

# **SCHEDULE 7.2 — END-USER SATISFACTION SURVEYS**

***End-User Surveys***

For each of the service categories, Contractor will conduct periodic (e.g. monthly or as otherwise mutually agreed) enterprise-wide customer satisfaction survey to discern End-User satisfaction, compare to the monthly MASL reporting feedback, and improve performance in response to the information derived from such survey.

***End-User Survey Objectives***

- Develop and administer a Customer Satisfaction Survey to monitor End-User perceptions from across the County with regard to whether the MASLs and other measurement criteria are successfully met with respect to Services provided to End-Users.
- Structure surveys so that they may be completed within five (5) minutes or less by the County End-Users.
- Distribute approximately 1000 surveys per month across the County that are related to recent service ticket activities.
- Conduct weekly reviews of survey results with the County.
- Respond swiftly and effectively to any survey responses determined to require immediate attention
- Communicate survey results clearly and positively to the County.

***End-User Survey Process***

The End-User Satisfaction process is outlined below:

1. **Selection** – Randomly select Break-Fix (BF) and Work Request (WR) tickets to be surveyed. The tickets selected will need to be active or completed tickets within the preceding thirty (30) day period. End-Users will be limited to receiving up to two (2) BF surveys per year.
2. **Distribution** – Emails are distributed to survey recipients with Web Links to access the surveys associated with a specific service request or outage ticket.
3. **Conduct** – Recipients are to complete the surveys distributed. Due to the County’s organizational structure of funneling Business Unit Work Request through a limited number of individuals, the County may elect to forward the survey links to the ticket point of contact versus the requester.
4. **Monitor** – The County and Contractor will be monitoring the survey feedback on-line to identify any urgent actions that may be required.

5. **Review** – Any negative survey and the associated BF or WR ticket will be reviewed to establish appropriate corrective actions.
6. **Actions** – Corrective actions are developed and distributed based upon a joint County and Contractor review of the survey responses.
7. **Follow-Up** – The progress on the corrective actions are reviewed with the assignees to identify the progress being made or any additional actions required.
8. **Communicate** – Communications are provided weekly at the survey review sessions with the County Technology Office and are also discussed with Contractor’s senior management staff. Monthly the results of the surveys are included in the County Technology Office Newsletter and reviewed at the monthly County Program Review.

## **END OF SCHEDULE**