Department of Technology Services

Customer Satisfaction

Capital Facilities and Government Operations Appropriations Subcommittee
LFA Survey

- Conducted in October 2007

- Executive, Financial, and IT Directors
  - 7 Large Agencies
    - (1,000 to 5,000 FTE)
  - 7 Medium Agencies
    - (200 to 999 FTE)
  - 7 Small Agencies
    - (20 to 199 FTE)

- 34 of the 63 responded (55 percent)

<table>
<thead>
<tr>
<th>Position</th>
<th>Large</th>
<th>Medium</th>
<th>Small</th>
<th>Total</th>
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<tbody>
<tr>
<td>Exec Dir</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>Fin Dir</td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>12</td>
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<tr>
<td>IT Dir</td>
<td>7</td>
<td>6</td>
<td>2</td>
<td>15</td>
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<td><strong>Total</strong></td>
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<td>13</td>
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Survey Question #1

How does the overall IT service your agency receives from DTS compare to the service you received before the consolidation?

**Overall IT Service Level**

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<tr>
<th>Agency Type</th>
<th>Average Response</th>
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<tr>
<td>Large</td>
<td>2.79</td>
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<tr>
<td>Medium</td>
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<td>Small</td>
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**Position Type**

<table>
<thead>
<tr>
<th>Position Type</th>
<th>Average Response</th>
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<tbody>
<tr>
<td>Exec</td>
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<tr>
<td>Fin</td>
<td>2.75</td>
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<tr>
<td>IT</td>
<td>3.27</td>
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</tbody>
</table>

Average Response = 3.00

1- Much Worse; 2- Worse; 3- Same (Don’t Know); 4- Better; 5- Much Better
Survey Question #2

• For each of the following six services rate how the current service you receive from DTS compares to the service you received before the consolidation:

- Desktop Support
  Average Response: 3.00
- Application Maintenance
  Average Response: 2.97
- Network Services
  Average Response: 3.09
- Server Management
  Average Response: 3.09
- Service Desk
  Average Response: 3.06
- Enterprise Security
  Average Response: 3.53

1- Much Worse, 2- Worse, 3- Same (Don’t Know), 4- Better, 5- Much Better
Survey Question #3

How does the overall cost of DTS services compare to the cost of IT services before the consolidation?

Average Response = 2.44

1- Much Worse; 2- Worse; 3- Same (Don’t Know); 4- Better; 5- Much Better
Survey Question #4

How is the DTS response rate in terms of quickness to respond to agency needs?

Average Response = 3.29

1- Very Poor; 2- Poor; 3- Good; 4- Very Good; 5- Excellent
Survey Question #5

How well do you believe DTS is doing at controlling IT costs?

Average Response = 2.88

1- Very Poor; 2- Poor; 3- Good; 4- Very Good; 5- Excellent
Other Survey Questions

• How well do you believe DTS is doing at maximizing State IT resources?
  - Average Response = 2.85

• Rank the following three criteria in terms of importance as related to the delivery of IT service to your agency:
  - #1 Most Important = Quality of Service
  - #2 Most Important = Responsiveness
  - #3 Most Important = Cost Effectiveness
Comments from Survey

- Consolidating IT services is difficult and complex, but the current management team is doing a good job.
- DTS does a good job at desktop and network support, infrastructure, and customer service.
- The consolidation of IT services will finally allow agencies to share resources and provide statewide capabilities.
- DTS should better integrate its billing system with FINET to provide more detail to the agencies.
- DTS employees are being pulled in two directions by agency management and DTS management.
- The approval process for new equipment takes much longer because it has to go through DTS management.
Survey Conclusion

- Agencies perceive that overall IT service has remained the same
  - Security, however, has improved
- Agencies remain cautious about DTS rates and the new costs of IT services
  - Most believe IT now costs slightly more
- Agencies provided good comments that DTS is using for improvement