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

- **Detractors (rate 0-5)** – Customers who had a negative experience with IT
- **Passives (rate 6 or 7)** – Customers that are satisfied but not happy enough to be considered promoters
- **Promoters (rate 8-10)** – Typically loyal and enthusiastic customers
Comparing Annual Customer Surveys

**IT DELIVERS PROMISED SERVICES ON A TIMELY BASIS**
- 2020: Agree 76%, Disagree 13%, No Opinion 11%
- 2021: Agree 76%, Disagree 13%, No Opinion 11%

**IT KEEPS ME INFORMED ABOUT SOLUTIONS, SERVICES & OUTAGES**
- 2020: Agree 90%, Disagree 6%, No Opinion 4%
- 2021: Agree 90%, Disagree 6%, No Opinion 4%

**IT HELPS ME USE TECHNOLOGY EFFECTIVELY**
- 2020: Agree 73%, Disagree 18%, No Opinion 16%
- 2021: Agree 69%, Disagree 13%, No Opinion 18%

**IT KEEPS ME AWARE OF CYBERSECURITY ISSUES**
- 2020: Agree 89%, Disagree 2%, No Opinion 9%
- 2021: Agree 89%, Disagree 2%, No Opinion 9%

**IT GETS THE JOB DONE THE FIRST TIME WITHOUT RE-WORK**
- 2020: Agree 92%, Disagree 2%, No Opinion 6%
- 2021: Agree 92%, Disagree 2%, No Opinion 6%