Total of 19 possible questions

280 Comments

Total Responses
153

User Roles Who took the Survey
76%
Staff

24%
Faculty

Overall Satisfaction with ITS Service
70%
Customer Satisfaction Ratings

- Overall Satisfaction with Service: 70%
- ITS is aligned with LSU mission and goals: 71%
- ITS is focused on the right priorities: 74%
- ITS values me as a customer: 73%
- ITS proactively looks for ways to help me do my job: 56%
- ITS changes do not disrupt my work: 71%
- I am satisfied with the availability of IT Services: 73%
I am a satisfied customer of ITS Services:

25% STRONGLY AGREE

- "Any query I’ve had, they responded in a timely manner and were quite helpful."

45% SOMEWHAT AGREE

- "I always get a response and I escalate as needed. Folks are available in Teams for follow up or urgent issues."

15% SOMEWHAT DISAGREE

- "GROK articles should be updated and written in non-technical language"

11% STRONGLY DISAGREE

- "Tickets are closed too quickly"

4% NOT APPLICABLE

- "Too difficult to purchase software"

- "Too busy so staff is reactive not proactive"

- "I think they are trying to improve their services"

- "The ITS help desk is wonderfully friendly, knowledgeable and efficient."

Overall Satisfaction – 70%
Top 5 Customer Satisfaction Themes

1. Customer Service – 115 comments
2. Service Offerings – 42 comments
3. Communication – 34 comments
4. Infrastructure/Applications – 27 comments
5. Process/Procedures – 21 comments
Short and Long Term Initiatives

- **Redefine IT Governance and Role of PMO**
- **Overhaul of Software Acquisition Process**
  - Implement efficiencies with new ITSM
  - Strengthen relationships with TSPs
- **Immediate Customer Service Training**
  - ITS Management Team and Staff to participate in reviewing survey results and proposing initiatives to improve

**QUICK WINS**

**0-3 MONTHS**

**3-6 MONTHS**

**LONG TERM**

6+ MONTHS

- Enhance IT Service Offerings to LSU Community.
Progress update – January 2021

• Customer Service is at the forefront of ITS staff meetings, discussions, and training.

• The PMO and Service Management groups are collaborating on an automated Software Acquisition Approval process to replace the manual forms currently completed for Security, Data, and Accessibility compliance. Significant efficiencies are scheduled to be rolled out to the LSU Community in February.

• A Local IT Support Committee was formed and meets with the CIO regularly to discuss issues and future initiatives.

• A new Unified Endpoint Configuration Management group is being formed within ITS to enhance desktop support, desktop engineering, application packaging, and endpoint security for the LSU community.