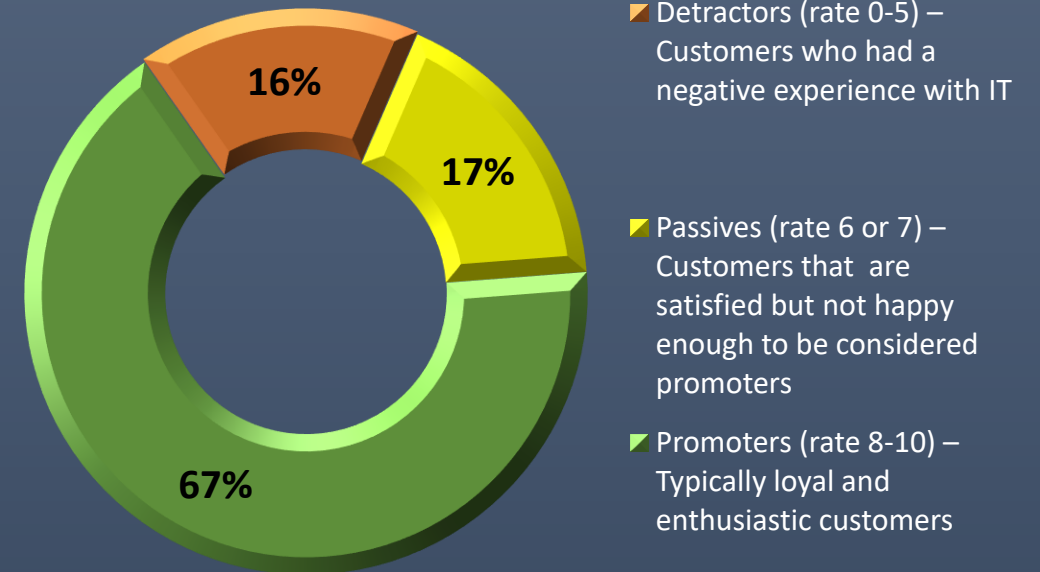


2021 Department of IT Customer Survey

What we heard in the comments

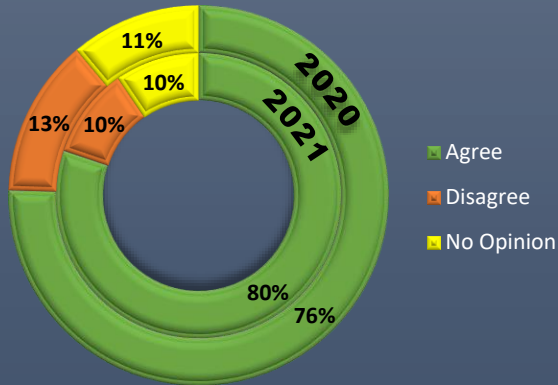
- Service delivery improvements from previous year(s)
- Sometimes it takes a few attempts and follow up to get the job done
- Security Wise cybersecurity newsletter is great and appreciated !
- New employees are productive faster
- Desire to have more communication about planned maintenance
- The web support portal is great, and more features would be helpful
- Great services!!
- Knowledgeable and friendly IT staff
- Backlog of requests is improving but sometimes take a long time to get a response
- Technology Replacement Program (TRP) process has improved and more room to grow
- Desire to have more and better training options for new solutions and services
- Better advertise what IT services are available beyond standard hours

HOW LIKELY ARE EMPLOYEES TO RECOMMEND DEPT OF IT

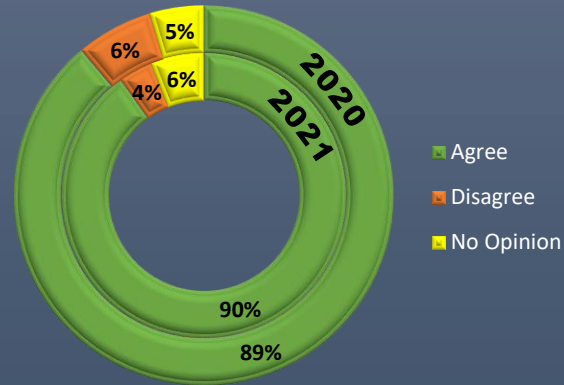


Comparing Annual Customer Surveys

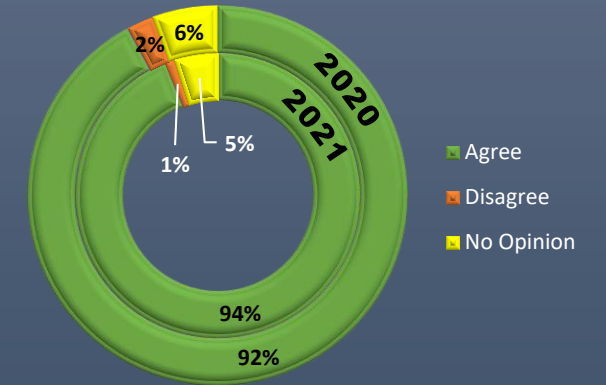
IT DELIVERS PROMISED SERVICES ON A TIMELY BASIS



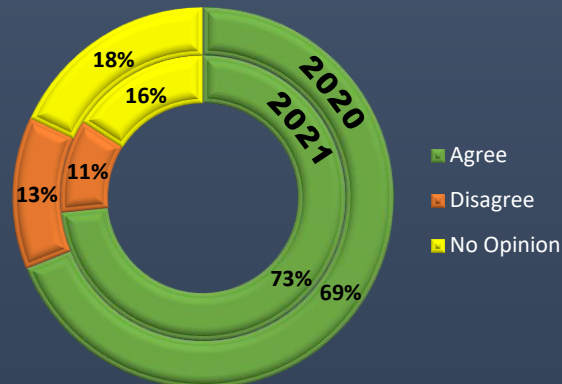
IT KEEPS ME INFORMED ABOUT SOLUTIONS, SERVICES & OUTAGES



IT KEEPS ME AWARE OF CYBERSECURITY ISSUES



IT HELPS ME USE TECHNOLOGY EFFECTIVELY



IT GETS THE JOB DONE THE FIRST TIME WITHOUT RE-WORK

