

**Incident Systems Helpdesk Survey
Results
October 2009- December 2009**

1. I was connected to a Helpdesk technician in a timely manner.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	0	6	7	0	100%
2. The Helpdesk technician was courteous and professional.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	1	4	8	0	100%
3. The Helpdesk answered my question in a timely manner.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	0	8	5	0	100%
4. The solution provided by the Helpdesk answered my question or fixed my problem	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	0	9	4	0	100%
5. If required, the Helpdesk followed-up with me to be sure my problem was resolved.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	1	7	2	3	100%
6. It was simple and convenient to contact the Helpdesk.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	0	8	5	0	100%
7. I found the Helpdesk web site to be helpful and informative.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	3	3	4	3	100%
8. I found the Helpdesk's online knowledge base to be helpful	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	4	2	3	4	100%
9. I found the home page of the application(s) to be helpful and informative.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	5	5	1	2	100%
10. I will contact the Helpdesk in the future if needed.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	0	13	0	0	100%
11. Overall, my Helpdesk experience was outstanding.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	% Agree, Strongly Agree, or Neutral
	0	0	1	6	6	0	100%

Survey Comments

Survey Number: 1

Have not used the ROSS Helpdesk but a few times and found the staff to be professional and helpful. The one time the the Helpdesk individual needed more time to research and did call me back with a solution within an exceptable timeframe. My experience with the Helpdesk has been very positive. Thank You..

Survey Number: 2

The technician who helped me did an outstanding job! Thanks!

Survey Number: 4

All in all I feel the ROSS help desk is extremely beneficial and very helpful. I really like knowing this program is available to assist me when I need the extra help....

Survey Number: 5

It's always nice when you're in a crunch to be able to call and get any help needed. Everyone that has helped me has always been very helpful, patient and professional. Working in a fast paced communication center this is a great reliable resource to have, keep up the great work.

Survey Number: 7

I was not aware until today that the Interagency Help Desk had it's own website.

Survey Number: 11

For most problems, I submit my questions online. A technician calls me to verify the information and ask any further questions I may have neglected. The helpdesk keeps me appraised of the progress of my problem, which I appreciate. Thank you for all of your assistance and patience.

Survey Number: 14

I did not talk to a technician but resolved the problem over the internet.

Survey Overview

75 surveys were sent to clients that contacted the helpdesk between October 1, 2009 and December 28, 2009. Three surveys were returned for incorrect email addresses. Of the 72 surveys that were successfully sent, the helpdesk received 14 completed surveys, for a response rate of 19.4%. Computed survey results are based on 13 of the returned surveys. One survey was not used in the analysis as based on the customers comments they thought they were completing a survey regarding a travel reimbursement. 7 of the 13 surveys included a comment.

Non-Applicable answers (NA) have been removed from the total count to provide more accurate percentages.

For this quarters surveys the percentage of "agree", "strongly agree", and "neutral" responses for all answered questions is 100%, 131 responses of either "agree", "strongly agree", or "neutral" out of 131 total responses.