuss and very quickly too. Thank you.
- Keep up the excellent service.
- First class service and prioritisation is suitable and sufficient
- I find the staff very patient and helpful when dealing with problems.
- The Team are very helpful and informative. If a problem cannot be resolved there and then they try to provide an alternative temporary solution
- To Q7 I wanted to answer sometimes, probably when they felt it needed to be. Overall I think we get an excellent service and have no complaints, problems are dealt with speedily and efficiently.

Comments requiring telent Feedback	telent Comments
<p>Although my service from telent engineers and the help desk are excellent .I had a PC replaced within the last two months and the software on the new PC1225 was not the same as the old one. I required MS Project which was installed on the previous machine and therefore had a license attached. I was told that a new license would be required for my new desktop replacement and I do not understand why the license could not just be transferred from one PC to the replaced one. After trying to resolve the issue I decided that I would just use the version on my laptop rather than cost my department money from its budget. This is not the best solution but one that I work around</p>	<p>Telent do transfer licences where PC's are replaced. On this occasion the engineer had not transferred it. The user then sent in a service request for Project to be installed on the new PC. Service Requests thought this was a new request and advised user a licence was needed. It became apparent that telent were in error and should have transferred the software and licence.</p> <p>A standard set of procedures has now been created and the engineering team transfer all software, including licences from old to new PC's when required.</p>
<p>Generally good although early morning's service more limited and slower. Only major issue is the stream of unrequested emails from companies and organisations which they don't appear to be able to stop.</p>	<p>A)The telent Service Desk dealing with out of hours incidents offers an incident logging facility for all issues. Only priority 1 and 2 (Operational/mobilising) incidents are responded to during the out of hours service. This is a contractual agreement between telent and MFRS.</p> <p>B) telents aim is to protect the MFRS network infrastructure and in doing so use Surf control software to allow or block emails. Should a user wish an email address to be blocked, they can request this via the ICT Request Process.</p>
<p>telent operate a fast efficient service with ample self help and additional support during office hours. It does get a bit more difficult to resolve issues outside the day due to the helpdesk being more remote but all issues are soon resolved the</p>	<p>A)As above, the out of hours service desk does not provide a resolution service, but an incident logging facility. In turn they contact the appropriate on call engineer who will resolve Priority 1 and 2 (Operational/Mobilising)</p>

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<p>next working day. The automated emails contain a lot on information that is not required - it is often quite difficult to find the relevant stuff</p>	<p>incidents. Priority 3 incidents can be logged out of hours but will be held in a queue for the on site staff to resolve, typically the following working day. B)telent have streamlined the automated emails and limited the number of emails that are sent to end users. telent understand that some information on the email may not be relevant and are currently reviewing the content of the response email.</p>
<p>All my dealings with telent have been satisfactorily concluded with the minimum of fuss and the maximum effort on behalf of telent. All pertinent staff have been knowledgeable, helpful and courteous. The only factor I have any grievance about is the out of hours service, which is not of the same standard as the rest of telent</p>	<p>The telent out of hours Service Desk is a flagship centre for telent as a whole. They offer a slightly different service to the day shift that is actually on site solely for MFRS users. The out of hours Service Desk is based off site and deals with numerous Customers for an incident logging facility only. Should the out of hours service offer an identical service to the day shift, the cost to MFRS would significantly increase.</p>
<p>I find the automated response useful if the incident is to take a while to deal with however I don't need them if the matter has been resolved over the phone, perhaps there is a way of filtering them out. Not a problem as I simply delete them and perhaps you need them for auditing.</p>	<p>The automated emails from the Service Management System are set to send an email when the incident has been opened, if the priority is changed and when the incident is closed. This will occur for every incident logged including where an immediate fix occurred. In the 2008 survey, 78% of users confirmed that these emails were most useful. As such, it was decided to keep this system in place. telent are currently reviewing the content of the response email.</p>
<p>telent are very good just wished they were on duty 24/7</p>	<p>telent cover 24x7x365 (366) for MFRS to raise incidents. The on site service desk closes at 16:30 where the calls are routed to a telent out of hours service desk. This desk offers an incident logged facility but only responds to operational/mobilising incidents.</p>
<p>A common problem at E6 maybe across the service is that we are never informed of when and who will be attending the stations for maintenance or repair.</p>	<p>It is a telent process for end users to be contacted prior to attending site. 76% of users who responded to this survey confirmed they were contacted, 16% confirmed they are not. To that end, telent to improve this process and ensure that where feasible users are contacted and site personnel are aware of any works being carried out by telent.</p>
<p>I find the blocking of some incoming and outgoing work related emails rather unnecessary. Whilst I acknowledge the need for an adequate filtering system, emails that are titled "BACS" would surely have no alternative meaning other than a notification of a BACS payment. Notification should be issued to staff concerning those</p>	<p>The surf control pre set dictionary contains words that have a score associated to them. If any of the words are contained in an email and cause a total scoring of 130, the email will be held in the queue, to be released on request. The dictionary scorings are reviewed on a monthly basis with the score associated to</p>

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<p>websites that are to be blocked, but which have been we have been allowed access to for a number of years. I've had to previously fill in a form, signed by a Manager to justify why I wish to access a website I have been accessing for a number of years because it has just recently been blocked</p>	<p>frequent words being reduced. Over a period of 12 months, the percentage of emails released has reduced from 5% to 1.2%.</p> <p>The website (Fantasy football League) being accessed is not a business related site more a social site and as such as standard, it is blocked through the Surf Control Web rules. This user now has access to this website.</p>
<p>I'd like some information on the escalation procedure only if it is relevant to my role. I would be interested in learning more about the escalation procedure with regards to me as the end user</p>	<p>In April 2008, telent sent a communication to 'all mfb' advising of the escalation procedure. However 66% of users, who responded to this recent survey, confirmed they were not aware. To that end, telent will again, communicate the escalation procedure to MFRS.</p>
<p>1) Full Service Desk Support should be available during flexi-time hour's 0730-1830hrs. 2) A webpage with list of 'common solutions to common problems' would be useful for users to self service. 3) Wasn't too happy with the problem that occurred last week when the SAN reached capacity and users were advised by service desk to either save to USB or hard drive. I would have expected some level of Capacity Management and therefore ICT should have known that this was imminent. Not sure why SAN was able to reach capacity and disrupt service? 4) Just wanted to add to Qu6 response. Service Desk staffs are always polite, pleasant and helpful - smashing!</p>	<p>1)telent operate a 24x7x365 (366) service desk facility. The on site day shift provide cover from 08:30 to 16:30 mon to fri, this will be extended to cover until 17:00 in the next few weeks. The out of hours shift covers from 16:30 to 08:30 mon to fri and 16:30 fri through to 08:30 Mon including public holidays.</p> <p>2)telent and ICT aim to include such information on the intranet as soon as possible. As an interim measure you can find a list of simple user guides and manuals on the telent ICT Service Public Folder.</p> <p>3)Whilst involved in the procurement of additional storage, the telent service desk were involved in a daily exercise of reviewing available space and contacting those user who has large storage folders. Folders and files were moved and deleted in order to free space. Unfortunately, whilst this exercise is ongoing, space was filled up whilst we attempted to move and delete. More SAN storage has been purchased and we continually monitor the use of storage on the network. A policy is also being compiled to advise users of what is acceptable to save on the network with the possibility of storage quota being considered.</p>
<p>The most frustrating issue I experienced recently was e-mails being blocked by the Firewall with non sensical descriptions of why</p>	<p>In April 2008 an upgrade to the email filtering software was introduced. telent underestimated the effect this would have due to the greater levels of protection it offered. The upgrade did however offer enhanced protection to the internal network and allows users to be informed when mail has been blocked and reason why.</p> <p>telent continually worked on the filtering system</p>

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	<p>to reduce (or increase) the sensitivity of the filter. telent fine tuned the system to reduce the number of legitimate emails being blocked. This has since reduced from 5% in April 08 to 1.5% in March 09.</p> <p>telent continue to monitor and review the filtering system.</p>
<p>Help desk may attempt to contact me but I may not be on station at that time</p>	<p>telent attempt to contact station personnel however this can prove difficult at times due to the rota and personnel availability. telent will request that messages are left in the station diary and will also email the end user.</p>
<p>Recent delays in resolving/explaining E folder management & bank holidays in outlook calendar. I also have a comment re the Moves & Changes Process</p>	<p>There were delays which could have been avoided, and telent have reviewed why this occurred and will avoid such delays moving forward.</p> <p>Restructuring folders with specific permissions is a time consuming activity which made more complicated by users requesting permissions that do not align with Active directory groups and users. The bank holidays in Outlook can only be activated when upgraded to 2007, which is in the strategy.</p>