



# Internal Service Fund Customer Satisfaction Survey

Infrastructure and General Government Appropriations Subcommittee

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## 1 Summary

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The purpose of this document is to present the results of a customer satisfaction survey conducted as part of the Accountable Budget Process review of the Internal Service Funds (ISF) managed by the Department of Government Operations (DGO). Overall, the survey indicates that ISF customers are generally satisfied with the services they receive. However, there are areas for improvement, particularly in transparency and communication regarding rates and billing. The feedback highlights the need for better education and involvement of customer agencies in rate-setting and service improvement discussions.

## 2 Survey Structure

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The survey targeted administrators and staff of governmental entities that interact with DGO's ISFs. The questions were divided into separate sections for each ISF, except for the first section, which focused on the overall ISF process. Each ISF section began with the question, "Do you interact with the \_\_ ISF?" If respondents answered "Yes," they were presented with questions specific to that ISF. If they answered "No," they were directed to the next section. The survey included a sections for each of the following entities:

1. Division of Technology Services (DTS)
2. Division of Human Resource Management (DHRM)
3. Facilities Management (DFCM)
4. Division of Fleet Operations
5. Central Mailing (managed by the Division of Purchasing and General Services)
6. Cooperative Contracting (managed by the Division of Purchasing and General Services)
7. Federal and State Surplus Property (managed by the Division of Purchasing and General Services)
8. Travel & P-Card (managed by the Division of Finance)
9. Risk Management

Each ISF section (except Cooperative Contracts) contained questions relating to the following categories:

1. Overall satisfaction
2. Quality of service
3. Ease of use
4. Rates
5. Invoices and billing

The number of questions per section ranged from 15 to 31, based on the ISF and the services it provides. The questions were presented in the form of statements and asked respondents to indicate the extent to which they agreed, with options ranging from strongly disagree to strongly agree. At the end of each category, there was an optional comment box that allowed respondents to provide any additional information they wanted to share.

Each Internal Service Fund section concluded with two additional questions. The first was the statement "The state should continue to have centralized \_\_ services as an ISF" and asked respondents to indicate the extent to which they agreed. The last was another optional comment box that gave respondents the



opportunity to list any issues, concerns, or recommendations about the ISF that had not been addressed in the survey.

We received total of 182 responses included in this report. The results are depicted in the charts based on the percentage of respondents who selected each response option. Readers should note that the graphs depict rounded values which may result in amounts that do not add up to 100%. Additionally, in the descriptions of the graphs the values for Strongly Agree and Agree are often summed and referred to as the portion of respondents who agreed with the statement. The same is true for Strongly Disagree and Disagree.

### 3 DGO ISF Process

The first three questions of the survey focused on ISF rates and the overall process. These questions aimed to gauge respondents' understanding of the rate-setting process and their level of involvement. Over 60% of respondents selected neutral for the first two questions. The third question was an optional free-response question, asking how the rate-setting process could be improved.

The responses indicated that many participants were unfamiliar with the rate-setting process, leading them to select neutral for the first two questions. This trend of neutrality was common throughout the survey, with comments often explaining that respondents were not well-versed in the relevant topic.

#### DEPARTMENT OF GOVERNMENT OPERATIONS

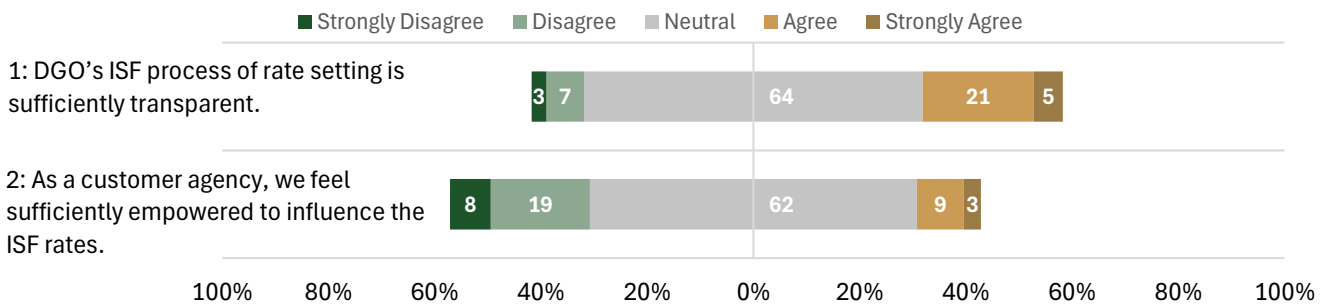


Figure 3-1

#### 3: How could the rate setting process be improved?

1. Enhanced expenditure reporting and utilization review.  
2. Process to provide feedback and plan to improve the service
2. Allow for better transparency on ISF hiring and expenditure details. Currently, they just show increased costs which necessitate increased rates but the details are not transparent.
3. Allow more input into the level of service we receive
4. At our level we do not know the rates. They could request our input and provide Divisions with the rate on an annual basis. Also, please do not use acronyms like ISF and DGO.
5. At the region level we do not have any influence over the rates that are set by other agencies.
6. Before a rate increase could be voted on, it would be beneficial if those approval committees surveyed Division leadership of those Divisions that would be impacted by the rate increase regarding the current customer service being provided by those ISFs.



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7.	Better communication on the rate setting process or decisions would be appreciated.
8.	Better education - I don't know anything about this process or how I could be engaged or if it's even something I should be engaged in.
9.	Better rate setting meeting notices
10.	By providing multiyear and on-demand cost analytics trends to improve longitudinal business intelligence (e.g., charting cost trends over time for each ISF). Also by providing relative cost comparison data for each executive branch agency to improve global contextual understanding.
11.	Feedback from state agencies regarding the rate and how the rate was determined.
12.	Get rid of this internal contracting in the first place that is wasting tax payers funds on pointless management overhead.
13.	Have the customer agencies be involved in actually setting up the algorithms and variables in determining rates, not just show up at a hearing. They should be consulted from the start.
14.	I am not directly involved with the rate setting process.
15.	I am not familiar with ISF and have no basis to answer this question
16.	I am not familiar with this process.
17.	I am not involved with this specific process
18.	I believe it's sufficient
19.	I don't have any suggestions.
20.	I don't know enough about it to comment.
21.	I don't know what this is.
22.	I have never been involved before
23.	I have no knowledge of this process, how transparent it truly is, NOR how I as a program manager could or would influence these rates.
24.	I would suggest more transparency in the rates. However, I am afraid if there was a market analysis, we would find the cost for these services to be lower than the market. Which is a good thing and should be the intent of the ISF.
25.	If customer agency's are able to influence ISF rates, it would be good to understand that process. As far as I know the ISFs just charge what they need to charge and agency's have no input to influence the rates.
26.	I'm not sure how I could influence the ISF rates, so that would be a good place to start.
27.	I'm sure this is my own fault, but I did not know there was a rate setting process specific to DGO. An improvement could be simply to make that more well-known.
28.	It feels like decisions are made prior to the rate meetings. Also, there are just a lot of rates that departments really don't have the time to get into, so while a department may feel like they are not sufficiently empowered, part of it is just workload capacity.
29.	It is difficult to get costs itemized to a point that makes it easy to project future costs.
30.	little knowledge regarding the rate setting process
31.	More transparency and more flexibility.
32.	Much has to do with the communication from DHHS leadership to DHHS divisions. DHHS leadership needs to provide more information to the Divisions about the rate issues that they are addressing.
33.	Not familiar with
34.	Not familiar with the rate setting. Never been involved in that particular process.
35.	not sure what a rate setting is
36.	not sure what this is??
37.	Not sure what this refers to.
38.	Not Sure.



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39.	Notification of when rate hearings are scheduled would be a good start. I usually do not know about rate changes until they are forwarded to the legislature
40.	Provide updates when rates increase that provides an explanation for why costs are increasing. Provide information about what various rates cover. Improve reporting as it is currently very difficult to determine what expenses are for, who they are for, etc (the domo tool is not user friendly and is very hard for most people to use). Make DTS billing changes more easy and automatic. For instance, if a device is surplussed or not logged into for x amount of time, discontinue the billing. Communicate new vehicle costs/changes from old vehicle with field staff (and include financial staff) so that availability of budget can be considered. Seems like employees are just replacing vehicles without any idea about what the increased cost will be.
41.	Quarterly updates by email or virtual settings
42.	Rates are largely out of our control as they are a product of staffing and supply costs. Widespread distribution of rates before the fee hearings and then after rates are set would be helpful.
43.	Some of the departments that are funded by ISF are not very helpful.
44.	Sufficient
45.	Surveys are probably the best bet.
46.	That's above my pay grade
47.	the current process is excellent.
48.	1. The process is currently sufficient
49.	The process is quite transparent to agencies that are part of the rate committee and it may not be as transparent to agencies that are not a part of that process. Given the complexities and dynamics of the services being rendered and the agencies utilizing those services, I think the process works fairly well.
50.	The standard ISF process is sufficient if vetted properly, however instituting an ISF system for the AG two sessions ago did not sufficiently go through the process, the analysis was haphazardly done over a weekend and the budgets were inadequate.
51.	There was a rate that was not approved, which passed. Also, there is a lack of consistency from year to year which makes it difficult.
52.	This process feels disjointed from agency budget processes and work planning. Rates should not create large funding reserves in any of the service funds. Discussions and justifications should be presented in ROI to agencies. I feel like we pay more for less every time rates jump. DTS has really increased since FY23, we learn about it way after the fact.
53.	Training for employees other than those in finance roles
54.	Unfamiliar with the rate setting process
55.	Unfamiliar with this
56.	We need feedback from agencies how to make the rate process more transparent.
57.	We used to have regular meetings with DGO regarding the process and decision making to determine the ISF. We would like to see those meetings resume for USBE.
58.	Well, nothing. We cannot tell you to charge us less.. WE have no input.
59.	What is DGO? As a section manager, I don't have enough information to offer an informed response.
60.	What is the current process? Hard to say how to improve when I am unfamiliar with how they are setting the rates now.



## 4 Division of Technology Services (DTS)

The Division of Technology services received the most responses of the ISFs, with 143 responses out of 182 total submissions.

### 4.1 Overall Satisfaction

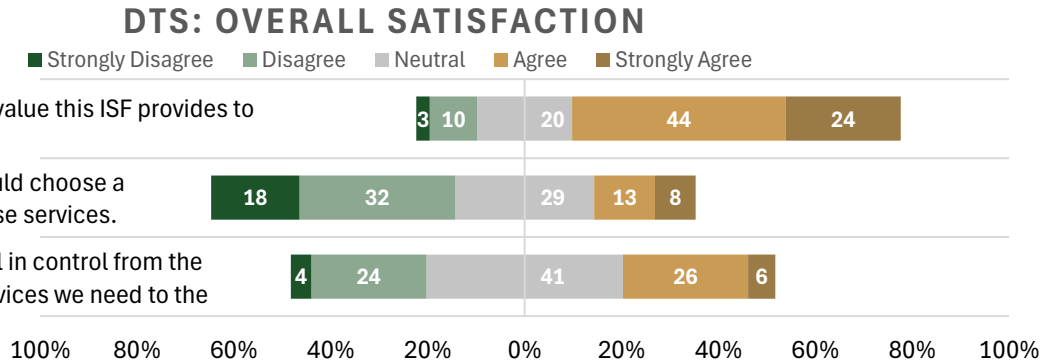


Figure 4-1

Customers most commonly chose neutral for the level of control they believe they have in their transactions with DTS. 50% of respondents would be opposed to choosing a different provider for their services. Only 21% say they would choose a different provider and 29% were neutral. The majority of respondents are pleased with the value DTS provides to their agency.

### 4.2 Quality of Service

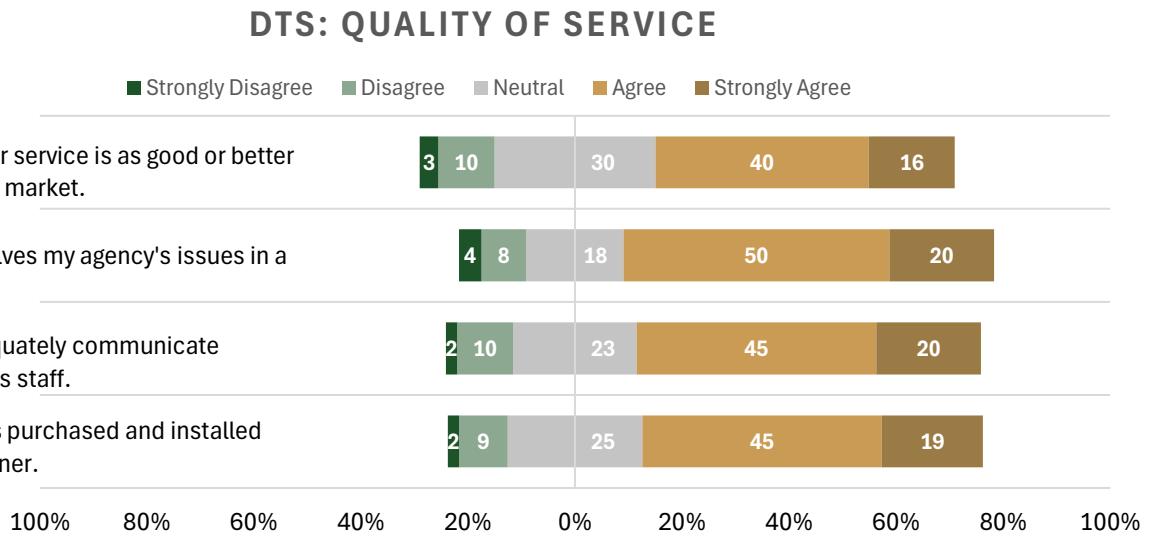


Figure 4-2

The majority of respondents report feeling satisfied with DTS's quality of service. 56% of respondents feel that DTS customer service is as good as or better than the private market. 70% believe that DTS staff resolve their agency's issues in a timely manner. Finally, 65% agree that DTS staff adequately communicate with their agency's staff.





## 4.3 Ease of Use

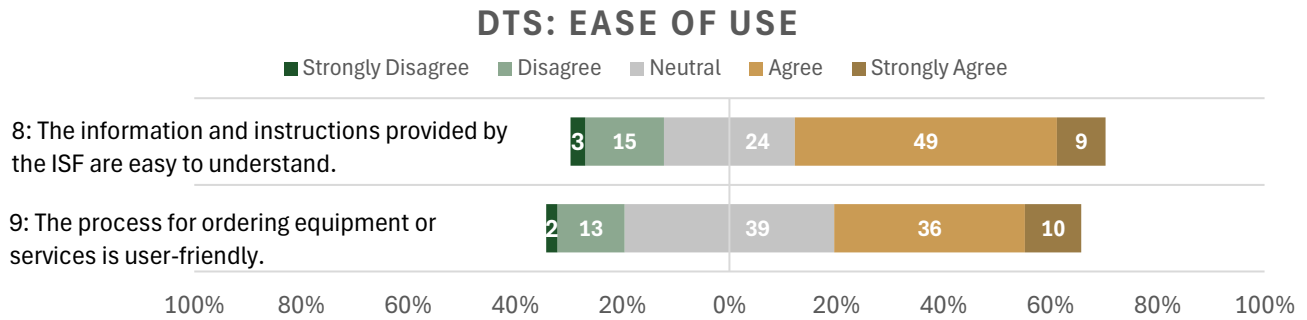


Figure 4-3

When it comes to ease of use, the majority of respondents express favorable opinions. 58% agree that the information and instructions provided by DTS are easy to understand. The portion of respondents who agree that the process for ordering equipment or services is user-friendly is lower, at 46%. 39% of respondents selected neutral in response to this statement.

## 4.4 Rates

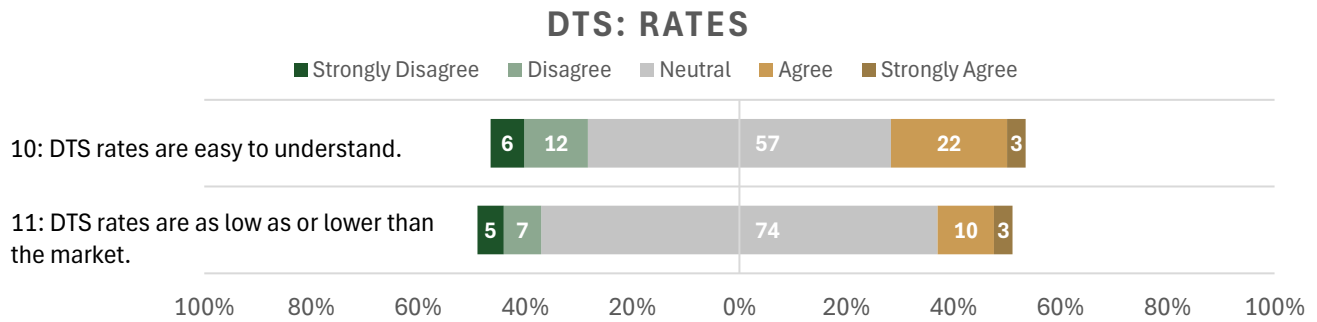


Figure 4-4

On the topic of rates, the majority of respondents selected neutral in response to both statements. The comments suggest that most respondents are not familiar with the rate process, thus making it difficult for them to provide feedback in this area.



## 4.5 Invoices and Billing

### DTS: INVOICES & BILLING

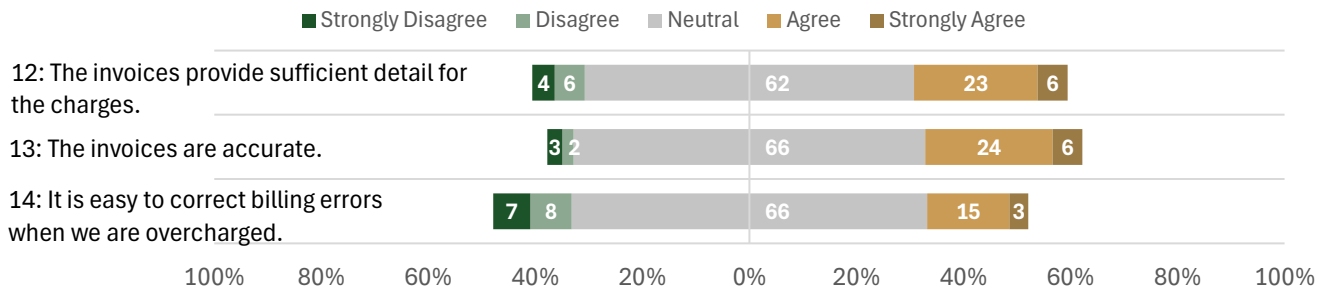


Figure 4-5

Much like the statements on rates, the most common response to the statements regarding invoices and billing was Neutral.

## 4.6 Continued Service

### DTS: CONTINUED SERVICE

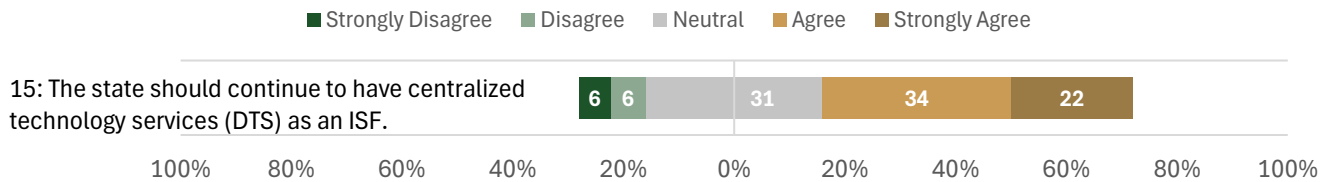


Figure 4-6

Over 50% of respondents agree that the state should continue to have centralized technology services as an ISF. 31% are neutral, and only 12% disagree.

## 4.7 [Link to comments on DTS](#)



## 5 Division of Human Resource Management (DHRM)

### 5.1 Overall Satisfaction

#### DHRM: OVERALL SATISFACTION

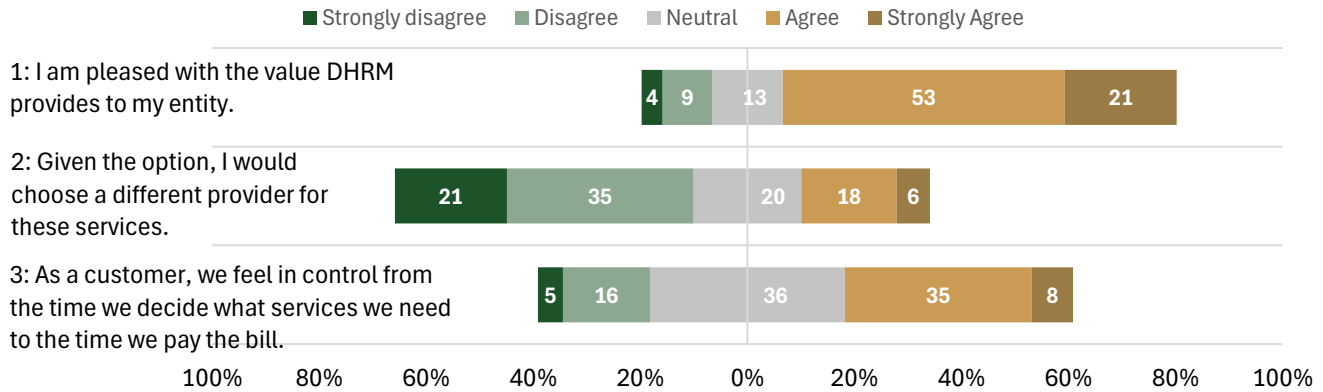


Figure 5-1

Respondents expressed satisfaction with DHRM when it comes to the value the ISF provides. Likewise, the majority of respondents (56%) would not choose a different provider for these services, if given the option. Responses to the statement, “As a customer, we feel in control from the time we decide what services we need to the time we pay the bill” are more ambiguous. 43% of respondents agreed with the statement, however, 36% selected a neutral response.

### 5.2 Quality of Service

#### DHRM: QUALITY OF SERVICE

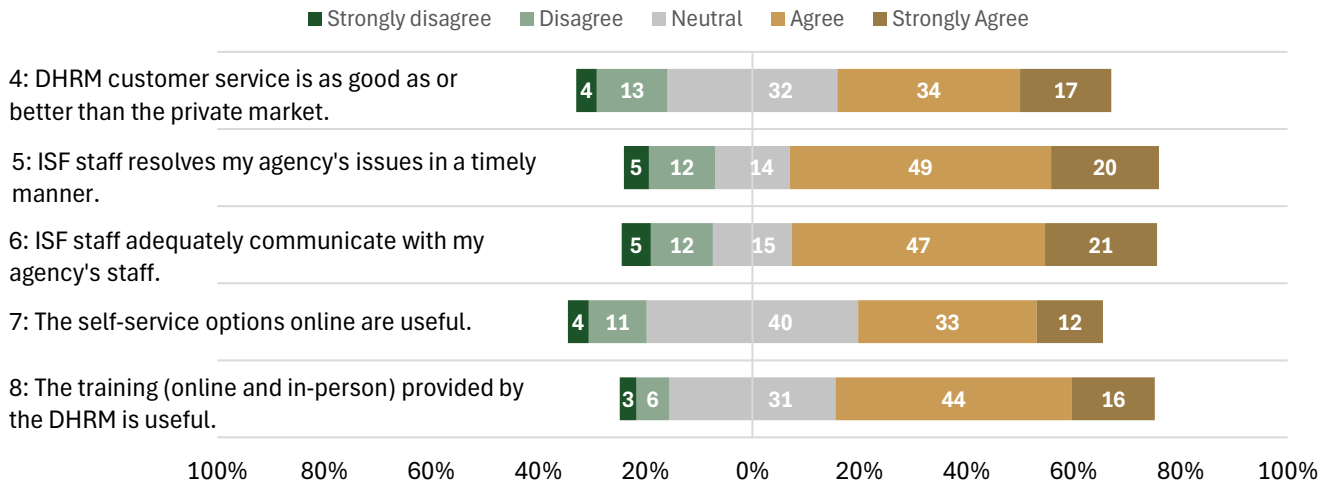


Figure 5-2

51% of respondents agree or strongly agree that DHRM’s customer service is as good as or better than the private market. 69% agree that the staff resolves their agency’s issues in a timely manner. 68% feel that the staff adequately communicates with their agency’s staff. Only 45% agree that the self-service options are



useful, while 40% of responses were Neutral. Finally, 60% of responses indicate that the training provided by DHRM is useful.

## 5.3 Support

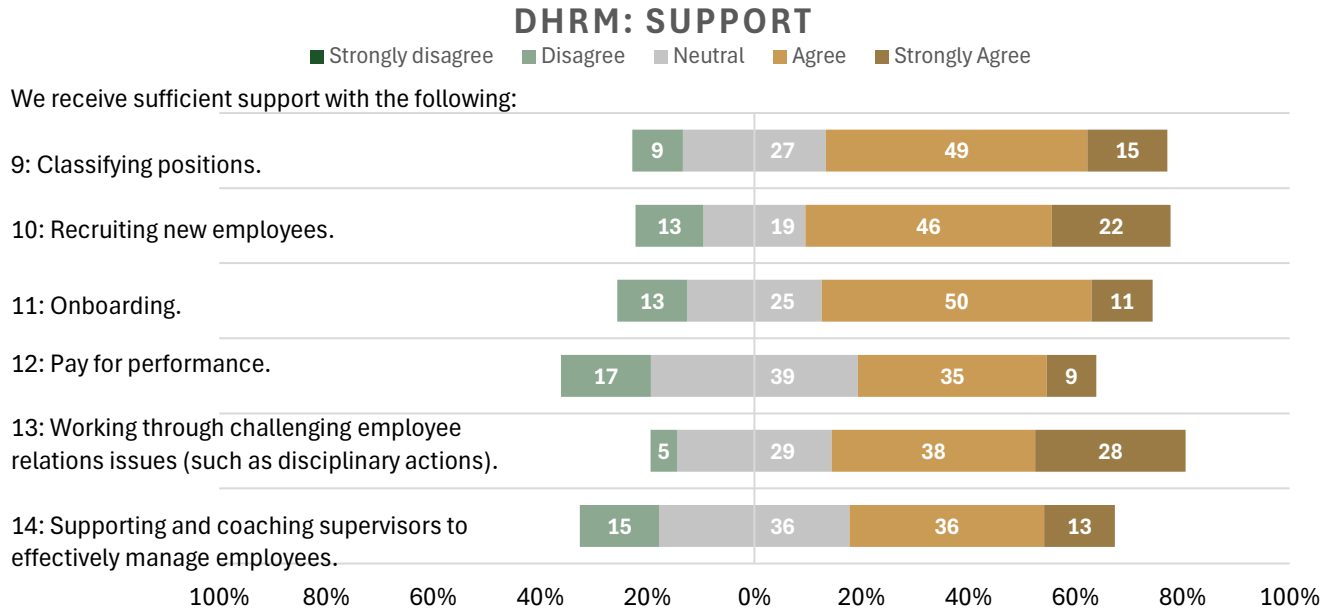


Figure 5-3

The Support statement category is specific to the DHRM ISF. This section asks respondents the extent to which they agree that they receive sufficient support with various human resource related functions. Responses to all six situations were largely positive and there was not a single Strongly Disagree response.

## 5.4 Ease of Use

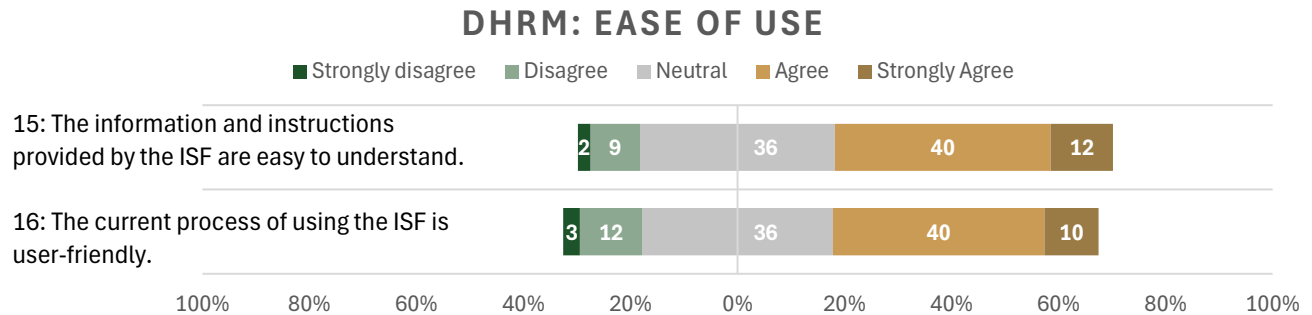


Figure 5-4

The majority of respondents express favorable opinions regarding DHRM’s ease of use. 52% agree that the information and instructions provided by DHRM are easy to understand. 50% of respondents agree that the process for ordering equipment or services is user-friendly.



## 5.5 Rates

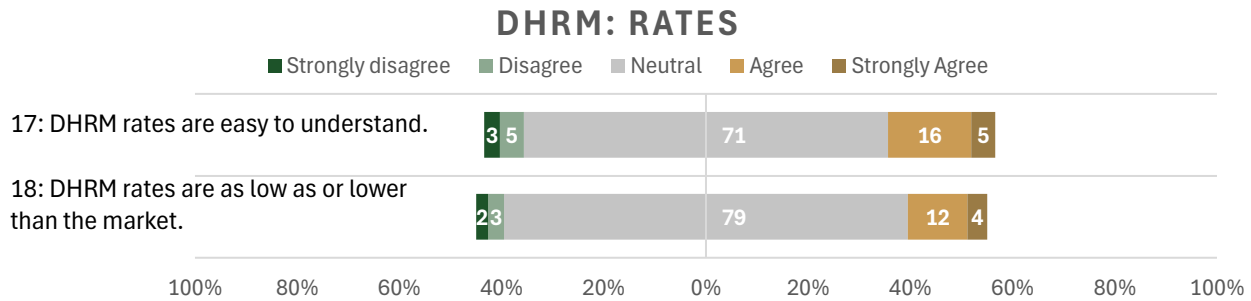


Figure 5-5

On the topic of rates, the majority of respondents selected neutral in response to both statements. The comments suggest that most respondents are not familiar with the rate process, thus making it difficult for them to provide feedback in this area.

## 5.6 Invoices and Billing

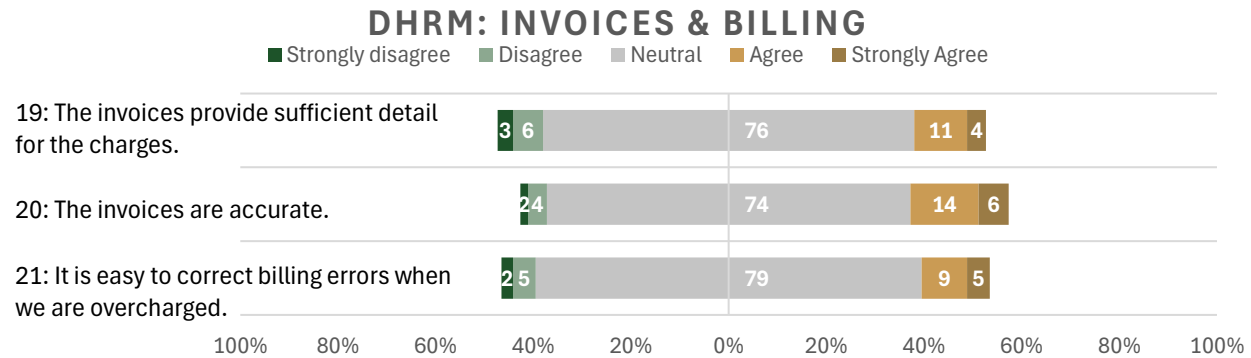


Figure 5-6

Much like the statements on rates, the most common response to the statements regarding invoices and billing was neutral. Over 70% of respondents selected neutral for all three statements.

## 5.7 Continued Service

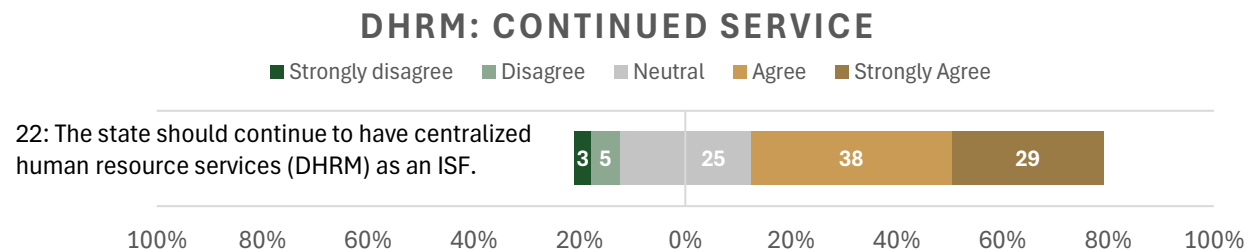


Figure 5-7

67% of respondents agree that the state should continue to have centralized human resource management services as an ISF. 31% are neutral, and only 8% disagree.

## 5.8 [Link to comments on DHRM](#)



## 6 Facilities Management (DFCM)

### 6.1 Overall Satisfaction

#### FACILITIES: OVERALL SATISFACTION

Strongly Disagree Disagree Neutral Agree Strongly Agree

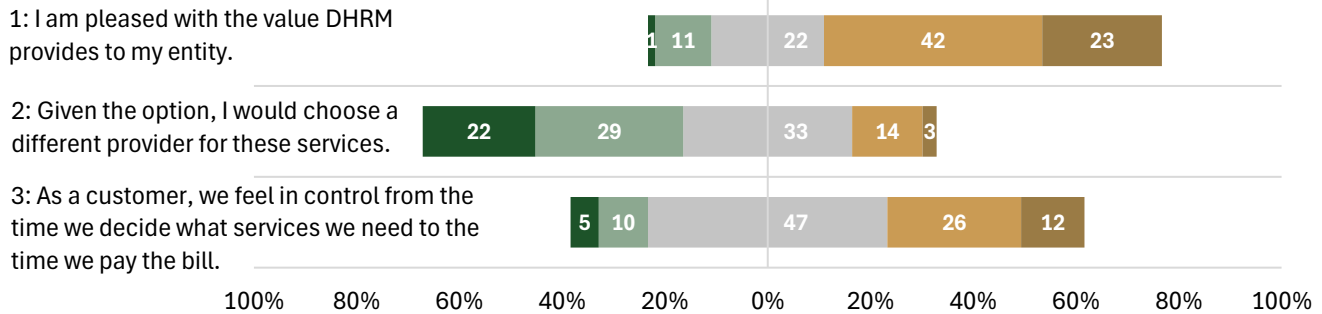


Figure 6-1

Over 60% of respondents are pleased with the value Facilities ISF provides. 51% of respondents would not choose a different provider for these services, if given the option. Responses to the statement, “As a customer, we feel in control from the time we decide what services we need to the time we pay the bill” are less clear. 38% of respondents agree with the statement, however, 47% selected a neutral response.

### 6.2 Quality of Service

#### FACILITIES: QUALITY OF SERVICE

Strongly Disagree Disagree Neutral Agree Strongly Agree

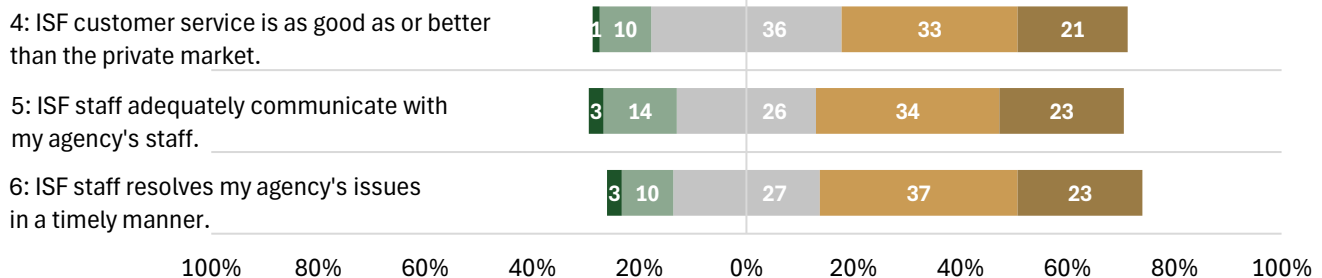


Figure 6-2

Survey responses reflect satisfaction with the quality of service provided by the Facilities ISF. 54% of respondents agree or strongly agree that the customer service is as good as or better than the private market. 57% feel that the staff adequately communicates with their agency’s staff. 60% agree that the staff resolves their agency’s issues in a timely manner.



## 6.3 Ease of Use

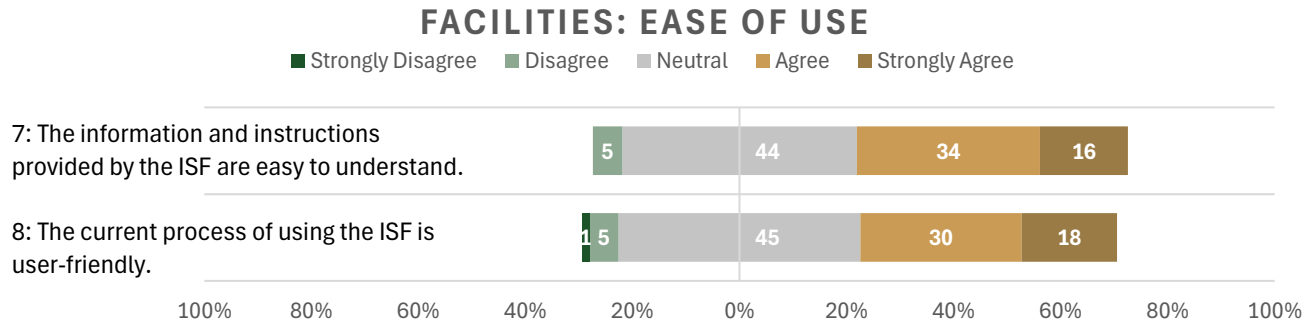


Figure 6-3

50% of respondents express agreement with the statement “The information and instructions provided by the ISF are easy to understand.” Only 48% of respondents agree that the current process of using the ISF is user-friendly. Nearly the same number of respondents, 45%, selected neutral for this statement.

## 6.4 Rates

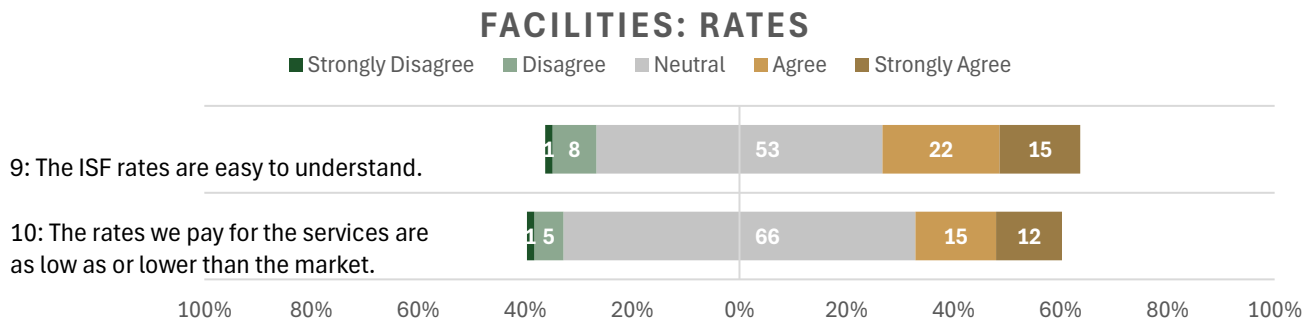


Figure 6-4

On the topic of rates, the majority of respondents selected neutral in response to both statements. The comments suggest that most respondents are not familiar with the rate process, thus making it difficult for them to provide feedback in this area.

## 6.5 Invoices and Billing

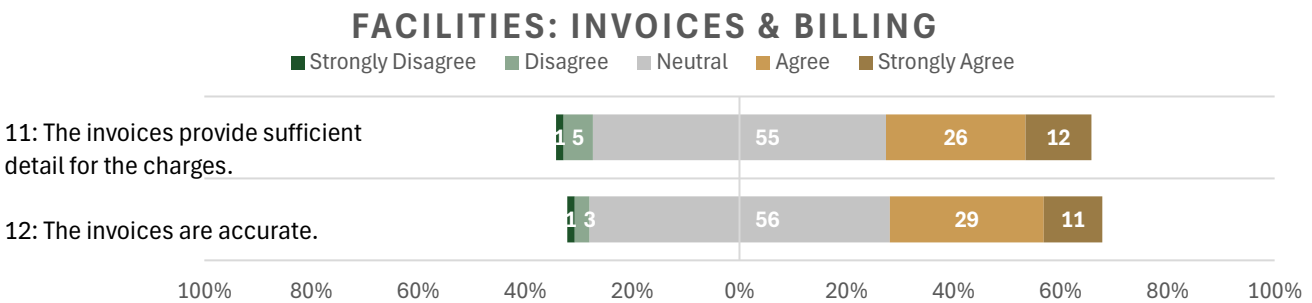


Figure 6-5

Much like the statements on rates, the most common response to the statements regarding invoices and billing was neutral.



## 6.6 Continued Service

### FACILITIES: CONTINUED SERVICE

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

13: The state should continue to have centralized facilities maintenance as an ISF.

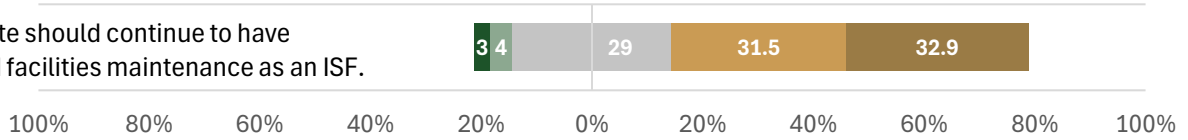


Figure 6-6

65% of respondents agree that the state should continue to have centralized facilities services as an ISF. 29% are neutral, and less than 7% disagree.

## 6.7 [Link to comments on Facilities Management](#)





## 7 Division of Fleet Operations

### 7.1 Overall Satisfaction

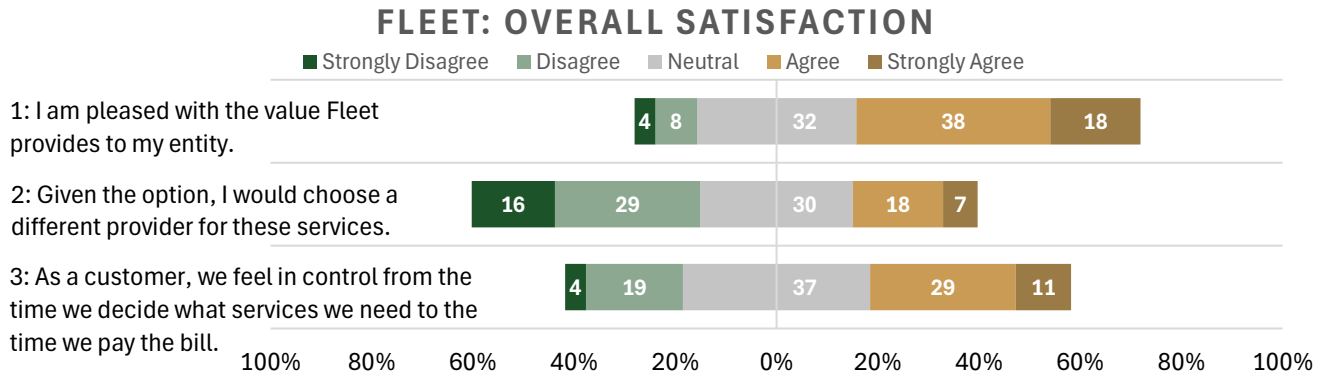


Figure 7-1

56% percent of respondents are pleased with the value Fleet provides. 45% percent of respondents would not choose a different provider for these services, while 25% would. Responses to the statement, “As a customer, we feel in control from the time we decide what services we need to the time we pay the bill” are a bit more divided. 40% of respondents agree with the statement, 37% selected a neutral response, and roughly 23% disagree.

### 7.2 Quality of Service

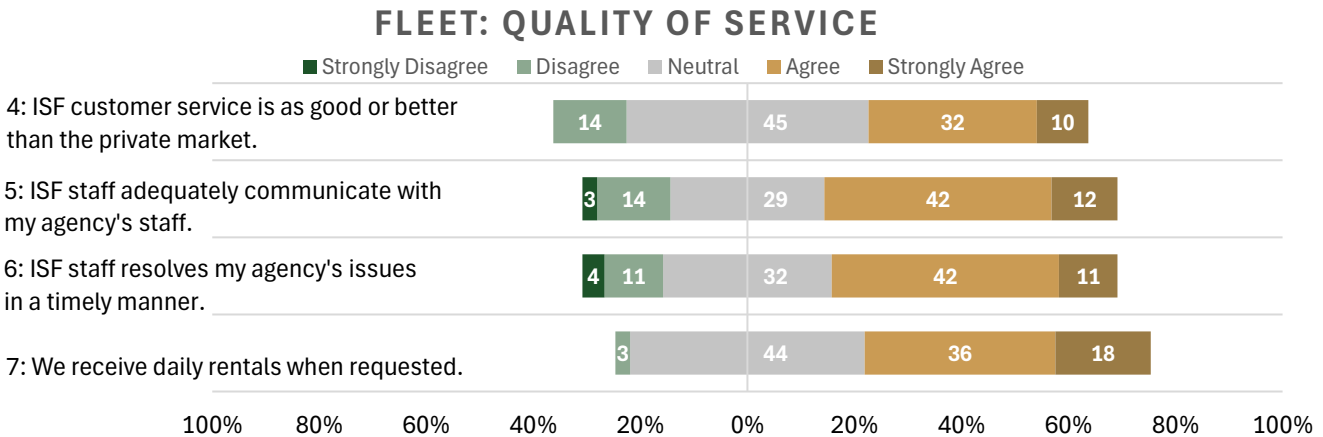


Figure 7-2

Survey responses reflect general satisfaction with the quality of service provided by Fleet. 42% of responses indicate that the customer service is as good as or better than the private market. 54% feel that the staff adequately communicates with their agency’s staff. 53% agree that the staff resolves their agency’s issues in a timely manner and the same number of respondents agree that they receive daily rentals when requested.



## 7.3 Ease of Use

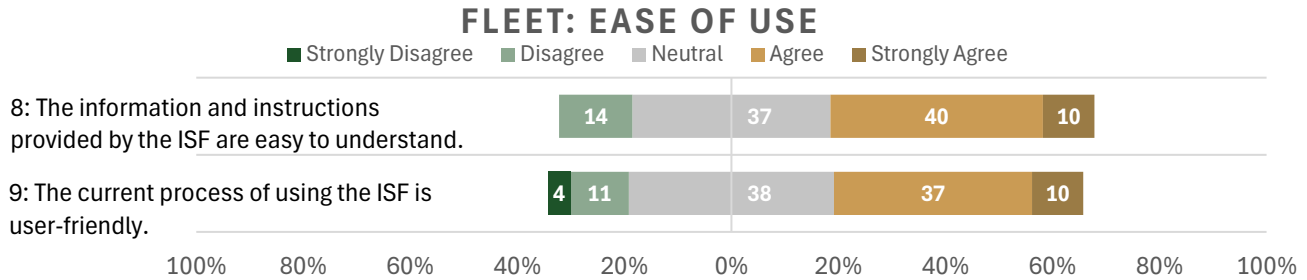


Figure 7-3

50% of respondents expressed agreement with the statement “The information and instructions provided by the ISF are easy to understand.” 47% of respondents agree that the current process of using the ISF is user-friendly.

## 7.4 Rates

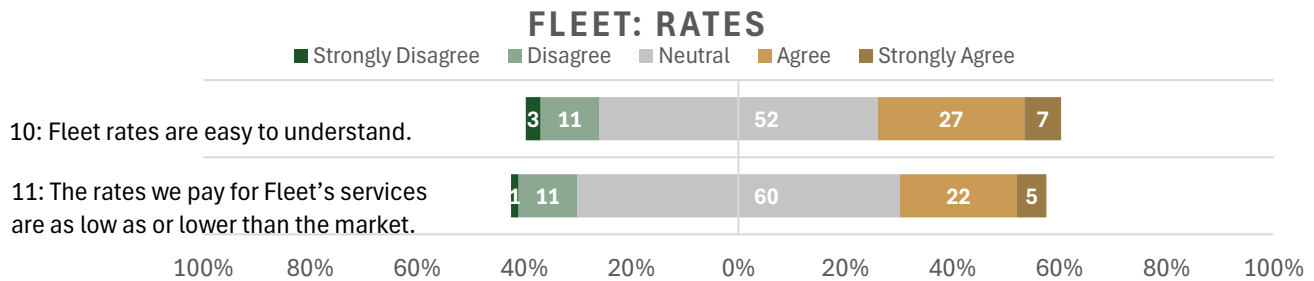


Figure 7-4

On the topic of rates, the majority of respondents selected neutral in response to both statements. The comments suggest that most respondents are not familiar with the rate process, thus making it difficult for them to provide feedback in this area.

## 7.5 Invoices and Billing

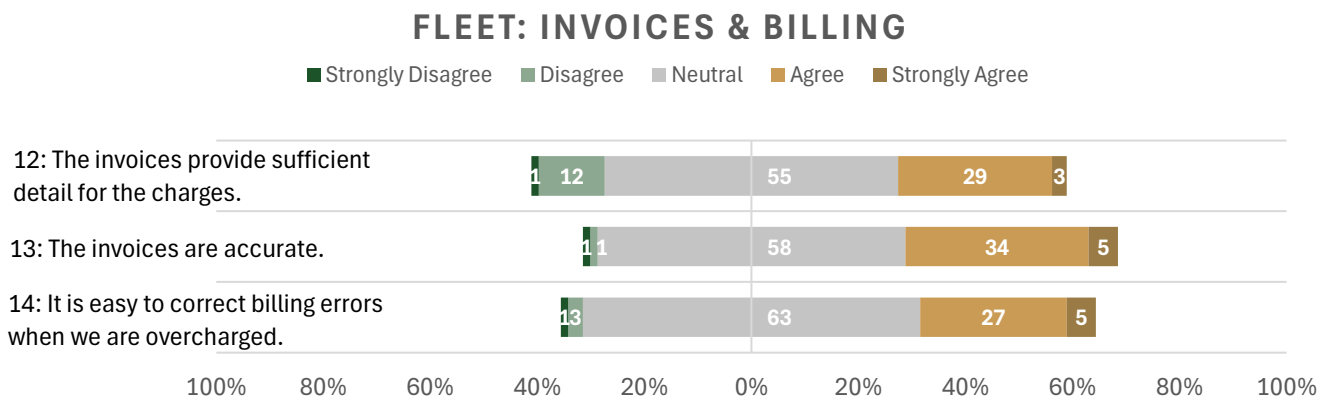


Figure 7-5

Much like the statements on rates, the most common response to the statements regarding invoices and billing was neutral.



## 7.6 Continued Service

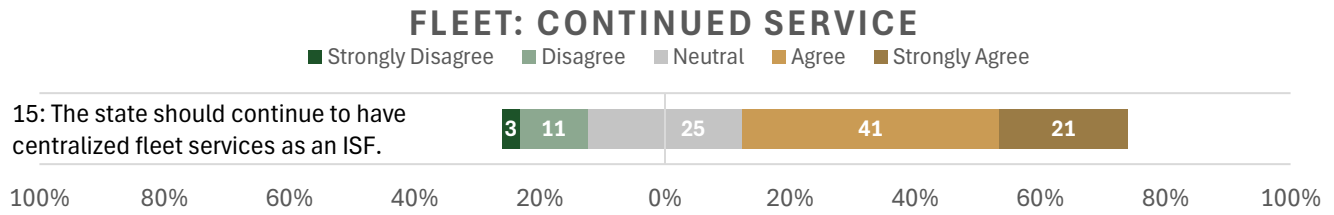


Figure 7-6

62% of respondents agree that the state should continue to have centralized fleet services as an ISF. 25% are neutral, and 14% disagree.

## 7.7 [Link to comments on Fleet](#)



## 8 Central Mailing

### 8.1 Overall Satisfaction

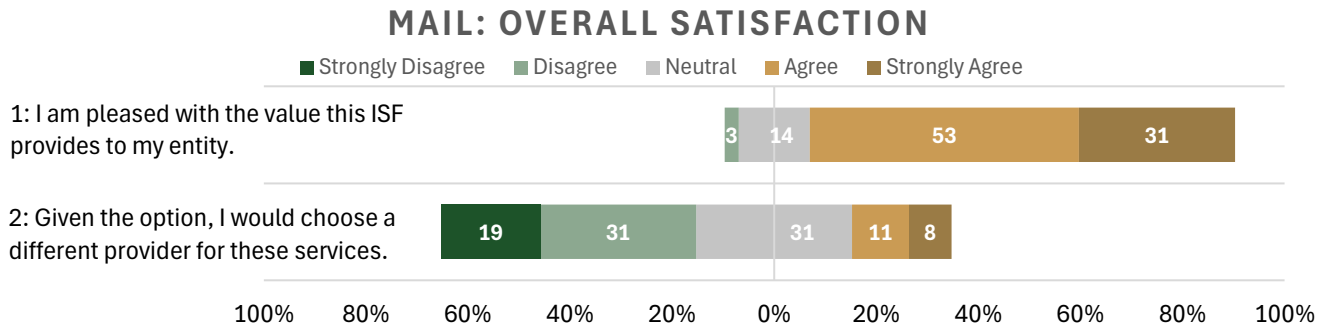


Figure 8-1

56% of respondents are pleased with the value Central Mailing provides. 45% of respondents would not choose a different provider for these services, while 25% would. Responses to the statement, “As a customer, we feel in control from the time we decide what services we need to the time we pay the bill” are a bit more divided. 40% of respondents agree with the statement, 37% selected a neutral response, and roughly 23% disagree.

### 8.2 Quality of Service

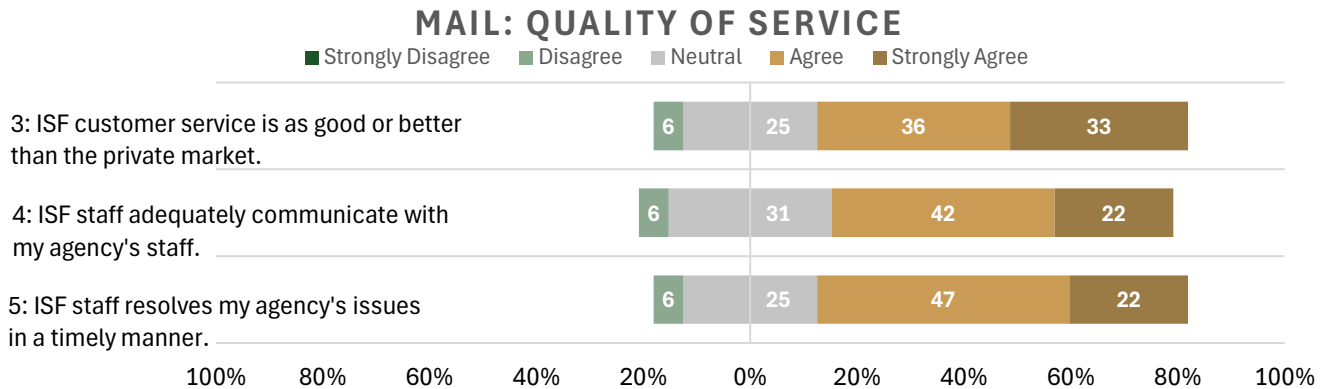


Figure 8-2

Survey responses reflect positive opinions of the quality of service provided by Central Mailing. 69% of responses indicate that the customer service is as good as or better than the private market. 64% feel that the staff adequately communicates with their agency’s staff. 69% agree that the staff resolves their agency’s issues in a timely manner.



## 8.3 Ease of Use

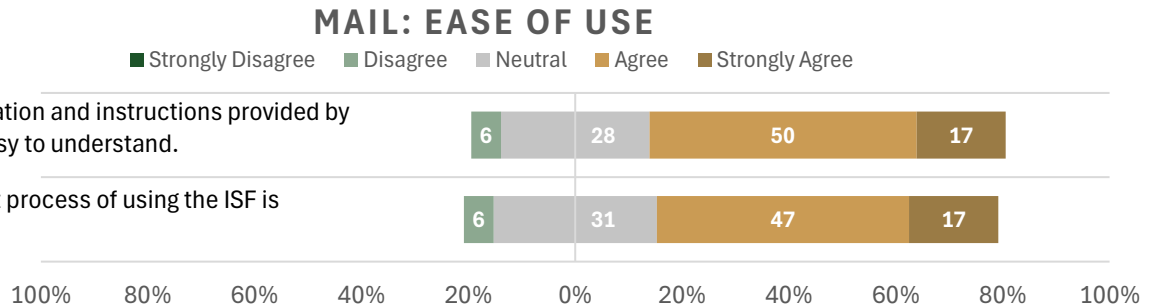


Figure 8-3

67% of respondents agree that the information and instructions provided by Central Mailing are easy to understand. Likewise, 64% indicate that the current process of using this ISF is user-friendly.

## 8.4 Rates

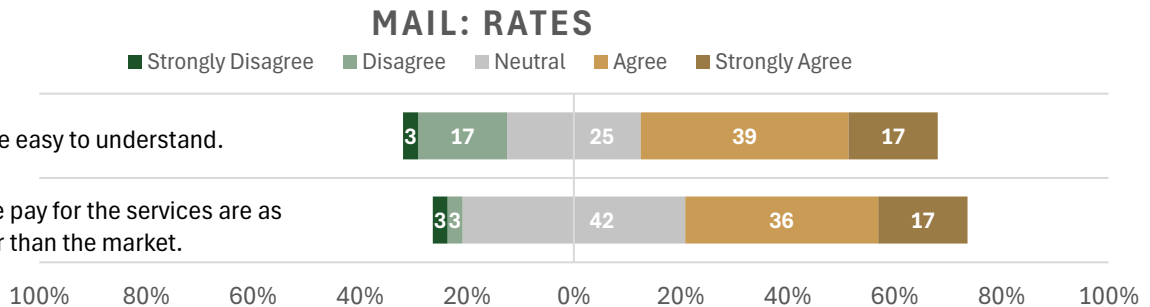


Figure 8-4

56% of respondents agree that Central Mailing’s rates are easy to understand. 53% believe that the rates they pay for services are as low as or lower than the market.

## 8.5 Invoices and Billing

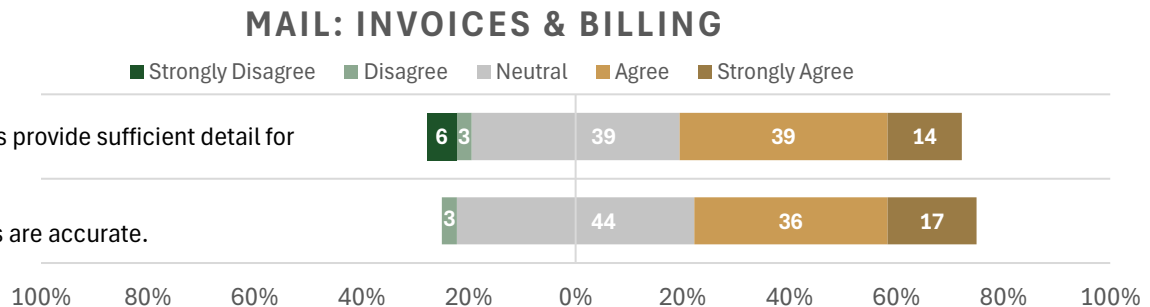


Figure 8-5

We see similar results for Invoices and Billing as we did for Rates. 56% agree that the invoices provide sufficient detail for the charges. 53% feel that the invoices are accurate. Amongst those who did not agree with the statements, the majority selected a neutral response.



## 8.6 Continued Service

### MAIL: CONTINUED SERVICE

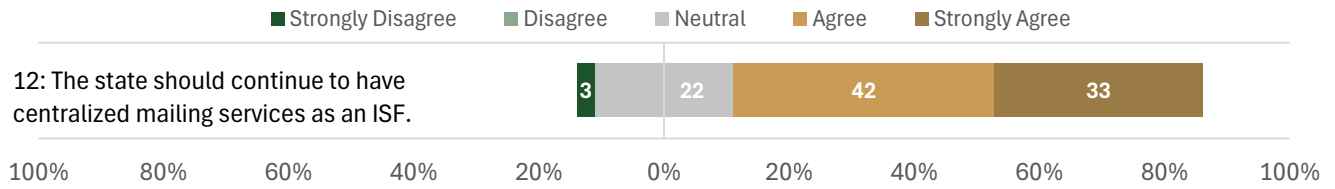


Figure 8-6

75% of respondents agree that the state should continue to have centralized mailing services as an ISF. 22% are neutral, and only 3% disagree.

## 8.7 [Link to comments on Central Mailing](#)



## 9 Cooperative Contracting

### 9.1 Overall Satisfaction

#### COOPERATIVE CONTRACTS: OVERALL SATISFACTION

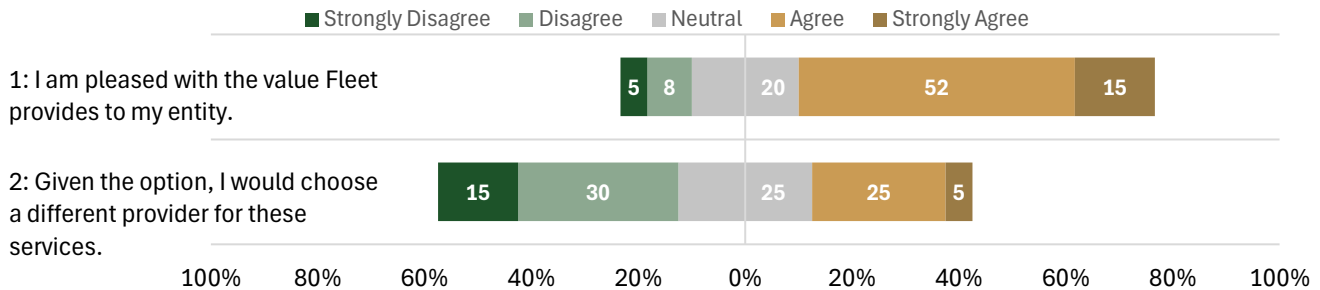


Figure 9-1

67% of respondents are pleased with the value Cooperative Contracts provides. 45% of respondents would not choose a different provider for these services, while 30% would.

### 9.2 Quality of Service

#### COOPERATIVE CONTRACTS: QUALITY OF SERVICE

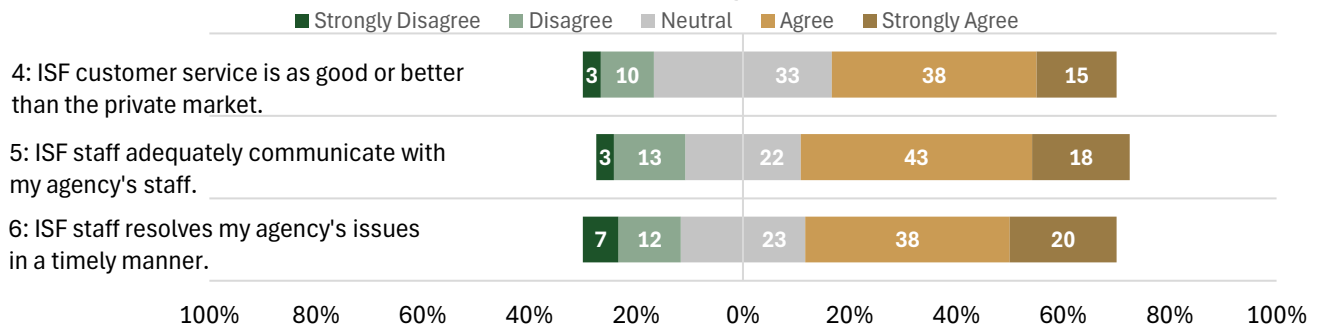


Figure 9-2

53% of responses indicate that the customer service provided by Cooperative Contracts is as good as or better than the private market. 62% feel that the staff adequately communicates with their agency's staff. 58% agree that the staff resolves their agency's issues in a timely manner.



## 9.3 Ease of Use

### COOPERATIVE CONTRACTS: EASE OF USE

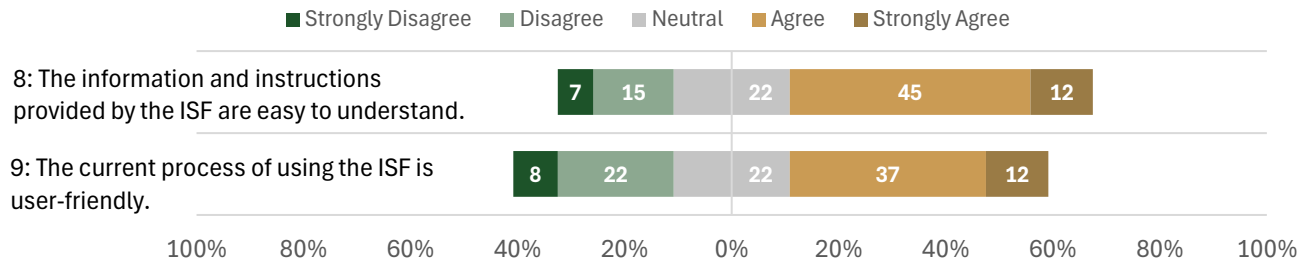


Figure 9-3

The majority of respondents (57%) agree that the information and instructions provided by Central Mailing are easy to understand. However, 22% disagree with this statement. Likewise, 48% indicate that the current process of using the ISF is user-friendly, while 30% disagree.

## 9.4 Continued Service

### COOPERATIVE CONTRACTS: CONTINUED SERVICE

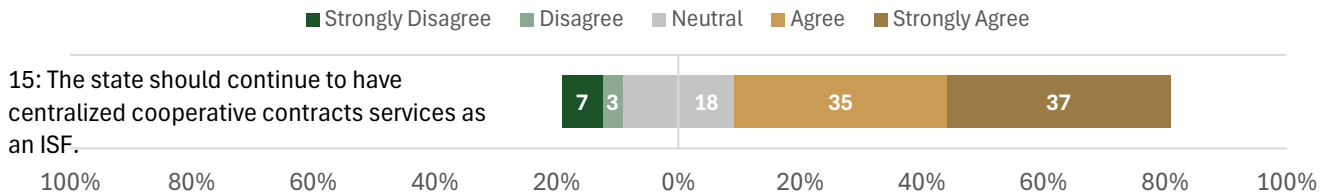


Figure 9-4

72% of respondents agree that the state should continue to have centralized cooperative contracting services as an ISF. 18% are neutral, and 10% disagree.

## 9.5 [Link to comments on Cooperative Contracting](#)





## 10 Federal and State Surplus Property

### 10.1 Overall Satisfaction

#### SURPLUS PROPERTY: OVERALL SATISFACTION

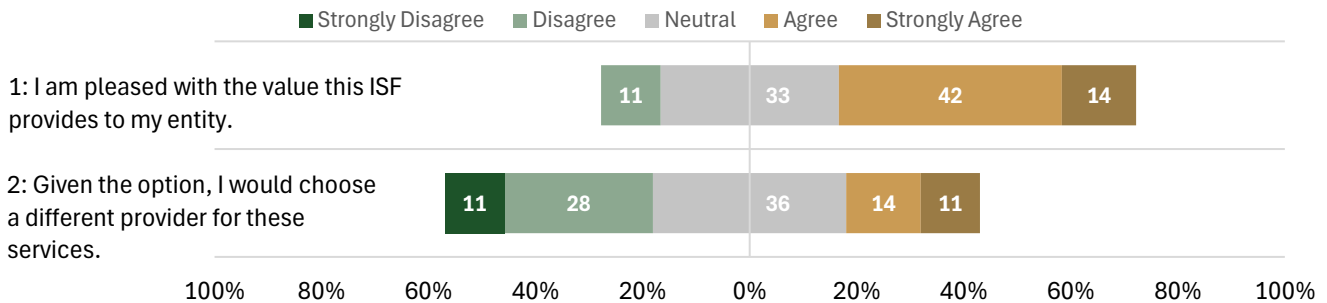


Figure 10-1

56% of respondents are pleased with the value Surplus Property provides. 39% of respondents would not choose a different provider for these services, while 25% would.

### 10.2 Quality of Service

#### SURPLUS PROPERTY: QUALITY OF SERVICE

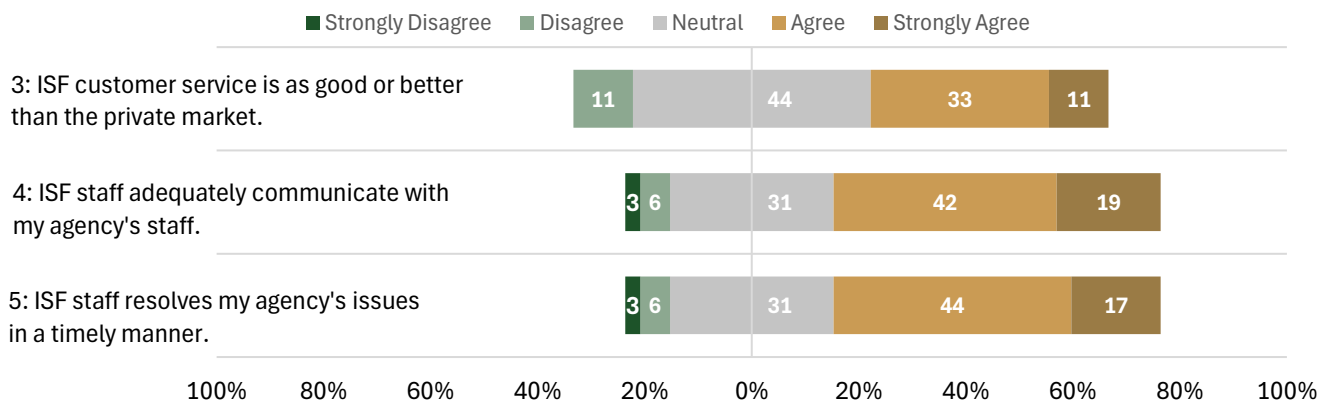


Figure 10-2

44% of responses indicate that the customer service provided by Surplus Property is as good as or better than the private market. Another 44% were neutral on the topic. 61% feel that the staff adequately communicates with their agency's staff. 61% also agree that the staff resolves their agency's issues in a timely manner.



## 10.3 Ease of Use

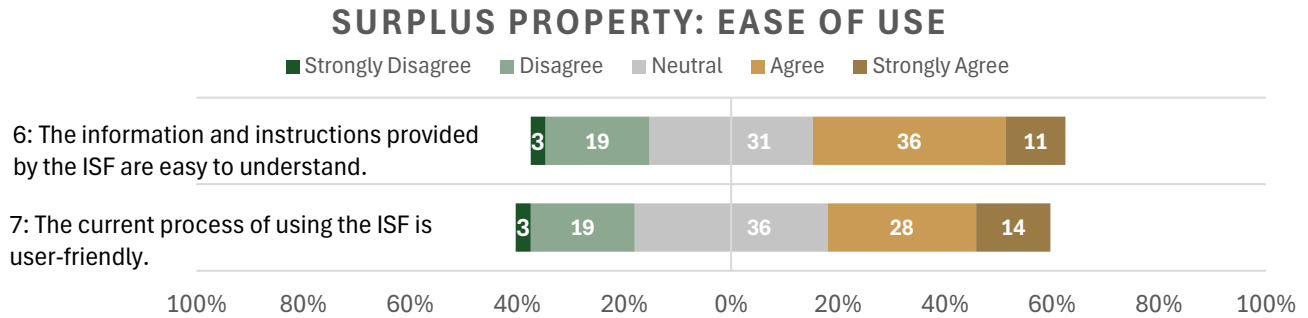


Figure 10-3

47% of respondents agree that the information and instructions provided by the ISF are easy to understand. Meanwhile, 22% disagree with this statement. Likewise, 42% indicate that the current process of using the ISF is user-friendly, while 22% disagree.

## 10.4 Rates

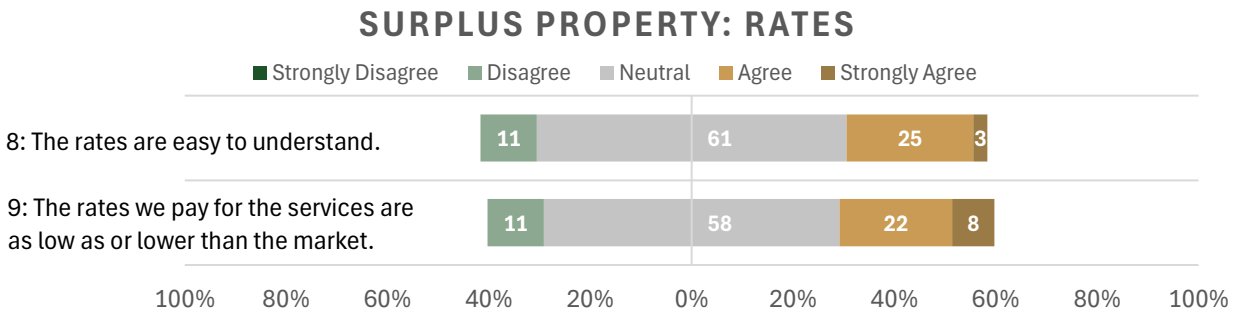


Figure 10-4

On the topic of rates, the majority of respondents selected Neutral in response to both statements. The comments suggest that most respondents are not familiar with the rate process, thus making it difficult for them to provide feedback in this area.

## 10.5 Invoices and Billing

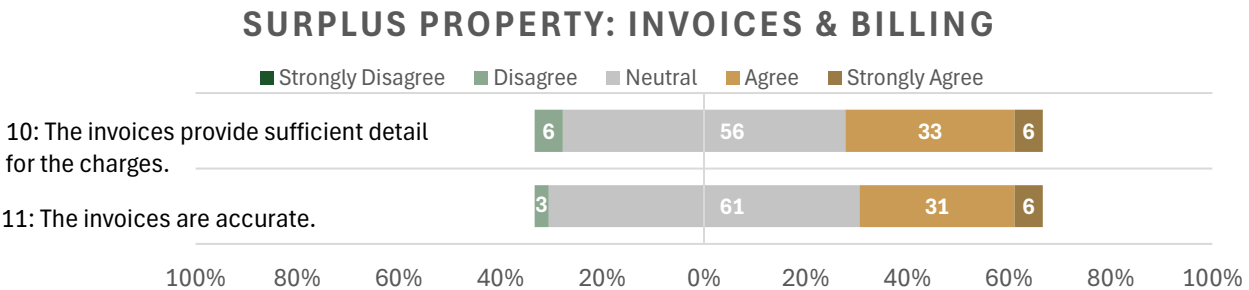


Figure 10-5

Much like the statements on rates, the most common response to the statements regarding invoices and billing was Neutral.



## 10.6 Continued Service

### SURPLUS PROPERTY: CONTINUED SERVICE

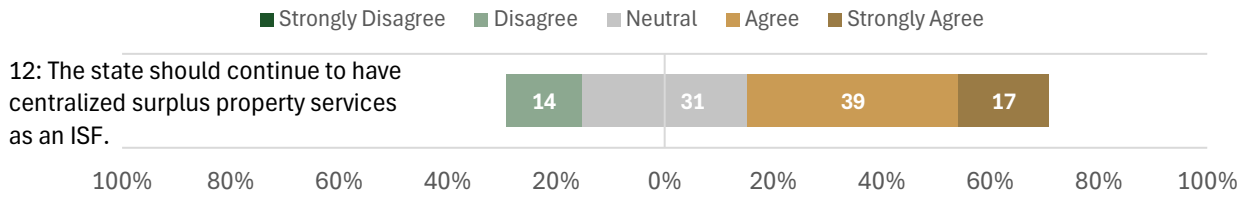


Figure 10-6

56% of respondents agree that the state should continue to have centralized surplus property services as an ISF. 31% are neutral, and 14% disagree.

## 10.7 [Link to comments on Federal and State Surplus Property](#)



## 11 Travel & P-Card

### 11.1 Overall Satisfaction

#### TRAVEL & P-CARD: OVERALL SATISFACTION

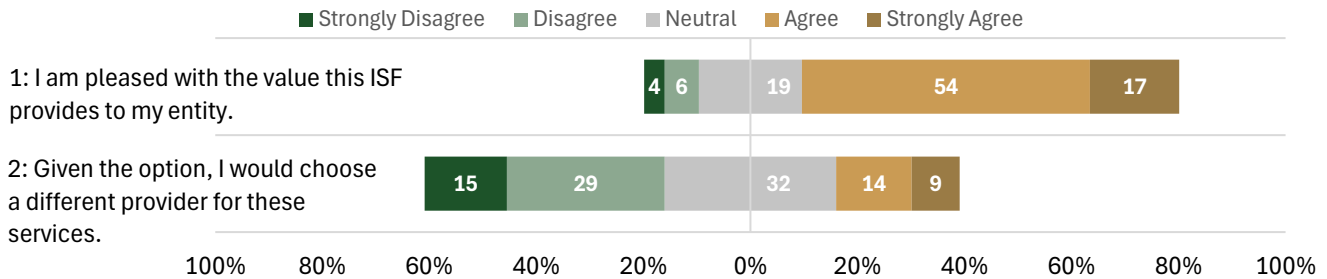


Figure 11-1

71% of respondents are pleased with the value this ISF provides. 45% of respondents would not choose a different provider for these services, while 23% would.

### 11.2 Quality of Service

#### TRAVEL & P-CARD: QUALITY OF SERVICE

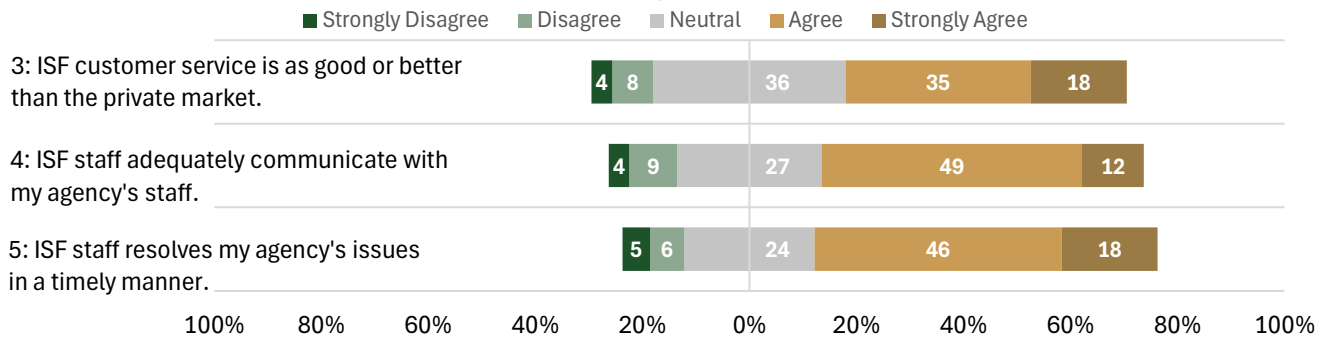


Figure 11-2

Survey responses reflect positive opinions of the quality of service provided by this ISF. 53% of responses indicate that the customer service is as good as or better than the private market. 60% feel that the staff adequately communicates with their agency's staff. 64% agree that the staff resolves their agency's issues in a timely manner.



## 11.3 Ease of Use

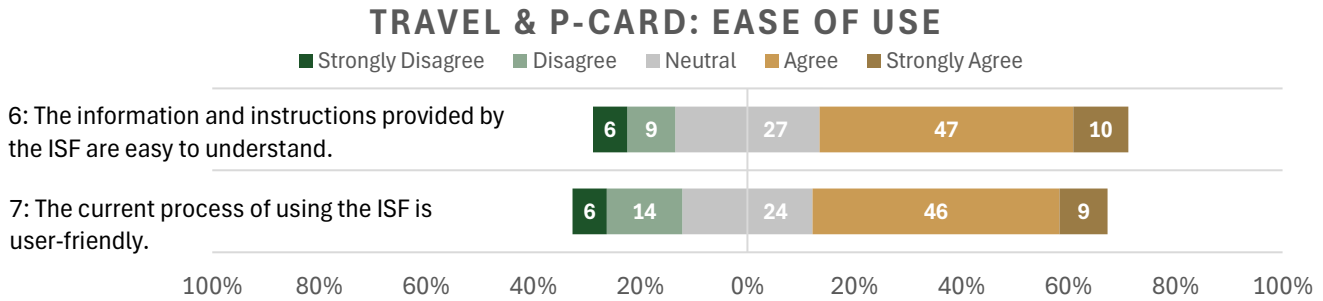


Figure 11-3

57% of respondents agree that the information and instructions provided by this ISF are easy to understand. Likewise, 55% indicate that the current process of using the ISF is user-friendly.

## 11.4 Rates

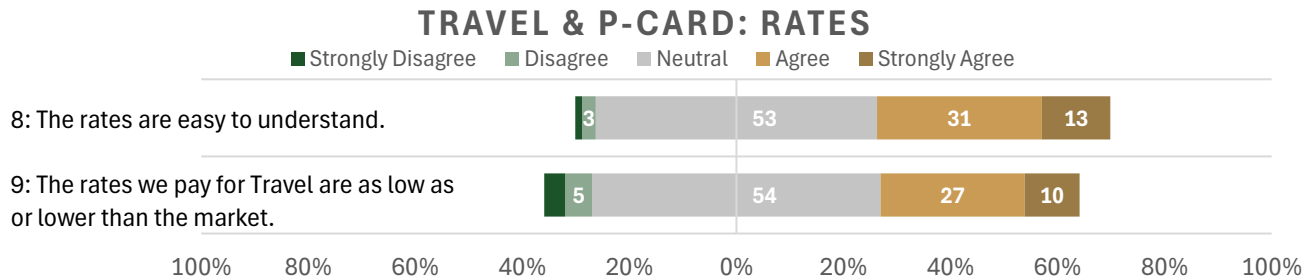


Figure 11-4

On the topic of rates, the majority of respondents selected neutral in response to both statements. The comments suggest that most respondents are not familiar with the rate process, thus making it difficult for them to provide feedback in this area.

## 11.5 Invoices and Billing

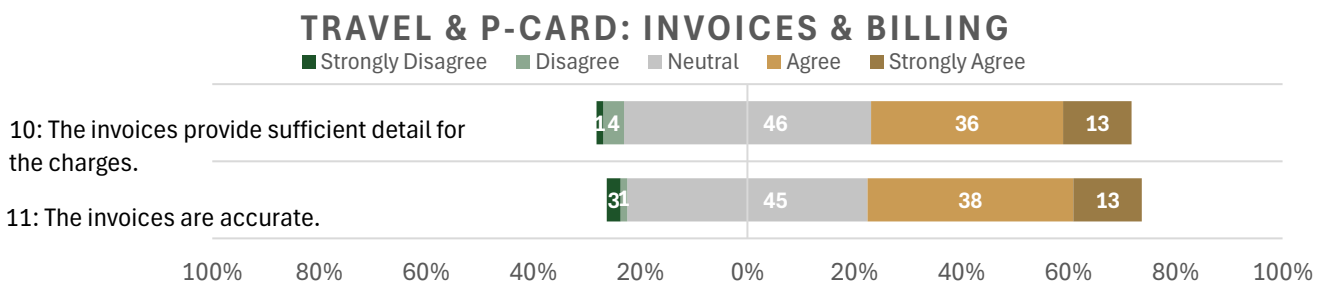


Figure 11-5

49% of respondents agree that the invoices provide sufficient detail for the charges. 51% feel that the invoices are accurate. Amongst those who did not agree with the statements, the majority selected a Neutral response.



## 11.6 Continued Service

### TRAVEL & P-CARD: CONTINUED SERVICE

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

12: The state should continue to have centralized surplus property services as an ISF.

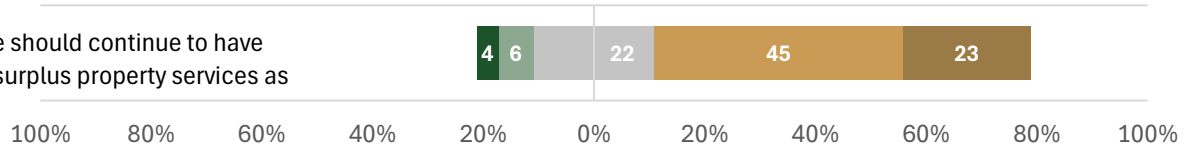


Figure 11-6

68% of respondents agree that the state should continue to have centralized Travel & P-Card services as an ISF. 22% are neutral, and 10% disagree.

### 11.7 [Link to comments on Travel & P-Card](#)



## 12 Risk Management

### 12.1 Overall Satisfaction

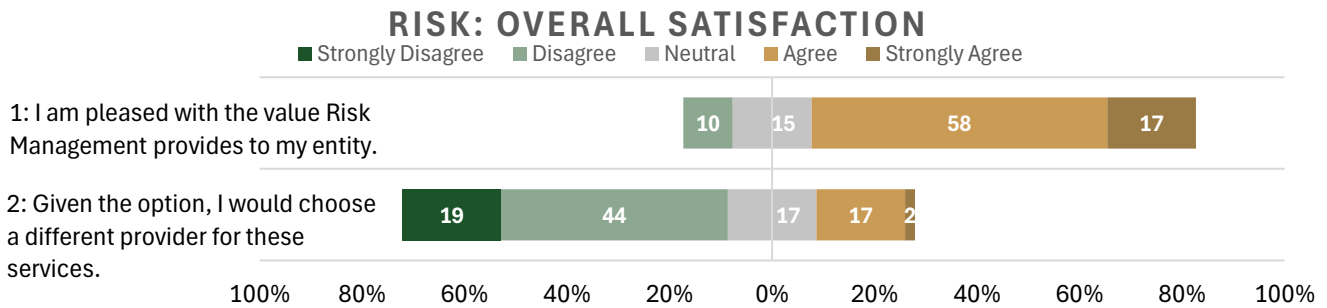


Figure 12-1

75% of respondents are pleased with the value Risk Management provides. 63% of respondents would not choose a different provider for these services, while 19% would.

### 12.2 Quality of Service

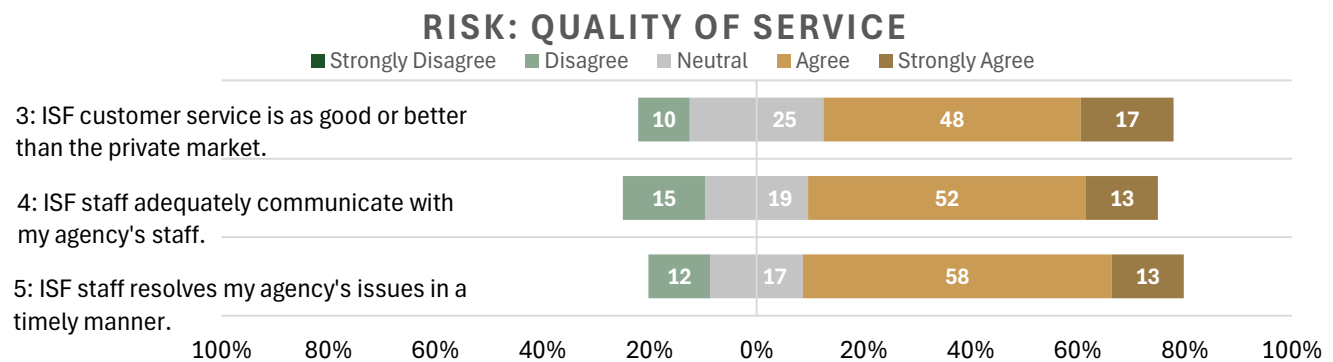


Figure 12-2

Survey responses reflect positive opinions of the quality of service provided by Risk Management. 65% of responses indicate that the customer service is as good as or better than the private market. 65% feel that the staff adequately communicates with their agency’s staff. 71% agree that the staff resolves their agency’s issues in a timely manner.

### 12.3 Ease of Use

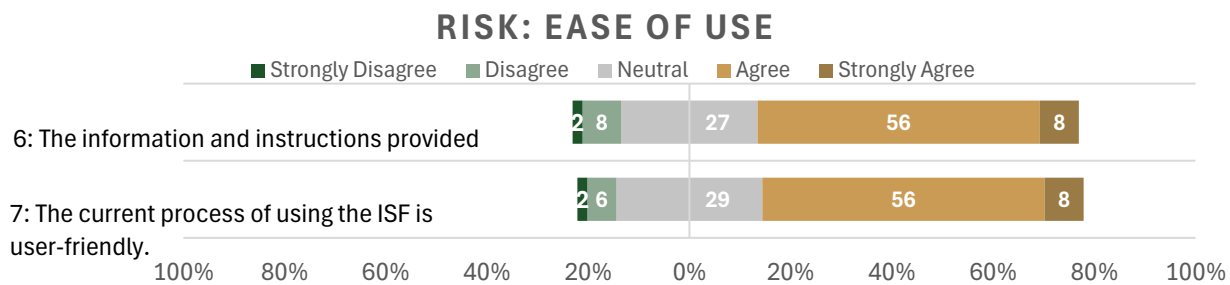


Figure 12-3

64% of respondents agree that the information and instructions provided are easy to understand. Likewise, 64% also indicate that the current process of using the ISF is user-friendly.



## 12.4 Rates

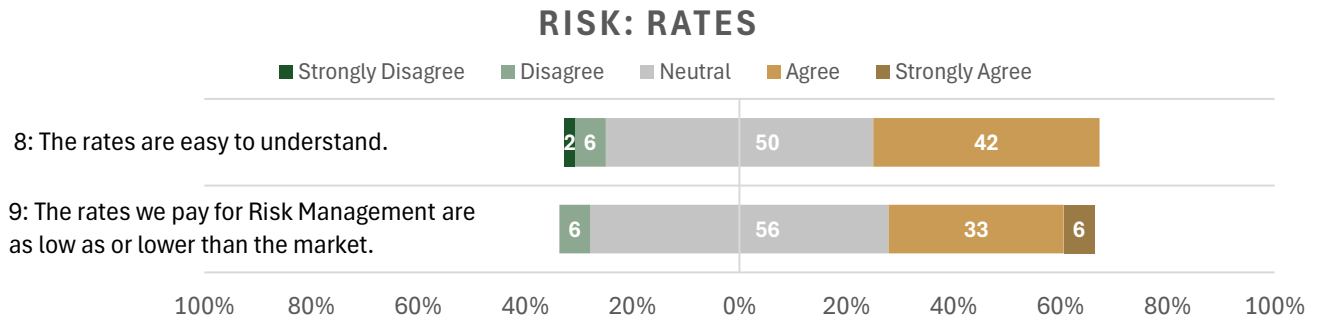


Figure 12-4

The majority of respondents selected Neutral in response to the statements regarding rates. Meanwhile, 42% indicate that the rates were easy to understand. 39% agree that the rates paid for Risk Management are as low as or lower than the market.

## 12.5 Invoices and Billing

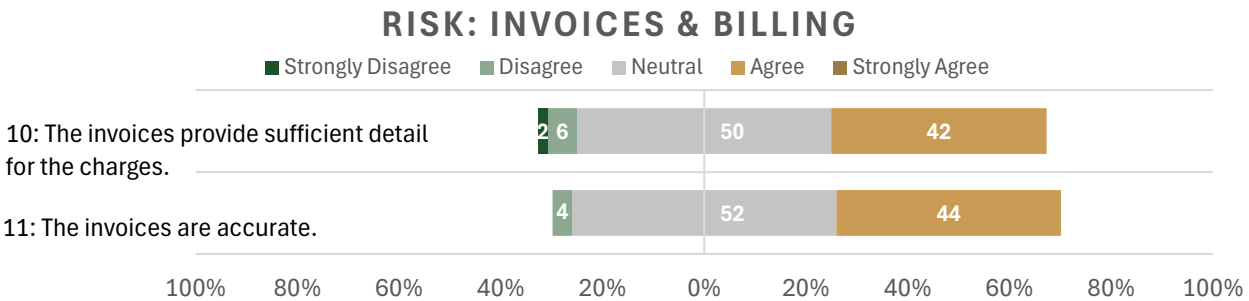


Figure 12-5

Mirroring the responses to rates, the majority of respondents selected Neutral in response to the statements regarding invoices and billing. At the same time, 42% indicate that the invoices provide sufficient detail for the charges. 44% agree that the invoices are accurate.

## 12.6 Continued Service

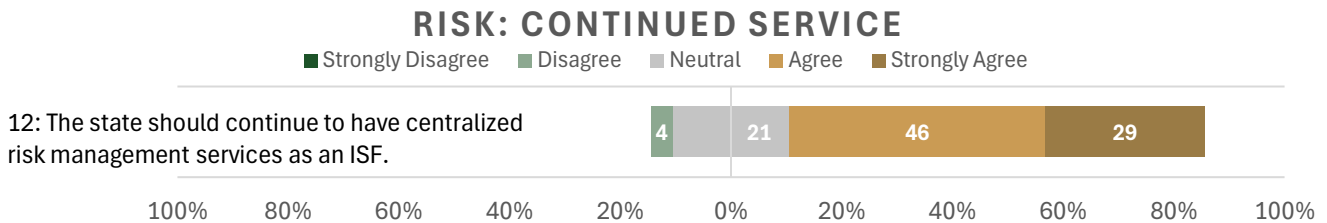


Figure 12-6

75% of respondents agree that the state should continue to have centralized risk management services as an ISF. 21% are neutral, and 4% disagree.

## 12.7 [Link to comments on Risk Management](#)





## 13 Appendix

### Example of question layout:

#### 8. Overall Satisfaction \*

Indicate the extent to which you agree with the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly agree
I am pleased with the value DTS ISF provides to my agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Given the option, I would choose a different provider for these services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As a customer, we feel in control from the time we decide what services/equipment we need to the time we pay the bill.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 9. Comments on overall satisfaction with DTS:

Enter your answer

#### 18. The state should continue to have centralized technology services (DTS) as an ISF.

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 19. List any issues, concerns, or recommendations about this ISF not addressed in the survey.

Enter your answer



## 13.1.1 Division of Technology Services (DTS)

Comments on overall satisfaction with DTS:	
1.	4 out of 10 generally. Some staff working in administrative roles are amazing.
2.	Brandon Yamashiro and Cole Averett, have always delivered great service and support and helped many times.
3.	Could be more transparency between DTS and the agency
4.	Customer experience has been great for the most part but when I was in a position overseeing grants, billing was very complicated and frustrating.
5.	Desktop support seems to offer only the most basic support, and we are completely on our own for anything slightly outside of their box. These HP laptops are worse than ever and we are simply encouraged to keep replacing them. There doesn't seem to be any support for fixing laptops that are outside of warranty. For example, I had a bad battery that swelled horribly on a 3 year old laptop, but otherwise my laptop was fine. I tried and tried to get a battery ordered, and could find anyone to help me, everyone pushed me to order a new laptop. Billing changes are a nightmare, and we continue to be charged for devices that are not in use.
6.	DTS does a good job of providing services
7.	DTS does well for a statewide management of IT. However, the "know the customer" approach is lacking. They plan for the 80/20 approach making decisions that work for the majority (80%) but don't address options for exceptions to the minority (20%).
8.	DTS has improved its services over the years, and I have been pleased with the outcomes.
9.	DTS is an ever growing monster that creates their own work and then charges the agencies for this work. An internal monopoly on development and all decisions are based on what was popular 13 or more years ago, so that no manager will ever be called out as making a bad decision. So basically every decision is bad and the opposite of modernization. And they force agencies waste money and time re-writing applications that already work perfectly fine already. And they make the agencies pay for this. The only one who can kill and slay this every growing monster is the governor.
10.	DTS is generally a great partner except for when communication breaks down and we are left in the dark with changes but I believe that is improving with change management and ServiceNow.
11.	DTS is lazy with billing and far too expensive. They are the worst example of agency bloat, charging a hundred plus dollars a month for unused computers.
12.	DTS is usually good at providing answers to IT problems but could use some more in depth knowledge on lesser known problems
13.	DTS provides a good service at a reasonable price, but given the option we would prefer to pay our own DTS staff in house and utilize them with the economies of scale the parent agency offers, but give them assignments as our employees.
14.	DTS provides an array of services we use and some are excellent and others not so much.
15.	DTS seems to set all service tickets as low priority which isn't always helpful. When the VPN is down, they seem to not send out an email to all customers to let them know - almost like they don't want anyone to know there are issues. They are slow to bill and slow to approve items in FINET.
16.	DTS service has gotten better over the years, but the continual rate hikes will reach a point where work on the ground is impacted by too high of costs.
17.	DTS staff is terrific, however, I feel that monthly charges keep increasing for support/desktop support. Recently we asked for a bid for a very small IT project. The cost came back so high that we decided to work with an external vendor instead. So, not a great value necessarily.



# Internal Service Fund Customer Satisfaction

18.	Employees at DTS are quick to respond to my tech support requests and to provide input for drafting of agreements. Extra kudos to Sterling Stock for answering all my data center questions promptly and thoroughly
19.	Excellent service. The entire team is very thoughtful. Arlene is an especially great leader who communicates well and is an outstanding team player. I don't see a bill connected to the service they provide, so I cannot comment on that aspect of their service.
20.	Generally satisfied with their work.
21.	Had some issues with the ARB process in trying to obtain specialized programs for the legal drafting my team performs.
22.	Have been trying to get security cameras for two years. Been told it is product delay, or they are busy, etc. Have a hard time getting updates.
23.	Help Desk is very responsive. Billing area is responsive. However, billing update requests such as changing the status of desktop devices from use to not in use is not always consistent. Some changes happen expeditiously. Others seem to not get done. This may also be an issue that DHHS and the Division need to address in their own areas at well to come to solutions that provide consistency.
24.	I always receive a quick response from DTS when I need their help. I'm grateful for their support. Their website support team also does a great job empowering me with resources so that I can better manage the PCRH website.
25.	I enjoy working with the field director, Salesforce team and website development team. I find [REDACTED] team to be stubbornly process controlled, but they are well intentioned.
26.	I have always had good experiences and the staff are helpful, fix the problems and explain things in a way that I can understand.
27.	I have had little success with DTS. They are slow and often don't understand the issues.
28.	I have only had positive interactions with DTS.
29.	I wish we still had an assigned DTS specialist for our office like we used to have in that past.
30.	Items that are ordered are offer lost and misplaced.
31.	Lack of transparency with billing and use of hours. There's also a lot of pushback on innovative methods or needs on things out of their expertise, like marketing. For example, the push to move websites to be 'mobile first' to further satisfy the majority of our visitors (all residents of Utah), knowing that 78% of our customers are viewing our sites from their mobile devices. Federal guidelines updated this in 2019, and state guidelines are still not there in 2024.
32.	Love the web support from Sarah Farsworth, help desk support is hit and miss. Also we love UGRC.
33.	My understanding, which may be incorrect, is there are different levels of DTS services. I am very happy with our local DTS service - laptop assistance and setting up new computers. The network, internet, and server challenges are less straightforward. Those are more complex and don't seem to be well-thought out in advance. For instance, WHY does the timesheet program go off-line during the time period that staff are supposed to be finishing their timesheets? Or the finance programs get frozen at the end of a fiscal quarter? They may be legitimate reasons, but on the user end, it seems like poor planning.
34.	once able to talk to someone it is easy to get things done but the web is cumbersome for me to use to find what I'm looking for
35.	Our IT Director and his staff provide excellent service. Not all other areas of DTS are as responsive.



# Internal Service Fund Customer Satisfaction Survey

36.	Our technical support specialist is assertive and helpful. The procurement team is also helpful.
37.	Overall DTS provides great, professional and timely service
38.	Overall the level of service is outstanding, but the billing is a complete mystery. There needs to be a bootcamp for IT people in every division to understand the billing parts of their jobs.
39.	Satisfied other than having to explain and provide sensitive information to multiple parties throughout the help desk process which often times leads to incomplete info being passed on to the end of line technicians.
40.	Since the merger I always have a different DTS person help me and they don't always know how to provide the proper support. We were also assigned and pay for a DBA, but I have had a ticket outstanding for 2 weeks with no comment or support assigned.
41.	Sometimes dealing with DTS can be very frustrating. They change personnel often and this can pose several problems.
42.	The DTS staff we work with on a regular basis are responsive and do a great job. Anytime we have request submitted in the ticket system its a real coin toss what type of service we will get. Matt Earl, Lane Adams and support for Price and Vernal regional offices are fantastic. The rest of the support we get is typically terrible, it lacks customer support. Tickets being closed without being finish, slow response are regular occurrences.
43.	The Help Team is first rate! They are always quick to respond to any need I have and are very good at trouble shooting the weird problems that always come up with my new staff coming on. I depend and really appreciate them - Shout out to Nique, Sarah, Michael, Julie, just to name a few, they are all really great!
44.	The network support for DNR needs more people and to continue existing. The individuals working there are incredible (especially Atilio), but there are too few of them. So any time a major problem arises, it takes months to resolve, if it's even ever resolved. This team is actually being dissolved too, which bodes extremely ill as our division has a massive network permissions corruption issue (getting fully locked out of network drives/folders and having stuff be randomly deleted) that was never fully fixed. We've been double-billed on network charges for months because of this too--is that just going to continue forever because now there won't even be a team to solve the underlying issue?
45.	The services provided on the construction side have been great, however the services provided for IT related issues is not.
46.	The staff are great to work with. The processes can be slow and burdensome in allowing us to do our regular job. The approval processes, multiple meetings, etc. can take us away from our regular job for many hours a year.
47.	The techs I work with most frequently are willing to search to find answers to my questions but I feel like sometimes they don't have enough resources to fully do their jobs.
48.	There are some technology areas where DTS does not have the capability or expertise to address. In these cases we need to look to third party vendors to meet those needs. I believe DTS try's to meet our needs as best they can.
49.	They are very responsive and have always solved my problem quickly and with a smile.
50.	They do a good job for us with a limited staff.
51.	They get the job done
52.	Troy Barton is responsive, thorough and always helpful! He leads a great team on the Hill!



# Internal Service Fund Customer Satisfaction

- 53. Very good customer service, especially from our assigned person David Conelly. We appreciate all DTS does for us and it's very helpful to have the knowledge base and consistency of service that DTS provides.
- 54. very happy.
- 55. Very satisfied
- 56. We most often feel like we must adapt our desires to fit within DTS's permitted processes, technologies, and preferences. While DTS personnel speak as if they understand that they exist to serve our needs, the collective weight of their processes and services makes us most often feel like our needs must yield.
- 57. When it comes to general desktop support I think the services are hit and miss. Some technicians are very knowledgeable and complete a job quickly with accuracy. However, oftentimes, we end up having to troubleshoot on our own because they either don't support the request (anything MAC) or have to search through their staff for an answer and never come to a conclusion.
- 58. With the development and system maintenance staff we have a great working relationship and are satisfied. For desktop support, and enterprise support I find the attitude and actions of DTS staff to be somewhat indifferent to our needs, and not very communicative.

## Comments on quality of service provided by DTS:

- 1. Again, service tickets are all marked low priority.
- 2. am un able to have the equipment read for the first day of a new hire is all but impossible. new hires fill like the are not a top priority and unable to do the new hire trainings that are needed
- 3. Customer services seems to be hit or miss. Our on site DTS staff at DNR have always been very helpful and timely. The service I get when I call for simple password related issues or whatever, is very good. The support around DP purchasing and billings has been awful.
- 4. Desktop staff does not always complete the transfer of equipment and the agency ends up paying for things no longer in service.
- 5. DTS has improved it's billing transparency, there needs to be more accountability of desktop support (tech support) in helping manage and update device assignments.
- 6. DTS has several groups within the organization that seem to be siloed and autonomous from one another. This sometimes results in gaps in communication within DTS which can delay projects and keep them from meeting deadlines. Recently, they have instituted the Safe process to help communicate and coordinate better across the agencies they support.
- 7. DTS should only be for desktop or workstation support (hardware & software programs). It should not have anything to do with agency software development, except to provide security guidance.
- 8. DTS staff are pleasant enough, but the structures and systems often leave our needs unmet.
- 9. excellent
- 10. First quality in my experience, I have worked with private vendors (microsoft, HP, etc.) and you don't get the timeliness, quality and caring you get with your staff Thank you!



# Internal Service Fund Customer Satisfaction Survey

- 11. For most things, responses are timely. However, my team has had significant delays with requests for emails in response to GRAMA requests. We've also had issues with being sent email "hits" that are not responsive to our request, or staff not reading the complete request and not sending all emails from the individuals we listed.  
  
In addition, I received very little information about what was needed by the ARB. There are many times that desktop support folks contact me when I am specifically listed as out of the office or call me at a different phone number that I have requested, causing delays in service.
- 12. hardware and network equipment are installed and maintained well but cable and phones are not so timely.
- 13. Have been trying to get security cameras for two years. Been told it is product delay, or they are busy, etc. Have a hard time getting updates.
- 14. High quality service. They are very fast in responding to issues.
- 15. I appreciate the quality of service once problems are assigned to the proper technical leads.
- 16. I feel our DTS support is very strong and appreciate all they do for us.
- 17. I have been trying to get a phone line installed in the MTF Warehouse in the Napa area for a couple of months now and have not been able to get in done.
- 18. I wish there was a better way to track our DTS orders, especially computers. I have to put in a ticket for "tech time to deploy computer" usually to discover it has just been sitting in the on-site storage for a week+.
- 19. Items ordered are often misplaced and lost. Still waiting for items ordered over two years ago.
- 20. Josh Miller and his team are a solid group of professionals.
- 21. Laptop ordering process is very efficient.
- 22. Lately, it has been challenging to get adequate service because DTS only works two days a week in the office. This has been problematic in the deployment of computers. We have had many issues that we have not had in the past.  
  
Last September, we ordered software, and it wasn't until recently that it was installed. DTS did not order the software when requested, and we had to keep after them to get it ordered and installed.
- 23. Once again, Matt Earl, Lane Adams and support for Price and Vernal regional offices are high quality, but quality is lacking outside of these folks.
- 24. quality of service is good
- 25. Quality of service is great in many aspects. We have had challenges with some DTS employees working in their own silo rather than coordinating with the agency on our priorities. I think agencies should be treated like a client. Provide recommendations, but let our priorities dictate the work.
- 26. Service has improved on the timely manner, all staff interaction is very professional and quality service.
- 27. Services quality is high with DTS
- 28. Solid customer service



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29.	Some local services, such as printer issues, are handled timely. Delegation requests have been problematic. The DTS switch to KnowB4 was not done in a manner that was supportive to the agency's non-employee training needs and ongoing support has been difficult.
30.	The ability of desktop support staff varies wildly, and some techs have created more issues than they've solved
31.	The DTS team assigned to Labor are exceptional individuals. They provide amazing service.
32.	The individuals working for DTS are excellent, and service has improved under current DNR IT Director Bryan Brown. These days, communication only gets hampered in cases where what DTS can see and what we can see differ wildly, which is a vast improvement over how it used to be.
33.	The staff try hard to make sure we have the best products and services within budgets, regulations, and limitations.
34.	There is definitely a lack of customer service. Based on the schedule they work with, the soonest something can happen is in a week or more, depending on how full their sprints are. If we worked like that with our stakeholders, we would considered inefficient. There's also a lack of comprehensive communication and professionalism when communicating to us. (Very, we're always right)
35.	They are great.
36.	They get the work done
37.	They provide a high quality of service with timely communication.
38.	They seem to not "hustle." When we have an IT issue, we need an immediate response. It often takes days to get help.
39.	They're always quick to respond and timely in addressing problems.
40.	Troy Barton always gives his time or a team member if he's unavailable, to support the needs on the hill
41.	We don't have the information to compare costs and service.
42.	We have specialized computer programs and dealing with DTS can be frustrating.
43.	When setting up a new employee, we get different responses regarding how far in advance to notify DTS and in what order requests need to processed.

## Comments on ease of use:

1.	Depends on the complexity. Simple things are easiest.
2.	Equipment ordering has been very easy - license/service ordering has been challenging.
3.	For the most part it is easy. But when you need something a little non-standard it can take a long time to get approval.
4.	I don't order equipment for our division, so I an not an informed response
5.	I know the tech environment changes frequently, but I don't feel like our agency is kept in the planning discussions.
6.	I wish they would provide guidance on what laptop would be best based on our needs. I always have to search around for an answer.
7.	Instructions I've needed have been sufficient. Not involved with ordering.



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8.	It might be me, but I find DTS's processes for different purchases different, perhaps because it continues to evolve over time. It's definitely something where it's helpful to have the field director walk us through each time.
9.	It's a basic website design program. Yet, we are finding much better ways to utilize it through public training rather than the capabilities provided by DTS and their design system.
10.	servicenow is not a user-friendly tool. i've never liked it in the 7 years of using it.
11.	ServiceNow is not that user friendly
12.	ServiceNow stinks and its efficacy is highly dependent on an external user having more knowledge of codes, ordering, etc than is reasonable.
13.	Sometimes I'm not sure, but if I reach out you always answer. I love the Taco Tuesday presentations too.
14.	Standard equipment purchases are very seamless. Purchasing DTS related services is still quite unclear our divisions think a security review is permission to buy, but it really has nothing to do with procurement.
15.	The DTS forms are not user friendly or intuitive.
16.	The information is usually helpful. Sometimes there are technical details that are confusing. Sometimes we have been offered protocols to follow but those protocols did not anticipate our need from outside the usual groups that use the protocols so DTS had to find the right person to help us in acquiring an RSA token.
17.	The new website designs (for DTS.utah.gov and Services.DTS.utah.gov) are a mixed bag. More user-friendly in some senses (finally, the automated purchasing emails actually make sense), but a lot of good information is fully hidden from users now. Or, doesn't appear to exist at all anymore--where did the Google Edge Group go? Furthermore, the search functions on both sites only get me what I want about 50% of the time, which is quite bad considering they've really pushed using the search function over basic navigability.
18.	The process is getting better, but there should be a better way to track the entire process.
19.	The procurement process should be billed differently. DTS should provide authorization, negotiate cooperative contracts, etc... but when buying items the Agency should actually pay for it directly vs DTS paying and agencies reimbursing DTS. It's an extra step.
20.	The Service Now product has not been an easy application to utilize and work in.
21.	The website where you put a ticket in is confusing
22.	Their new website seems easy to create a ticket.
23.	Use of DTS service is easy and responds in a timely manner.
24.	Very friendly customer experience when contacting the help desk for service requests.

## Comments on DTS rates:

1.	Billing is not detailed enough to understand what certain costs are covering. An example is the billing for server maintenance and management.
2.	Do not oversee rates of ISF
3.	DTS charges an additional 10% above market for software such as Microsoft Office licenses where we see little to no value for this additional charge.





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4.	DTS goes to great lengths to make sure tier rates are transparent, the switch to a seat rate this year is welcome and very easy to understand.
5.	DTS has cost the taxpayers millions if not billions in wasted time, money, delays, ignorance, pointless server control, delusional risk assessment, pointless management org employees, unneeded out of state contractors, overpaid unqualified developers, not rewarding, recognizing, promoting, or increasing pay for the developers that are excellent and well qualified.
6.	DTS rates for someone technical and with a cost accounting background is easy to understand. others, forget it!
7.	I cannot comment on rates as I am disconnected from that part of DTS services.
8.	I do not know enough about DTS rates to comment effectively.
9.	I don't follow the market rates so it is not easy to compare.
10.	I don't have market rates to compare
11.	I don't know
12.	I don't think rates are as low or lower than market for hardware (but that's not true just for DTS). Software and programming are probably closer.
13.	I have no insight into the comparison between DTS and market rates.
14.	I really don't know their rates.
15.	I wish there was a 'not applicable' option. I don't like rating things in which I've never been involved with. I haven't ever needed to review rates, invoices, billing, etc
16.	I'm a user who doesn't see prices.
17.	I'm sorry I don't have a good comparison, but if it is around \$80 each, it seems like that is a good comparison to what I know of outside companies. But I'm not exactly sure how much it costs, really.
18.	I'm unaware of market rates, so I chose neutral
19.	Not involved in rates.
20.	rates are evaluated in a different part of our agency
21.	The continual increase is frustrating and expensive.
22.	The rates and charges are difficult to understand. Sometimes it is a surprise to see that we are getting charged for an engineer's time. These costs should be made more apparent at the time of service.
23.	The rates for the phone system are very reasonable and transparent. There is no documentation for the payments for website services or server/database storage. We have no way of knowing what we are paying for those other services.
24.	The seat rate or combined rates tend to lose transparency.
25.	Their billing is bare bones and tells virtually nothing about services provided
26.	Their rate is higher than that of the marketing firms we could work with to do a redesign. Still, we are limited to using their design system and don't have much of an option than to go with them or Tyler Tech (also not a marketing firm that has any information on web user experience); they're expertise is to create secure tech. We were charged for them to do things we didn't ask them to or for them to change things we had already created, all based on opinion. When asked for an itemized bill, they couldn't provide one because they don't track what they do in the time they are charging us. Yet, they can charge up to a quarter of the hour. NO company in the private sector could justify that without contract termination and loss of funds.
27.	Unfamiliar with this
28.	We don't have the information to compare rates.



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29.	We have no market information to compare to. We need this in order to provide a useful answer.
30.	We often find products we could add through different vendors with better pricing. I can't speak about programming costs and the like, but app and hardware costs are often higher than available through even consumer storefronts like Amazon.

## Comments regarding invoices & billing:

1.	Am not involved in invoices or billing.
2.	Billing corrections seem to take awhile to get resolved.
3.	Do not oversee billing of ISF
4.	Dont see billing
5.	DTS assigned staff should take a more proactive role in device management and updating assigned users. Contracted DTS programmers and PM's are very dilligent about breaking out time for federal reimbursements, standard reporting is not really adequate for grant reimbursements.
6.	DTS has been good to work with when discrepancies are found in the billing. They have always been willing to adjust and correct any problems.
7.	DTS has cost the taxpayers millions if not billions in wasted time, money, delays, ignorance, pointless server control, delusional risk assessment, pointless management org employees, unneeded out of state contractors, overpaid unqualified developers, not rewarding, recognizing, promoting, or increasing pay for the developers that are excellent and well qualified.
8.	Frequently telecom orders are submitted with no updates and then billing units are updated via HR or other systems without our knowledge. After correction the revert back at future dates. Also, while the invoices are very detailed they are not easily "consumed" or interpreted due to size and scale of what they represent. How much si 25GB of storage? Is that reasonable or not? It's hard to know.
9.	I am not directly involved with the invoicing and billing.
10.	I cannot comment on invoices and billing as I'm disconnected from that part of DTS services.
11.	I do not see invoices.
12.	I do not see the billings
13.	I do not typically receive any invoices for the services they provide.
14.	I don't know
15.	I don't know enough to answer this question.
16.	I don't see the invoices, so I can't comment
17.	I have to correct billing charges all the time, and there's only like one guy who is proactive about getting me help. Takes months.
18.	I haven't had the knowledge of the rates or invoices to know of errors.
19.	I'm an end-user who doesn't see invoices.
20.	invoice are good
21.	invoices are evaluated in a different part of our agency
22.	Not enough info to answer accurately.
23.	One of my staff oversees this and will answer for this
24.	Purchases and subsequent invoicing is challenging. Improvement has been made int his area, so I am hopeful it will continue.
25.	Satisfied
26.	Some areas of the billing detail (e.g. cloud hosting and storage services) accessed through the DTS dashboard are difficult, if not impossible to know whether we're being appropriately charged.



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27.	There aren't invoices. DTS, unlike other agencies, do the approvals up front and then just use that as permission to bill. They execute transfers on the ISF's behalf, but agencies have no input after signing the initial contract. I sometimes wish this process were more like the AG's.
28.	This question is not applicable to me
29.	Unfamiliar with this
30.	We do not receive invoices. We order equipment on line and payments are ITA to our agency.
31.	We don't receive the detailed invoices at our level and can't respond
32.	We have been billed consistently for laptops that have been out of inventory for awhile. We continue to bring up this issue, however, there doesn't appear to be a central DTS inventory from which charges originate, or if there is, there is no consistent conduit to have old technology removed.
33.	We only get to see how much time we're being billed for, not what they did in that time.
34.	With no information about what services or usage we are paying for website maintenance or server/database storage, we have to take their word for those services. At least for the website contract they give us a ballpark amount that they will charge. For server/database storage, I don't get any annual estimate.

## List any issues, concerns, or recommendations about this ISF not addressed in the survey.

1.	Centralization is always a dual edged sword.
2.	DTS as an entity is appropriate, however, the integration and communication with agencies could be improved. They should establish guidelines, norms, security protocol, etc... and then allow each Agency to use the tools they provide rather than controlling all of it.
3.	DTS has cost the taxpayers millions if not billions in wasted time, money, delays, ignorance, pointless server control, delusional risk assessment, pointless management org employees, unneeded out of state contractors, overpaid unqualified developers, not rewarding, recognizing, promoting, or increasing pay for the developers that are excellent and well qualified.
4.	Equipment policies can be rigid. I have noted that Universities take a much different path that is less expensive than ours.
5.	For some issues the centralized team is useful. There are times when I wish there was most transparency and communication about processes, such as GRAMA requests for email or other electronic records.
6.	Given the evolution of cloud computing, AI tools for discrete programming issues, and improvements in usability of data systems, I think an agency like mine would be better-served buying off-the-shelf, or nearly so, apps and development, with a more limited, security-focused, centralized IT function in government.
7.	Having a localized IT team stationed at our facility (USDC) is an outstanding service that needs to continue; however, I'm unsure the centralized technology services effects their quality of service to my and my team.
8.	I do not believe that going to a private vendor would improve any services, and would hurt more than help. I have been with the State for 11.5 years, and I have seen great DTS service and abysmal DTS service, largely in project support roles. Customer service for issues and general support has been consistently responsive and helpful. My problems have been in implementing hardware fixes, developing new systems (or even just exploring options), etc., and in that sub-sector of DTS I have not always felt I was the 'customer'.
9.	I don't know. This survey is a good example of gap in communication. We were asked if we have used DTS in the last year. If yes, respond to the survey. This survey seems to be aimed at the computer technical support folks within a division. I don't think any staff people work directly with DTS to order computer equipment or approve the invoices. The survey audience needs to be better defined to have meaningful responses.
10.	I think it has improved from what it used to be, I really appreciate you folks!
11.	I'd like to hear from DTS employees if they feel they have adequate knowledge, training, and resources to assist with most questions they get. On the customer side, it seems like this might sometimes be lacking.
12.	It would be nice if there were other options for purchasing computers and IT-related items. Having the ability to work directly with other network providers could be beneficial.
13.	remaining as an ISF is fine.
14.	Thanks to all the wire techs, campus support groups and networking teams for all they do.
15.	The DTS bureaucracy is over inflated leading to higher costs.



16.	The economies of scale centralized DTS brings to smaller agencies is very valuable, but unfortunately also dilutes service and control an agency has.
17.	The handful of team members that we interact with are excellent in the knowledge and services provided.
18.	The issue is not whether the services are or are not centralized, but whether those services are rendered in a manner that is calculated to be most helpful to the client agencies rather than for the ISF's own benefit. This has not always been nor is it always now the case.
19.	There are pros and cons to the existing model. I've been around long enough to remember the consolidation. Our staff remained in the same offices and instantly doubled in price. Overhead for common DTS issues was promised to be covered by DTS and was quickly reduced. The continual increase in costs for the same employees is frustrating, especially when we can't get support from DTS to have more of those funds remain with staff for retention. I could pay each of our DTS staff a very competitive wage and still save nearly 50% of the billable rate. Our staff has high ROI, and manage many of our business systems processes.
20.	There is not a one size fits all due to the fact that each agency is uniquely different
21.	There was a closer connection and accountability for IT related needs and costs when DTS functions were maintained within the agencies.
22.	We have our own IT department which is a HUGE benefit. I can get help within minutes rather than hours or days. Our folks still have to interact with DTS and that is regularly cited as an issue when remedies are not quick.

### 13.1.2 Division of Human Resource Management (DHRM)

Comments regarding support from DHRM:	
1.	Again, Kris Haslam should get a gold star for the time and care she provides CPB
2.	Again, our DHRM professionals are some of the best people that I know.
3.	Armand, Lisa, Michelle, and Khalie do a wonderful job supporting me and my division.
4.	As before, the Field Offices often provide better service than the central office. However, overall, DHRM's service in helping agencies navigate Pay for Performance has been nonexistent or significantly delayed to the point of being unhelpful. The onboarding process, which is an element shared with DTS, continues to be slow and cumbersome. DHRM's ability to support employee relations issues and coaching of supervisors has recently been significantly diminished by performance issues that were not fully appreciated or addressed by DHRM as well as turnover of key local HR positions. DHRM's efforts in these areas have had to be significantly supplemented by DWS' own resources.
5.	DHRM did not allow us to hire staff required in a contract, so no, we didn't get help classifying positions or recruiting. Existing staff had to do the duties in the contract that were identified for new half-time staff.
6.	DHRM staff provides excellent support to Labor.
7.	Even down one position, the HR Manager has continued to provided exceptional service.
8.	I really mostly deal with HR for new employees and their onboarding.
9.	It can be difficult to get in touch with or get a response from the UDC HR Division in a timely manner. ERIC does a great job responding to calls and emails.
10.	Onboarding and coaching are generally handled internally, but the HR team is always willing to provide support if needed.
11.	Onboarding continues to be an issue. DHRM has asked us to complete the I9 paperwork when this is something they should be doing. Pay for performance directions are still very unclear.
12.	Onboarding still feels a bit clunky with benefit selection and comp designation.
13.	Overall satisfaction
14.	Overall satisfaction however the process to work though challenging employee issues is burdensome, lengthy and sometimes extremely stressful on managers and co-workers.
15.	Overall the HR staff supporting our agency do a good job of helping our employees.
16.	overall very pleased



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17. Pay for Performance is still a work in progress.
18. Pay for performance was difficult in that it was implemented very quickly with not enough preparation being allowed.
19. Recruitment and retention of employees is one of the biggest issues I see in state government. I think the root of the issue is pay - most people I know cannot afford to live in the city where they work AND have a reasonable quality of life. For example, to live on my own in Salt Lake City, where I am expected to work in person 8-5 at least 4 days per week, I would have to spend a minimum of 50% of my take home pay on rent alone. Little flexibility is available for remote work or nontraditional working hours in my agency at this time.
20. See above for comments.
21. The ERIC is a great resource, I really appreciate them and their great customer service.
22. The in house HR specialists are great the outside DHRM Employee gateway is not effective
23. The Senate does not use these functions, so not applicable.
24. There could be more supervisory training for managing employees and being a good manager.
25. We do significant onboarding within the department and I'm not sure what value HR adds to that process.
26. We have developed our own internal-onboarding process to supplement what DHRM does. Some of it doubles up, but most of ours is Division-specific. They were helpful in looking over what we cover.
27. Well, my manager isn't very effective, but I can't say whether that is DHRM's fault for not supporting and coaching them.
28. When I've reached out in the past, there has been reluctance to discipline/terminate problem employees. We live in a state that doesn't protect employees. I'm frustrated that lukewarm and bad employees are not better handled.

## Comments regarding ease of use:

1. As a supervisor, I don't always receive timely updates to employee issues and situations that affect the office and other staff from the UDC HR Division. ERIC does a great job of responding to calls and emails.
2. I don't love the online hiring tools we use but I am not sure what other options exist or how they compare.
3. Information received by DHRM is often confusing, contradictory, or even wrong. DHRM remains too inflexible in the manner in which it addresses local needs, being more focused on its own SOPs rather than on whether those SOPs are calculated to actually be helpful. Information given to employees by the ERIC is often wrong or at least incomplete and causes stress points for employees.
4. Not sure what is being asked of this question.
5. Overall satisfactory
6. The HRIS system for reporting is not the most accurate when accounting for certain HR related data. for example, the HR system counts board members as employees of the department. I know HR is trying to move to a new system of reporting and may be a year or two out.
7. These comments are about the HRIS software that DHRM has in place. HRIS is a difficult and confusing software to use. It seems to be designed for a one-size fits all approach which sometimes makes it difficult to enter onboarding/offboarding actions for an agency like the Senate that has a very diverse set of employees and elected officials. Example: Senators are not paid an hourly rate, but rather a daily per diem amount. Regardless, HRIS requires a dollar amount to be entered for that elected official, so we just choose a random dollar amount.

## Comments on rates:

1. a different part of the agency reviews rates
2. Don't see the billing
3. good rates
4. Got no idea
5. I do not oversee ISF rates.



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6.	I do not receive any invoices for DHRM support.
7.	I don't know market rates
8.	I don't see the rates we are charged.
9.	I'm just an end-user; I don't see bills.
10.	I'm not involved in the rates, I don't know what you charge.
11.	I'm not involved with billing so I cannot comment.
12.	My general impression is that DHRM's rates are likely too low to be able to maintain the qualified workforce it needs to accomplish its mission. Saving money through centralization can be a good thing, but it can be taken too far to where we cripple the entity's ability to actually meet the promise of their mission. I believe that DHRM has exceeded this point.
13.	Not involved with rates.
14.	Rates seem fair and have been fairly involatile.
15.	There is no reason to assume the DHRM rates are unreasonable.
16.	Unfamiliar with this
17.	We do not have any market information to compare with.
18.	We don't know what the rates are - we see an annual cost.

## Comments on invoices & billing:

1.	a different part of the agency reviews invoices
2.	DHHS DFA receives the billings. However, we do not receive enough information from them to adequately respond to this question. Hence, I do not know if DHRM is providing enough information and if DFA is not passing on this information.
3.	Got no idea
4.	I am not directly invoiced for the services I receive from DHRM.
5.	I am not involved with invoices.
6.	I am unsure what is covered by each rate.
7.	I do not oversee ISF billing.
8.	I do not receive any invoices for DHRM support.
9.	I don't have interactions on billing.
10.	I don't know what they are. They seem to come through automatically without invoice.
11.	I don't see the billing
12.	I have not seen invoices.
13.	I'm not involved in this end.
14.	I'm not involved with billing so I cannot comment.
15.	Not involved with invoices or billing.
16.	The agency mostly has to adjust DHRM billings every year it isn't sophisticated like DTS billing. Additionally the time of year the agency is billed is a major problem the funds have to be encumbered for seven months and it disrupts expense projections. Billing in July would be more preferable.
17.	Unfamiliar with this
18.	very good
19.	We don't receive the invoices - we see an annual cost.

## List any issues, concerns, or recommendations about this ISF not addressed in the survey.

1.	Billing in month one of the fiscal year would aid in expense projections immensely.
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2.	Centralization is a dual edged sword.
3.	ERIC does a great job of responding to calls and emails.
4.	I absolutely love our HR team assigned to the Department, for the last five years especially. All are kind, supportive, helpful, problem-solving oriented, and just wonderful. They are not 'assigned' to us, they are part of our team.
5.	I don't know that it should be replaced, maybe so, but at the very least it needs to be restructured. The UPM system is very difficult to work with.
6.	I know having a centralized HR staff is not the norm for other state's. A sure way to leverage this structure is for DHRM to own more of the programs that have been farmed out at the executive branch agency level (see comments above). Seeing that would add efficacy-based support for why a centralized HR structure makes sense. In short, it would maximize the utility of this structure!
7.	It is important for the state to have centralized human resource services - outsourcing would eventually provide, less control, diminished services and greater costs.
8.	It's very helpful to have the perspective of what is the generally accepted practice statewide.
9.	Maintaining a centralized DHRM consisting of the ERIC and payroll operations and perhaps a few other smaller functions may be a good idea. However, DHRM does not have the ability to adequately support the varied needs of agencies, especially not the larger agencies. DHRM has struggled to hire and retain qualified employees for critical supportive roles and DHRM's rigid, SOP-focused practices are not agile enough to allow for appropriate variation in practice necessary to address unique circumstances. The HR role should likely be returned to the individual agencies where it can better support their unique needs and circumstances.
10.	Overall satisfactory
11.	UPM is a terrible platform. Please give them money to upgrade it. And then update the scoring system to ensure that people are getting accurate feedback on how their work rates.

## 13.1.3 Facilities

Comments regarding overall satisfaction:	
1.	Brian Brentel at the Calvin Rampton Complex is performing heroic work. He is the best person I can imagine in his current role. Kind, polite, professional, personable, and highly effective!
2.	Facilities management does an excellent job of taking care of our facility. I appreciate the steps taken by DFCM to improve remodeling processes and customer service.
3.	Good
4.	Having experienced State provided maintenance with another state, I am very pleased with the level of service and communication from the maintenance team. Andy Marr has done a great job over the past few years to make the process more transparent and improve communication among his team statewide.
5.	No Comments
6.	Our local representative Ben Beal is good to work with.
7.	Procurement in this space is very streamlined with outside contractors DFCM brings in.
8.	The Capitol Facilities team is a vital part of our daily lives on the Hill and it is amazing what they are able to accomplish with what they are given.
9.	The folks I work with directly are great at their jobs and work hard, but it seems like they often have way more projects on their plate than they can handle so I find myself following up.
10.	There are outstanding building issues that are never fixed, no matter how many times it is reported
11.	We love DFCM and have a great working relationship with them.
12.	We're often told by DFCM this is all we can do without context or understanding what was tried.

Comments regarding ease of use:	
1.	Great



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- 2. I appreciate that there is not a complicated facilities software system that we have to log into to make a request. A simple email or call to staff works well for us statewide.
- 3. I will call, text, and email issues. They are very responsive.
- 4. It would be helpful to receive emails or notice that problem notifications have been received, action is being taken and when it is resolved
- 5. Square footage charges are pretty clear

### Comments on invoices & billing:

- 1. billing is addressed by a different part of the agency
- 2. I typically don't see a breakdown of these ongoing charges
- 3. Receiving this bill at the beginning of the fiscal year would reduce the time funds are encumbered.
- 4. State Vendors often send bills to me due to no response from motor
- 5. The ledgers make no sense.
- 6. We've had multiple billings come through with incorrect amounts or facilities that we no longer occupy. Additional communication regarding billings would be helpful.

### List any issues, concerns, or recommendations about this ISF not addressed in the survey.

- 1. Facilities are never clean and doors never lock. Huge security issues.
- 2. I feel that the Facilities staff are individually good people, but overworked and stretched thin. Some requests never get completed, as other priorities, by more important agencies/personnel seem to always take precedence. Communication is super variable. In emergencies the staff really shine, it is the mundane maintenance requests that just seem to linger...which is why I feel there is just too many responsibilities on their plate.
- 3. My experience with another State bringing in a 3rd party vendor was not positive. We were changing the system back to staff when I left my previous experience.
- 4. The Capitol Facilities crew needs to be empowered and given more of a voice to communicate their needs. One example: some simple upgrades to their equipment and tools would go a long way to improve the ease of completing their daily responsibilities and would also increase morale. The Capitol Facilities crew is arguably the most important of DFCM's teams because they are the caretakers of the Capitol Complex, and therefore, funding and support should reflect that.
- 5. There are additional opportunities to fully leverage this centralized agency structure. For example, DFCM could lead OSHA Emergency Action Plan (building evac) responsibilities for all DFCM-supported buildings. This is another example where these required programs are relegated to each executive branch agencies even though economies of scale could be harvested by fully leveraging this centralized structure.
- 6. There are many issues, from leaking plumbing to paint touch up and basic maintenance that have been reported multiple times for years and remain unresolved. Lip service is given, but the actual work is not done.
- 7. We could not get the services we receive from a private company like we do with DFCM.
- 8. When bidding a project DFCM tells the bidders how much money has been approved for the project that is being bid. Including available funding in the budding process seems like it could result in bids that are potentially higher than the contractor might have bid if they didn't know the project budget.

## 13.1.4 Fleet

### Comments regarding overall satisfaction:

- 1. Again, great people in this space!
- 2. Fleet costs have skyrocketed for our agency specifically and I feel like it's not being clearly communicated to us when rates changes and what we should expect the impact to be. This makes it very challenging to anticipate the financial impact and to budget accordingly. It also seems like there is not enough financial and





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	leadership involvement and approval in the process of replacing vehicles, which means that field staff are replacing vehicles without know that real financial impact to their budgets.
3.	Fleet has a big challenge of trying to manage State vehicles. Many of the processes are overkill for our small fleet. We recognize the need to participate in the complex system with our State vehicles.
4.	Fleet is a great resource to me, they are quick to respond to my questions and needs. I appreciate them all!
5.	Fleet personnel assigned to DNR work hard to help meet the needs of our division
6.	Fleet procurement and management of standard tasks is very good.
7.	Fleet services has done a good job of supporting our agency. They have made greater efforts to improve customer service over the last few years.
8.	It is frustrating to see new fleet vehicles all over the place but have to wait months-to-years to get one from fleet.
9.	It is hard to figure out exactly how we are being billed for certain items without emailing fleet on specific reservations. We are billed monthly, but there is not detail on the individual reservations easily available.
10.	Motor pool is a valued service. I have no idea about invoicing and billing.
11.	No comments
12.	Overall the fees paid for state vehicles seems high. Being a department division agency, we have little control or say in the cost or vehicles provided.
13.	Overall, things are good with fleet. Rates seem to fluctuate in motorpool a lot per vehicle. We know there are some issues with availability, but it seems like we should be able to leverage our buying power for fleet vehicles and save some money moving forward.
14.	The available fleet vehicle inventory is limited
15.	The process for getting expansion vehicles has been challenging to our agency this year. The process is not easily trackable, getting responses from Fleet employee(s) is slow and inconsistent. We would like to know options of vehicles that are available sooner and be able to track the status of orders.
16.	This group has been good to work with and they are willing to respond and resolve any issues that develop.

## Comments regarding quality of services:

1.	AWD and 4WD vehicles are rarely available when needed.
2.	Fleet is usually pretty good. Except one of our assigned vehicles has transmission problems and it's been difficult getting updates from both the dealer and fleet. The vehicle is crucial to our daily operations. There is no urgency in resolving the matter. We have been doing all the leg work between the dealer and fleet, which I feel is fleets responsibility.
3.	The private sector is much more customer friendly/responsive. Although, I believe they would be more costly.
4.	The quality of services meet and exceed my expectations.
5.	The staff is very helpful, its the policies and procedures that are confusing to understand or not explained in detail.
6.	Vehicles are often not available for use on the timelines we need, and with the types of vehicles we need to perform our work. About half of the time I arrive to get a motorpool car there is an issue, I have had check engine lights, low tire pressure, services needed, and even a totally different type of car reserved than was listed on my reservation, so I end up taking my personal vehicle to feel safe, which costs everyone more money and wastes time.
7.	We don't use any rental, only the Fleet Focus network

## Comments regarding ease of use:

1.	The Fleet portal is clunky and hard to navigate.
2.	The reporting could be improved. Hard to get the data we desire
3.	The system is inflexible - last minute cars or changes to reservations typically don't work out.



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4.	The website is accessible and provides access to valuable information.
5.	You have made it really easy to reserve cars, etc. Also travel reimbursement is great!
6.	Comments regarding rates:
7.	I don't see the rates
8.	I don't see these so I have no opinion.
9.	I have no idea about fleet rates and I don't think most directors or managers would. That is why we have a motor pool. Personal rental rates can be lower than the motor pool rate, but maybe not for larger vehicles.
10.	These rates could be simplified for sure, the Admin rate helps with transparency but specifcailly was mentioned as an indirect cost we couldn't bill for in a federal audit.
11.	This is all internal and we don't see the invoices.

Comments on invoices and billing:	
1.	Again, I don't see the invoices directly.
2.	Billing is dificult to understand, I don't see bills but have discussed
3.	Got no idea
4.	I am unsure about what goes into the rates charged to us by Fleet.
5.	I don't get into the weeds on these, so I can't answer more than neutral.
6.	I don't have much to do with invoicing or billing.
7.	I don't see these so I have no opinion.
8.	State Vendors call me often to try and get ahold of anyone at FLEET that will pay their bills.
9.	The charges seem to just come through. We get only occasional notices, and they aren't necessarily related to invoices and billing.
10.	The ease of obtaining detailed billings for a federal grant is problematic
11.	The method for retrieving invoices is cumbersome.
12.	We don't see the invoices

List any issues, concerns, or recommendations about this ISF not addressed in the survey.	
1.	I don't understand why when an agency leases a vehicle from Fleet, that the agency has to buy the vehicle (pay for the entire vehicle) and then is charged a monthly lease fee for a vehicle that the agency purchased. In a sense, the agency has to buy the same vehicle twice.
2.	The minimum mileage threshold is reasonable, our agency only allows commute priveledges in rare circumstances for three employees. However, fleet compares our decreased useage to deaprtments that have many more commute miles on their vehicles than we do.
3.	There is opportunity for Fleet Services to install automatic vehicle locator (AVL) tech in all fleet vehicles. Many other states have done so. This tech can ensure state employees are wearing seatbelts, driving the speed limits, and can radically decrease crash frequencies. This tech includes telematics and on-demand analytics. In my opinion, it is the smartest thing the State of Utah could do to affect heightened loss control measures across the entire vehicle fleet. This merits the highest consideration it can be given. It is overdue and it should not be left to each executive branch agency to employ a go-it-alone AVL installation strategy.
4.	There turn around time for new vehicles has been slow even in normal market conditions.
5.	They do a good job!
6.	We need more vehicles and better maintained vehicles.
7.	We need some vehicle options around the different office in other areas.
8.	We see no benefit from the state Fleet program other than some reporting based off fuel usage.



9. When onboarding new employees training for Ekos, and fleet focus are severely lacking.

## 13.1.5 Cooperative Contracts

### Comments regarding overall satisfaction:

1. I have been given incorrect information to use as search terms, had to remind the agent that I'm waiting for a response, etc
2. No comment
3. Overall satisfied
4. Purchasing goes to great lengths to streamline procurement where possible
5. Purchasing has made greater efforts to support and help agencies needing their services.
6. Purchasing is professional in their service provided.
7. purchasing staff aim to provide quality service
8. Purchasing staff are WONDERFUL, but the process of purchasing goods/services is far too lengthy and cumbersome to be legitimately useful to grant-funded work.
9. Sometimes it would be easier at a dept level.
10. The staff I have interacted with are knowledgeable and professional. They help me when I have questions regarding purchasing contracts.
11. There are absolutely times we have to go off-contract to get things we need.
12. They are difficult to work with, frequent staff changes (as soon as one staff is up to speed with our agency we are given new state purchasing agents)
13. very satisfied
14. We love David Garaychochea, but the process is incredibly time consuming
15. Well run organization
16. While purchasing personnel are often prompt to assist, about 30% of the time it takes MULTIPLE follow-ups to get answers or help on contracts

### Comments regarding quality of service:

1. It often takes longer to get things through the process then their "SLA" and some things require frequent follow up to get them done
2. Our last interaction with Purchasing was to contract for services where a contract was issued and signed without our review of the draft contract before signature. There were several issues with the contract as prepared by Purchasing that caused us to terminate the contract and redo the contract.
3. Overall satisfactory
4. Regarding State Coop Contracts I find that my local service providers, vendors, etc. are often less expensive than going thru the coop contracts. I work outside the Wasatch Front area which seems that the coop contracts are mostly tailored to that area. Most of the services I need that are on coop contracts, those companies on the contract don't go to where I am located and if they do service my area the trip charge just to look at the project or to come and provide the service is very high. But because of our rules I still have to reach out to coop contracts first to get estimates.
5. Services is Lacking and pushed off. I asked for help and was told to talk to my supervisor
6. Solid Service
7. The Cooperative contracts office is knowledgeable about the purchasing laws in the state of Utah and communicate quickly and effectively when I have questions or concerns.
8. The service was much better when purchasing agents had specific areas of expertise. Since this was centralized, it is much more difficult to get correct info and help.
9. The staff communicate well, but the fact that we have to talk to them to get basic questions answered instead of there being easily-findable information about stuff like object codes and when we need to fill out a scope of work is aggravating. I should be able to look these things up without making phone calls.



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- 10. Too much turnover is happening with contracts right now
- 11. very good
- 12. We don't know.
- 13. When I have reached out, they have always helped me very well.

## Comments on ease of use:

- 1. DTS related procurements that purchasing is taking ownership of are still very unclear, especially with parent contract offerings like Carahsoft and SHI
- 2. easy!
- 3. I wish there was a better process of notifying agencies which statewide contracts are being used and if they have expired. Only being notified in a newsletter makes it hard to find and track down the info we need.
- 4. Purchasing process is so confusing and twisted. It needs to have a better flow chart to understand how they expect you to proceed. It is not always clear.
- 5. Satisfactory
- 6. Some of the processes and procedures are not user friendly and can delay or impede timely acquisition of vendors.
- 7. Sometimes getting a person to help involves multiple change of hands, as personnel are frequently shifted from one assignment to another within the purchasing department
- 8. The contract search could be better. In my experience, you have to use specific words to search for the correct vendor or product.
- 9. The only hang-up that's consistent is the object codes. Any time I can't use one of the handful I've memorized, I have to call them to get one, as it's not possible to look them up currently.
- 10. The state contract search function is bad. when trying to find a contract it becomes a game of guess the correct key word and the results returned are not always accurate
- 11. their agents don't all know and follow the same processes so its hard to know what is required and when

## List any issues, concerns, or recommendations about this ISF not addressed in the survey.

- 1. Appreciate the work they do
- 2. It seems like its always been a very toxic employee group that is hard to work with despite best efforts to collaborate and it has gotten worse in the last couple of years. The high staff turnover makes it hard because it seems like staff aren't adequately trained up on all the processes. It seems like basic quality control efforts aren't being done either, even though these are legal documents being processed.
- 3. none
- 4. Purchasing staff are well intentioned and know their jobs. They have difficult rules to implement, and I'm not always sure they're implemented in the best possible ways, but the staff definitely fulfill their roles faithfully (and pleasantly).
- 5. State Contracts should require action by the end user before Purchasing cancels, removes or lets a contract lapse without a valid replacement.
- 6. Stay on top of contracts that have expired and remove them from the system.
- 7. There are constant issues with billing not going in timely or correctly. With the recent "partnership" between Purchasing and DTS it's impossible to know who handles what issues regarding software/hardware. The turnover in Purchasing is demoralizing also creating headaches regarding who is over what contract now and can help with RFPs.
- 8. Too many compliance issues without centralzed procurment, statutory changes would be need to entrust the agencies.
- 9. We want more cooperative contracts.
- 10. Why do we have to rate the contractor, every month. Twice a year seems efficient.



## 13.1.6 Central Mailing

### Comments regarding overall satisfaction:

1. I believe there was once a need for this service but I am not entirely sure the need still exists.
2. They save the state money and we get a good value even though some services are less
3. very happy

### Comments regarding quality of service:

1. Sometimes staff takes a while to respond to inquires
2. We receive mail daily for other offices and agencies on the Capitol Complex, so if I am already playing mail delivery person to get that mail to the correct office since state mail didn't, why am I paying state mail for that service?

### Comments regarding rates:

1. I don't deal with the rates.
2. I don't see the rates
3. I get a set of monthly invoices for three different units. We should only have one unit being used. How do I change that? Why am I paying so much for mail delivery when I wouldn't be paying anything if USPS delivered directly to the campus? Am I paying for all of the mail that is incorrectly delivered to the Senate? If the address on the piece of mail isn't clear, State Mail just seems to dump it on us and expect us to figure out where it is supposed to go. Most of the time it isn't for us, but we paid for it to be delivered.
4. I have never seen a listing of their rates

### Comments regarding invoices & billing:

1. At the macro level invoices are hard to assign to particular mailing job tasks driving expenses that could bet potentially cut, but the summary's at month end appear to be accurate.
2. Don't deal much with invoices and billing.
3. I don't see these
4. Same comments on previous question.
5. The current process of receiving invoices is very hard to manage. We have 54 different mail billings and the invoices are not named to give any idea which mail card is associated. To find a particular bill I need to open every one. Previously all bills were in one pdf which made it searchable. Service went backwards in this area.
6. The invoice are very difficult to use. We used to be able to pull information by appropriation and unit. Now we have to open each invoice individually to see what mail card, unit, and appropriation it is for. This is extremely time consuming when we have over 50 mail cards for our agency.

### List any issues, concerns, or recommendations about this ISF not addressed in the survey.

1. I don't see the value of having a "middle man" deliver mail when USPS does the exact same function. I think it would be easier and more cost effective to have a central mailbox on the campus where each agency picks up their daily mail and/or packages that are delivered by Amazon, UPS, Fedex, etc.
2. State mail was great to work with when we went through our reorg and getting all the mail cards updated with our new coding.
3. We appreciate the mail delivery person who serves the Rampton Complex. He is friendly and provides timely service.  
I told my director about the increase in the "Mail Today" mail and he suggested we use the U.S. Post Office for our mail. I have tried to explain the cost savings we get from using State Mail. Possibly sending info. out to customers regarding the service and cost savings that using State Mail provides would be helpful.



## 13.1.7 Surplus Property

### Comments regarding overall satisfaction:

1. Don't really interact with surplus enough but surplus items of value is cumbersome
2. Good service
3. Overall Satisfied
4. Satisfied
5. The process to surplus an item is very complicated. SP1's are not very intuitive and the process feels disjointed from inventory, especially with DTS items. It feels like this should be a simpler process between the agency, DTS, and Surplus.
6. There seems to be a lot of red tape in their process but I enjoy working with Surplus

### Comments regarding quality of service:

1. Good quality service
2. Satisfied
3. there's really not much service.

### Comments on ease of use:

1. Doing surplus is a bit confusing but when I call for help someone is always really good to review it with me. It is probably because I don't use surplus very often.
2. I actually need to see just how to surplus now, I haven't for quite a while. But they have always been helpful when I need them
3. Satisfied
4. The surplus system is out of date and training is not adequate.

### Comments regarding rates:

1. I don't see them
2. I find this process mysterious, but that may be a "me problem."
3. it's OK.
4. Satisfied
5. They don't charge us.

### Comments regarding invoices & billing:

1. I don't see these
2. I selected neutral because I have no idea about invoicing or billing with respect to surplus.
3. it's OK.

### List any issues, concerns, or recommendations about this ISF not addressed in the survey.

1. Good organization
2. It has been a burden for me to dispose of surplus property on site which usually entails moving heavy furniture and making multiple trips to Goodwill or D.I.  
I wish Surplus would pick up items like they did in the past.



3. We really don't get "service" from surplus. Surplus items are moved listed, and disposed of by the agencies. So, there's really no "service" provided by Surplus. If Surplus would provide transportation and disposal, that would constitute service for customers. And we'd gladly pay for this service.

## 13.1.8 Travel & P-Card

Comments regarding overall satisfaction:	
1.	I love the new Concur system
2.	I'll give my opinion once Concur settles down and is running smoothly.
3.	My interaction is through DFA who works directly with the P-Card area. Both are very responsive.
4.	P-cards for purchasing are extremely useful
5.	Seems fairly simple.
6.	State Travel is great; State Finance not so much
7.	the rules are hard to work with, I've lost money because I have to book my own hotel rooms, it's personally expensive to travel for work because of being required to use own credit card. We have had the wrong airport booked but luckily we caught it.
8.	Travel agency fees are high
9.	Travel and reimbursements are way too cumbersome and could use streamlining. The required paperwork with systems today seems archaic and distrustful.
10.	very happy
11.	Very responsive and professional
12.	We can always find the same or lower rates on our own for hotels and airfare. Yet we pay a booking fee on top of the rates for the service. While some convenience is provided when problems arise, I am confident the collective cost of the service fees is far higher than whatever travelers could work out on their own. As well, the travel policies feel overly paternalistic and suffer in contrast to federal rules which pay specific allowances rather than nickel and diming incidentals. Also, there is simply no justification for disallowing employees from claiming time for work travel when it's outside normal business hours.
Comments regarding quality of service:3	
1.	I had an issue and tried to contact via phone but the manager would only communicate via email. The communication was not helpful. Ultimately the issue got resolved for the most part.
2.	Inconsistent answers from State Finance on travel policies and questions
3.	P-card administrator is extremely responsive and seems like low overhead.
4.	Process takes too much time. Airfares often change before we can book. They rarely go down.
5.	Staff is helpful. Forms are clunky and cumbersome.
6.	State Travel has gotten me out of a few pickles over the years when flat tires and weather have changed my hotel/etc plans. They are helpful and responsive!
7.	The transition to CONCUR was difficult but the customer services from state travel, Chrisofferson and state travels CONCUR team was stellar.
8.	They do their best considering Concur is a big ask right now.
9.	Very friendly staff when assistance is needed.
10.	very happy
11.	We are often required to stay in sub-par rooms because they are the cheapest. Safety is a concern when we are saving very little also groups are spread out so travel groups do not remain together do to different agents interpretation of where we can stay.
12.	We have had issues with two air portal accounts for months. No one can solve the issues and don't seem inclined to find a solution.
13.	We've had double-bookings (and related fees) that travel should have caught.



## Comments on ease of use:

1. CONCUR was rocky but we are getting it.
2. easy.
3. Historically very difficult to find information on website; often outdated. New website is an improvement, but many links don't work and it's hard to navigate.
4. I've been astounded at the lack of basic comprehension on the part of statetravel. They don't read the subject line of emails, they miss essential details, they push back on hotel selections, they book us at crap hotels.
5. New Concur system still confusing to me
6. Some of the forms are not intuitive or the automated functions do not work well.
7. The new Concur program seems to work fine.

## Comments regarding rates:

1. As state employees we are often put in rooms that are below average because we are on travel. We are required to travel we should at least be given nice amenities as we spent time away from our families.
2. I am not directly involved with the rates.
3. I don't have enough info to comment accurately.
4. I don't have interaction with billing.
5. I think travel does the best job of all with respect to rates.
6. It kills me to pay fees when I could do it myself for free.
7. Unfamiliar with this
8. We do not have market information to use in answering this question.

## Comments regarding invoices & billing:

1. I am not aware of any billing or invoices from this area.
2. I do not have interactions with billing.
3. I'm not involved in the billing process.
4. not involved in this
5. This process works well, but will change with Concur a lot.
6. Unfamiliar with this

## List any issues, concerns, or recommendations about this ISF not addressed in the survey.

1. Centralized travel is great, but the p-cards could be handled better.
2. I understand the accountability concerns that lead to many of the travel policies and structures. I don't think they are worth the drag on processes and added costs. We can manage problems at the agency level. Even occasional abuses would be cheaper and more efficient than the current system.
3. Matt of PCard and Tami of Travel are always very helpful! Thank you!
4. Since the move to Concur, there have been multiple issues. There is no set time to reconcile purchases in Concur so some people do it too often, some people not enough. Supposedly if a transaction gets rejected by FINET, once it's fixed, it goes final but it doesn't and sits and sits until someone finally does something. One group was told that Finance will take care of issues but another group was told it's the divisions responsibility to look at transactions in FINET. No one seems to want to take ownership of the issues.
5. The policy shift to issue dozens more P-cards for travelers will cause many compliance issues, centralized travel works, why not centralized p-cards for travel and purchases? It's just mixed messaging on liability.
6. The reconciliation process is not user friendly.





- Travel policies do not reflect the current demographic of state travelers. Policies seem to be written for people with flexible personal budgets who are physically safe in most travel scenarios (white men in established, well-paying careers). Travel policies do not adequately consider safety and budget needs of employees with limited personal budgets (see HR comment about low pay being a barrier to working for the state), or employees who may need extra accommodations (flexible rideshares, access to grocery stores for feminine products, secure hotels, etc) to feel and be safe while travelling on state business.

## 13.1.9 Risk Management

Comments regarding overall satisfaction:	
1.	Although insurance rates have climbed in the last year or so, I still believe Risk Management is able to provide a significant value over insurance providers on the market.
2.	Generally, the services received from state risk have been exceptional. However, the recent decision to cancel the Ergo program without sufficient notice or consultation and without sufficient regard to how the decision impacts agencies was highly questionable.
3.	It is difficult to get information from them about their policies and how they are applied across groups.
4.	It is okay. They do not make it very easy to get things done
5.	It is simply unclear in some situations if risk will cover us, our agency gets sued all the time.
6.	loved the ergo staff and service.
7.	No Comments
8.	service is OK.
9.	The claims adjuster that gets assigned to the claim makes a big difference in the quality of service they provide.
10.	These are my people! The Division of Risk Management is led and staffed by some of the best public servants the State of Utah has to offer! They also have an internal culture that reflect positive credit in all directions.
11.	Very satisfied

Comments regarding quality of service:	
1.	Again, these scores would be higher, except for recent, unilateral moves that were taken regarding the Ergo program that are not helpful to agency operations.
2.	Always had a good experience working with the loss control and legal teams
3.	I have only heard from Risk management regarding premium increases one time. However, my staff interact with Risk Management on various other topics and the Risk Management staff are always very knowledgeable, professional, and quick to respond.
4.	I hear this ergonomic assessment service is ending. If that is the case, it would be a real loss.
5.	It is not very quick
6.	It would be helpful if a workmans comp # could be generated immediately when staff submit a Risk Incident Report.. sent to that persons email
7.	Legendary service from everyone at the Division of Risk Management.
8.	NO comment
9.	The leadership and staff are great to work with
10.	we only utilize ergonomic evaluations, when we do, service is very good.
11.	When we have issues, claims, etc. they are quick to help
Comments on ease of use:	
1.	Actually, Risk needs to get on the same page with fleet sometimes. A question that comes to mind is flying versus driving risk once said fly to St. George but this was very expensive vs. driving a state car. Example 2



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- non employees are not covered in a state car, this means we have to rent a car to pick up a witness so very nuanced.
- 2. It is not easy to use
- 3. The bills for insurance are sent to me automatically, but other than the insurance bills, I'm not sure what the process of using risk management is outside of a telephone call or email.

### Comments regarding rates:

- 1. I do believe the insurance rates for the type of coverage we receive are lower than the college could obtain in the commercial market.
- 2. I do not deal with ISF rates.
- 3. I do not see rates or pay invoices.
- 4. No knowledge of market rates
- 5. Not directly involved in rates
- 6. There are inherent complexities relating to insurance and loss control rates, so this is a spring-loaded question in this venue and context. Credit should not be given to the Division of Risk Management for these inherent complexities.
- 7. there is no information about how our rates are calculated and the deductibles have become unreasonable. it appears that Risk is attempting to keep their premiums artificially low by increasing the deductible. Agencies should have the ability to balance premium cost with deductible cost.
- 8. This question is not applicable to me.

### Comments regarding invoices & billing:

- 4. Don't see billing
- 5. I am not involved with invoices & billing.
- 6. I do not see rates or pay invoices.
- 7. I have not seen invoices.
- 8. I'm not sure I was charged for this service.
- 9. Invoiceing in July or August would be preferable
- 10. No comment
- 11. not involved with this
- 12. This question is not applicable to me.
- 13. When receiving a bill from Risk Management there is absolutely no detail as to how the rates are calculated, what vehicles are being addressed by the coverage.

### List any issues, concerns, or recommendations about this ISF not addressed in the survey.

- 1. Cerena Withers is great to work with!
- 2. Having a centralized risk management service is possibly a very good idea, but the services provided must always be done with the vision of being helpful to the agencies, not the ISF itself.
- 3. Most years we receive a list of the vehicles, ATVs, planes, drones, etc. that have a policy coverage. But it's been 2 years since I've last seen this list. It is helpful to review as we have caught assets not on the list that needed to be.
- 4. The risk management is not easy to use nor is it very friendly. Especially when staff are constantly getting hurt
- 5. We have a continuing need to improve interoperability in this space. The nature of the current processes require duplicate entries for our staff to effectively interact in this space. I would like to see efforts aimed at increasing systems-based interoperability and a radical reduction in duplicate entries. The setting is ripe to employ a business analyst in this space to conduct a lean-based analysis on how we can move the progress



needle in these two spaces. I do not think such an analysis has been completed for many years and the status quo is underwhelming. It may also be smart business to consider adopting industry-standard systems like Origami Risk and move away from the current system architecture.