

Schedule 7.2 – End-User Satisfaction Surveys

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1. OVERVIEW

For each Service Framework, Contractor shall conduct periodic customer satisfaction surveys to discern End-User perception with respect to Service delivery. Contractor shall ensure that survey results are monitored and reviewed and that necessary corrective actions are taken to improve performance. County shall be informed regularly of survey results per agreed upon format and have input on corrective actions and performance improvement activities.

2. SURVEY OBJECTIVES

- 2.1. Monitor End-User satisfaction with respect to Service delivery.
- 2.2. Identify and promptly address less than satisfactory survey results.
- 2.2. Maintain consistently high End-User satisfaction with respect to Service delivery.

3. SURVEY PROCESS

3.1 Design Survey

Contractor shall design a user-friendly, web-based survey that can be completed within five (5) minutes by an End-User. Contractor shall obtain County approval prior to distribution of a new or modified survey.

3.1 Selection of Survey Population

Contractor shall distribute one thousand (1000) surveys each month across the County. Contractor shall randomly select survey population from Break-Fix (BF) and Service Request (SR) requestors based on BF and SR tickets in active or completed status within the preceding thirty (30) day period. An End-User shall receive no more than two (2) surveys per calendar year.

3.3 Survey Distribution

Contractor shall send notice of survey to survey population via email. The email shall include survey instructions, information about the Break-Fix (BF) and Service Request (SR) for which information is being sought, and a direct link to the web-based survey.

Contractor shall accommodate Business Groups that have in place a centralized SR and BF system by allowing survey to be forwarded to and completed by someone other than the requester.

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3.4 Response Monitoring

Contractor shall monitor survey response rate to ensure a one hundred (100) percent completion rate. As needed, Contractor may send a follow up email to End-User requesting completion of survey.

3.5 Survey Results

Contractor shall monitor and maintain survey results. For less than satisfactory results or feedback, the associated BF or SR ticket will be reviewed to establish appropriate corrective actions. Contractor shall report survey results and any associated corrective actions to County per agreed upon format. Contractor shall meet with County on a weekly basis to discuss results and corrective actions.

END OF SCHEDULE