NMCI
NAVY MARINE CORPS INTRANET

March 2004 Incentive and Help Desk Survey Results

May 11, 2004

Edward Schmitz, Ph D

Director's Office, Navy Marine Corps Intranet

Tim Thomas

EDS

Overview

- The most recent surveys show increases in customer satisfaction
  - Incentive survey – 9 point increase
  - Help desk – 4 point increase
- The Incentive survey uses a new methodology
  - Includes both program and EDS questions
- Analysis of results finds:
  - Satisfaction of laptop users increased
  - Processes such as Moves, Adds and Changes are a major dissatisfier
  - Improved help desk performance – especially response time – is contributing to both SLA and overall customer satisfaction

NMCI
NAVY MARINE CORPS INTRANET

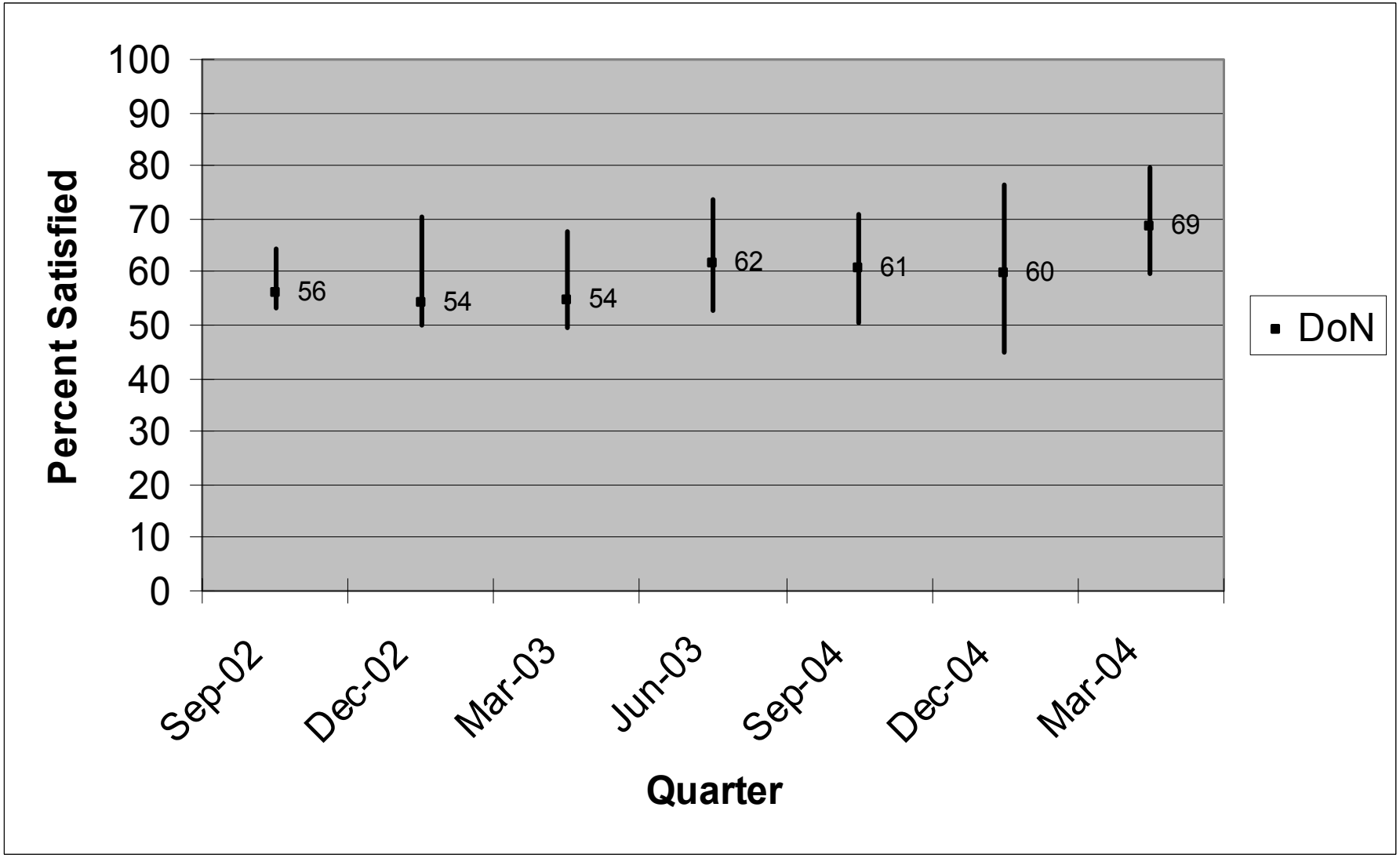
Why a new Incentive Survey?

- Original survey developed based on contract language:
  - *Accuracy, completeness, consistency, effectiveness, timeliness, quality*
- Experience with original survey found:
  - *Many of the questions did not provide information to either the government or EDS on what to improve*
  - *Comments, other surveys, and focus groups provided insights into user experiences*
- Overview of new survey approach:
  - *Questions should be answerable by all users*
  - Questions can be either EDS responsibility or shared responsibility
  - Incentive calculation is based on EDS responsibilities only
  - We review the survey methodology every 6 months
  - We plan to revise it each year to keep it current

Comparison of question approach

- *Old question:*
- *… that the ISF provides dependable services?*
  - Notes– customers did not recognize ISF
  - -- users preferred more specific & concrete terms than services
- *New questions:*
  - …having hardware needed….. (Program)
  - …dependability of computer….. (EDS)

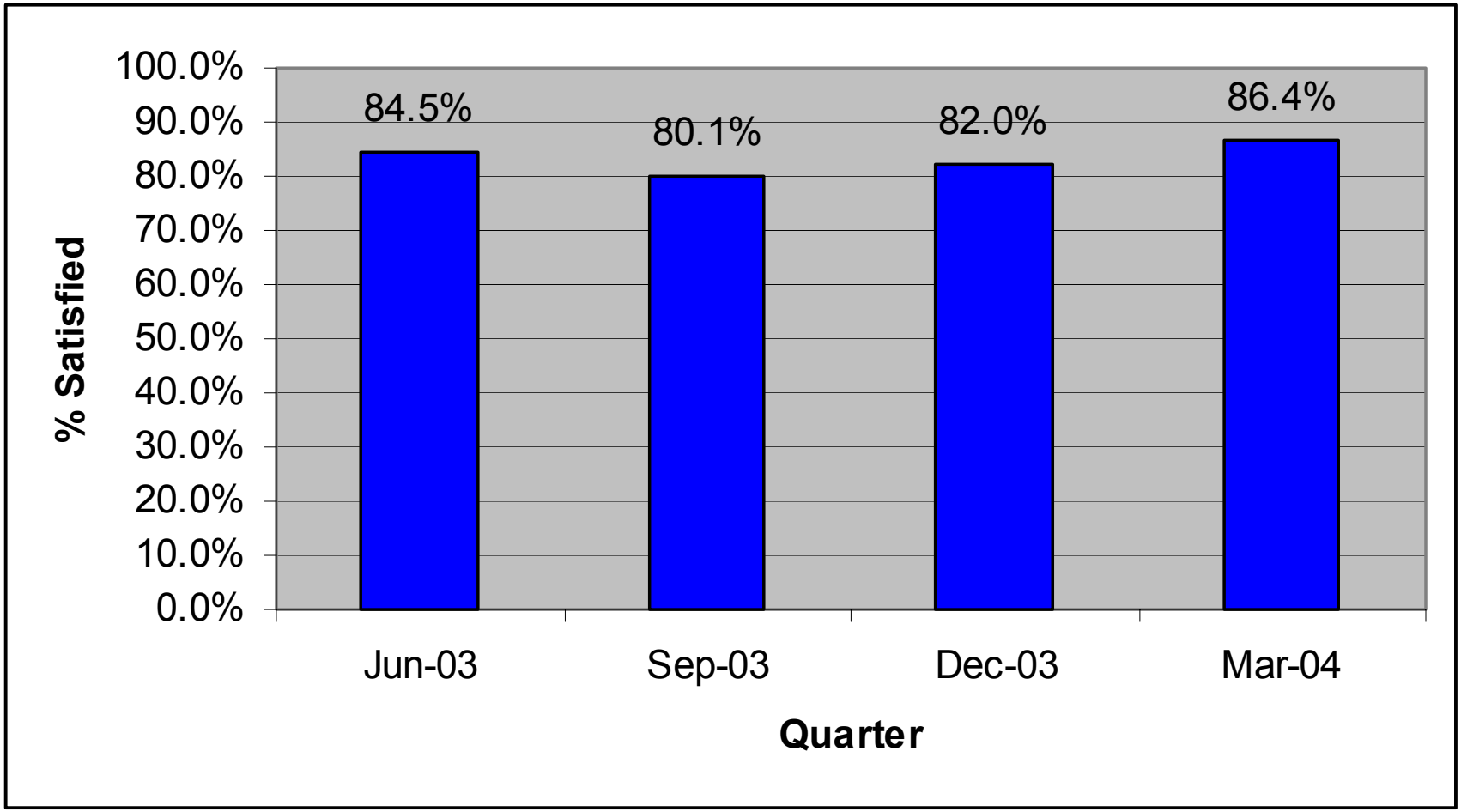
The Incentive Survey results shows that DoN level customer satisfaction has increased in the March 2004 Quarter



*August 2002 – December 2003 % satisfied uses the old survey

NMCI
NAVY MARINE CORPS INTRANET

The March 2004 Technical Support (Help Desk) Survey shows that satisfaction is at 86.4%



- Improvements:
  - Satisfaction increased for all 8 Help Desk questions from last quarter
  - Satisfaction increased for all 7 On-site support questions from last quarter
  - Question with the largest increase was: Help Desk response time satisfaction-- increased by 7%

NMCI
NAVY MARINE CORPS INTRANET

What is the result of the survey?

- *Government*
  - Investigating the processes for doing moves, adds, changes, and software installation
  - Surveying laptop users on how to improve remote access
- *EDS*
  - Results summarized and reported to Government and EDS leadership
  - All comments read and categorized
  - Actions taken by owners of service as appropriate
  - Follow-up analysis of dissatisfaction with web access conducted to identify root cause