City of Boulder

2014 IT Performance Measurement: Customer Satisfaction Survey Results

High-level overview

Abstract

Since 2011, the City of Boulder's Information Technology Department has conducted an annual survey of the department's roughly 1,400 internal customers as a means of tracking qualitative service trends. On average, approximately 20% of city staff respond to the annual survey which is issued near the beginning of the second quarter of each year. This currently serves as the basis of the department's performance metrics while the city embarks on a new, organization-wide performance measurement and benchmark redesign effort estimated to "go live" in late-2015.

The survey has consistently asked customer to rate five categories on a five-point scale from "Excellent" to "Poor", while providing sample metrics as a guide. Narrative comments are also solicited in each area. The categories include:

Responsiveness:

- IT staff is willing and ready to help.
- IT staff provides prompt service.
- It is easy and convenient to access IT.

Communication

- I was kept informed of the status of my requests.
- IT staff listened to me.
- IT staff does a good job of sharing information with me.
- IT staff does a good job of sharing their technical knowledge.

Technical Expertise / Knowledge

- IT staff has the technical knowledge to fulfill my requests.
- They provide what was promised.

Cooperation

- Collaboration with IT adds strategic value to my team.
- The benefits of securing and using IT services outweighs the overall effort incurred.

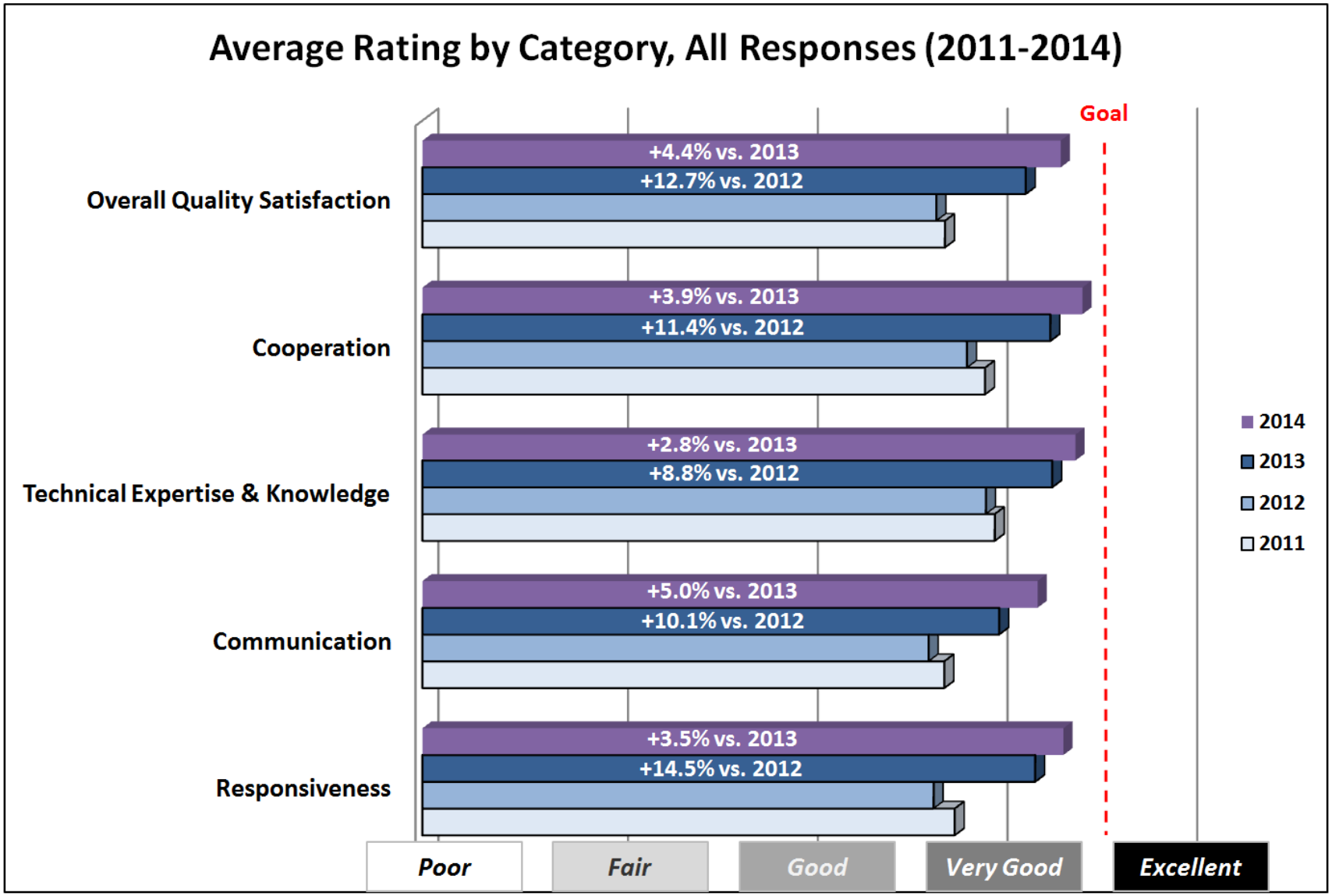
Overall Quality / Satisfaction

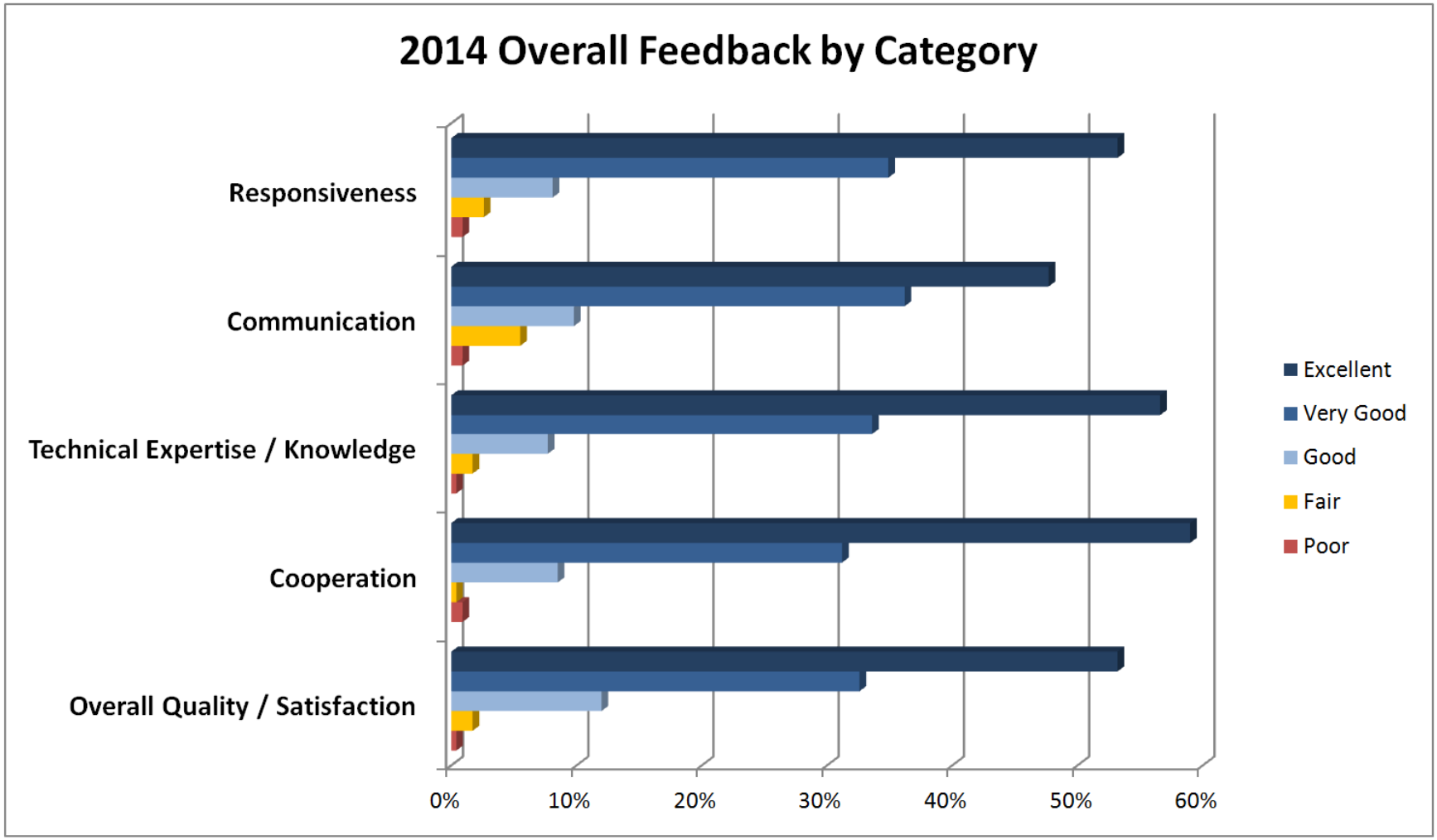
- I am satisfied with the overall quality of services and systems provided by IT.

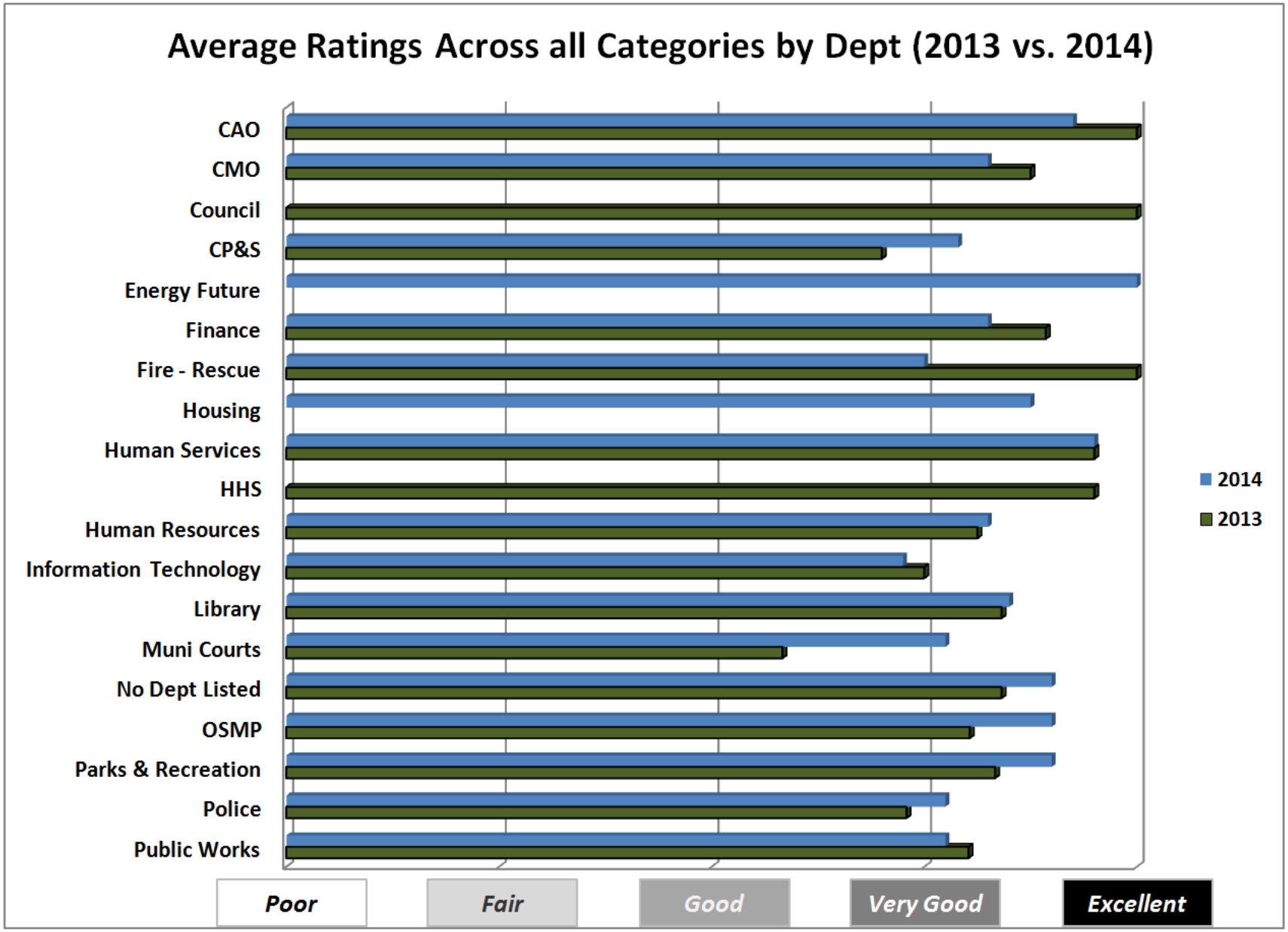
The results of the 2014 survey showed continued, positive results in our quest for citywide ratings at the midpoint between "Excellent" and "Very Good". We believe that factors contributing to this success include:

- Continued overall IT staff commitment to the city's vision: *Service excellence for an inspired future*
- Implementation of new IT Service Desk software and related business process changes to improve responsiveness.
- Positive progress in the implementation of major new enterprise software systems.
- Benefits of the added communication from the IT Liaison Program where a unique IT staff member is assigned to serve as ombudsman with each customer department.

Continued enhancements to the IT Help Desk function, refinement of service level agreements, new modes of communicating the availability of IT services, continued IT staff professional development, and continued improvements to IT-managed enterprise systems will serve as the basis for continued improvements.


Average Rating by Category, All Responses (2011-2014)
Goal
Overall Quality Satisfaction
+4.4% vs. 2013
+12.7% vs. 2012
Cooperation
+3.9% vs. 2013
+11.4% vs. 2012
Technical Expertise & Knowledge
+2.8% vs. 2013
+8.8% vs. 2012
Communication
+5.0% vs. 2013
+10.1% vs. 2012
Responsiveness
+3.5% vs. 2013
+14.5% vs. 2012
2014
2013
2012
2011
Poor
Fair
Good
Very Good
Excellent


2014 Overall Feedback by Category
Responsiveness
Communication
Technical Expertise / Knowledge
Cooperation
Overall Quality / Satisfaction
0%
10%
20%
30%
40%
50%
60%
Excellent
Very Good
Good
Fair
Poor


Average Ratings Across all Categories by Dept (2013 vs. 2014)
CAO
CMO
Council
CP&S
Energy Future
Finance
Fire - Rescue
Housing
Human Services
HHS
Human Resources
Information Technology
Library
Muni Courts
No Dept Listed
OSMP
Parks & Recreation
Police
Public Works
2014
2013
Poor
Fair
Good
Very Good
Excellent