

Provet IT Service Desk Performance Survey February 2009

Vision VPM Results

Introduction

In February 2009, Provet IT emailed a survey to all IT clients throughout Australia and New Zealand. The purpose was to measure customers' satisfaction with the current level of incident management with the various Provet IT applications. The survey measured Overall Satisfaction and the following five components of a service call:

- *Communication*
- *Courtesy*
- *Responsiveness*
- *Follow Up*
- *Problem Resolution*

Survey Response

Thank you for your responses. Over 33% of VisionVPM clients responded to this survey, providing us with a fantastic representative sample.

Survey Results

VisionVPM support rated very highly on the five parameters measured, but there is always room for improvement. Problem solving and responsiveness have been identified as areas which will need attention to improve service.

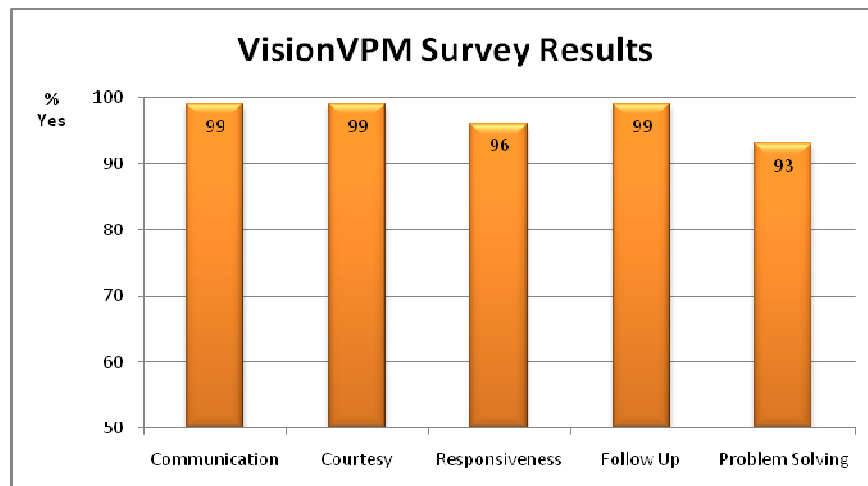


Figure 1: VisionVPM results for the five parameters measured.

Overall Performance

When asked to rate satisfaction level with the service provided on a scale of *Poor* to *Excellent*, an overwhelming 99% of VisionVPM clients replied that the VisionVPM support service was average, good or excellent. 96% rated the service as good or excellent and over 50% considered the service provided to be excellent.

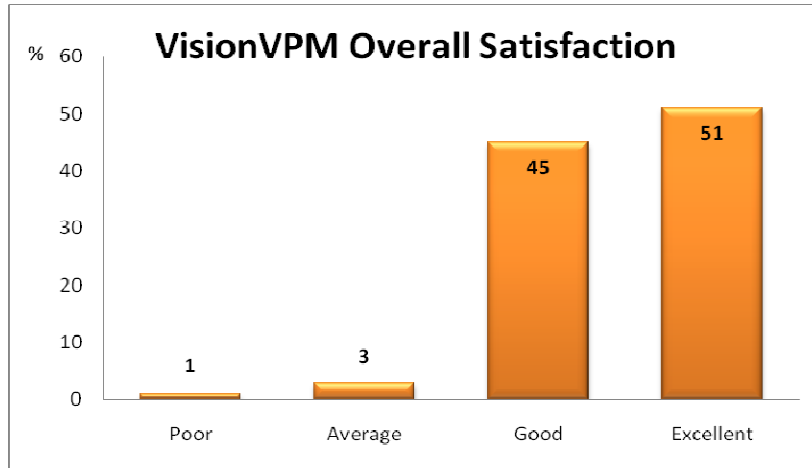


Figure 2. VisionVPM Overall Satisfaction rating.

Client Responses

Category	Yes	No	%Yes	95% CI: +/-
Communication	99	1	99	1.95
Courtesy	99	1	99	1.95
Responsiveness	96	4	96	3.84
Follow Up	99	1	99	1.95
Problem Resolution	93	7	93	5
Overall Call Satisfaction				
poor	1		1	1.95
average	3		3	3.34
good	45		45	9.75
excellent	51		51	9.8

Figure 3. VisionVPM Client response summary.

Conclusion

As this is the first ever Provet IT Service Desk performance survey, it is very heartening to note that so many clients perceive that VisionVPM provides an excellent service.

This will now form the benchmark for our service performance. Follow up surveys will be used to identify any changes relative to this survey.

Several clients have provided additional comments in the feedback questionnaire. Any compliments have been forwarded on to the staff involved and other feedback is being analysed and explored on a case by case basis.