

End User Satisfaction

Do your organization a huge favor and ask end users what they really think about IT, do it in a way that is easy on everyone, and can give you the insight to make real change.

"It has been extremely valuable for me, because it gives me the metrics I need to be able to justify focusing on some of these issues that have been around for a while.

It's also nice to hear that, in the grand scheme of things, we're on the right track. Being able to, next year, have the same questions and be able to compare year to year will be important as well."

- CIO, Healthcare

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Satisfaction Program
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End User Satisfaction



Problem

Managing what priorities IT should focus on is difficult when it's done with best guesses about what end users think about core IT services.



Risk

IT misses the opportunity to enable the business to be more productive by improving core services that have high impact on end users. IT also risks spending time and money on things that don't matter.



Root Cause

Collecting this information is difficult, and building a system to collect it efficiently falls low on the priority list when compared with the fires IT is forced to fight on a daily basis.



Solution

Systematically collect feedback from end users about the core services that impact them, so you can focus on improving the right things.

ADDITIONAL INFORMATION:

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