End User Feedback
Find Out What Users Really Think of IT Services
Your Journey Starts Here.

Evaluate User Satisfaction with Core IT Services

Build a Roadmap for Improving User IT Services

Provide Targeted Department Feedback

The following report is a sample of what you will receive after completing the End User Feedback program. Each report is customized to the individual organization highlighting the IT department’s most pressing needs.

Complete the diagnostic program to get the data you need to start your service management journey.
<table>
<thead>
<tr>
<th></th>
<th>End User Feedback Copy: Inside the Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Evaluate User Satisfaction with Core IT Services</strong>&lt;br&gt;Once a year, take a step back from IT’s day-to-day operations and look at the big picture.&lt;br&gt;Understand user satisfaction with the services provided by IT.&lt;br&gt;Build your strategy for managing &amp; improving the IT department over the long term.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Build a Roadmap for Improving User IT Services</strong>&lt;br&gt;Cut through the noise: uncover the IT services that really matter to end users.&lt;br&gt;Align your team behind achieving your vision, communicating the rationale behind your decisions.&lt;br&gt;Prioritize quick wins to show your users that rapid improvement is a priority.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Provide Targeted Department Feedback</strong>&lt;br&gt;Understand satisfaction &amp; needs by department, seniority, and individual.&lt;br&gt;Work with your most important and most dissatisfied groups to ensure their needs are met.&lt;br&gt;Empower your team to build relationships with key stakeholders to make IT a trusted business partner.</td>
</tr>
</tbody>
</table>
End-User Satisfaction Diagnostic Program

29% Complete

To be completed by users across the organization

Prepared for You Your Company

INFO~Tech
RESEARCH GROUP
Overall Satisfaction with IT

Different departments have varying demands from and reliance on IT. Overall satisfaction and satisfaction by department shows what areas of IT need to be addressed most.

Business Enablement

Legal: 79%
Information Services: 75%
Procurement: 74%
International Operations: 65%

IT Communications

Legal: 86%
Geographic Operations: 81%
Information Services: 77%
International Operations: 70%

IT Services

Legal: 69%
Application Suite: 74%

Information Services: 69%
International Operations: 71%

Suite of Applications

Legal: 86%
Geographic Operations: 81%
Information Services: 77%
International Operations: 70%

Top 3 Departments:
1. Business Enablement
2. IT Communications
3. IT Services

Bottom 3 Departments:
1. IT Services
2. IT Communications
3. Business Enablement

Overall Support for IT

IT Support Breakdown provides an at a glance view of end user sentiment in four key areas of IT, based on the percent of users that fall into three important categories:

- **Promoters**: Loyal enthusiasts of IT
- **Neutral**: Satisfied stakeholders that are unenthusiastic about IT
- **Detractors**: Unhappy stakeholders who can damage your reputation

**Net End User Support**

- Business Enablement: 7%
- IT Communications: 32%
- IT Services: 16%
- Suite of Applications: 9%

**Support Score Compared to Last Year**

- Business Enablement: -%
- IT Communications: -%
- IT Services: -%
- Suite of Applications: -%

**Supporters** (Scored 8-10)

**Neutral** (Scored 7)

**Detractors** (Scored 1-6)

**Supporters - Detractors**

**IT Support Breakdown**

See IT satisfaction by department and overall across 4 major areas. Work with the least satisfied departments to better address their needs.
Business Enablement Support

There are many facets of IT-Business alignment that may lower opinion of IT. This begins with listening to end users and should enable a culture of continuous evolution and innovation.

IT Communications Support

Communications can involve various levels of information. Many communicate low levels issues well but should focus on evangelizing IT's vision.

Enablement & Comm's. by Seniority

Ensure that end users at all levels agree on what works and what doesn't. Groups that differ from the norm should be targeted for improvement or evangelism.

Enablement & Comm's. by Department

Look beyond the averages to see the range of satisfaction rates and address key problem areas. Talk to the most disgruntled departments first to hone in key issues.

Enablement & Comms Overview

Evaluate Enablement & Communications across 6 areas. Prioritize areas requiring improvement.

See satisfaction by seniority & area. Focus improvement efforts by stakeholder group based on importance.
IT Services Satisfaction Support

The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

<table>
<thead>
<tr>
<th>Service</th>
<th>Satisfaction</th>
<th>Importance</th>
<th>Rank</th>
<th>Last Year</th>
<th>Improvement</th>
<th>Improvement Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Desk Effectiveness</td>
<td>77%</td>
<td>3%</td>
<td>2</td>
<td>77%</td>
<td>3%</td>
<td>6th</td>
</tr>
<tr>
<td>Service Desk Timeliness</td>
<td>76%</td>
<td>1%</td>
<td>5th</td>
<td>76%</td>
<td>4%</td>
<td>5th</td>
</tr>
<tr>
<td>Application Suite</td>
<td>67%</td>
<td>2%</td>
<td>3rd</td>
<td>67%</td>
<td>2%</td>
<td>4th</td>
</tr>
<tr>
<td>Policies</td>
<td>67%</td>
<td>2%</td>
<td>3rd</td>
<td>67%</td>
<td>2%</td>
<td>4th</td>
</tr>
<tr>
<td>Devices</td>
<td>66%</td>
<td>12%</td>
<td>3rd</td>
<td>61%</td>
<td>4%</td>
<td>2nd</td>
</tr>
<tr>
<td>Analytics &amp; Reports</td>
<td>61%</td>
<td>3%</td>
<td>7th</td>
<td>67%</td>
<td>3%</td>
<td>7th</td>
</tr>
<tr>
<td>Network</td>
<td>57%</td>
<td>2%</td>
<td>5th</td>
<td>55%</td>
<td>4%</td>
<td>7th</td>
</tr>
</tbody>
</table>

Core Services by Seniority

End users functioning in different roles within the organization place importance on different core services. Improvement should address both the right services and the right users.

Core Services by Departments

Look beyond the averages to see the range of satisfaction rates and address key problem areas. Talk to the most disgruntled departments first to hone in key issues.

Most Satisfied Departments

<table>
<thead>
<tr>
<th>Name</th>
<th>Satisfaction</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal</td>
<td>90%</td>
<td>12%</td>
</tr>
<tr>
<td>Legal</td>
<td>87%</td>
<td>12%</td>
</tr>
<tr>
<td>Legal</td>
<td>80%</td>
<td>11%</td>
</tr>
<tr>
<td>Legal</td>
<td>83%</td>
<td>10%</td>
</tr>
<tr>
<td>Information Services</td>
<td>71%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Least Satisfied Departments

<table>
<thead>
<tr>
<th>Name</th>
<th>Satisfaction</th>
<th>Importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance</td>
<td>70%</td>
<td>12%</td>
</tr>
<tr>
<td>Procurement</td>
<td>68%</td>
<td>12%</td>
</tr>
<tr>
<td>Finance</td>
<td>66%</td>
<td>11%</td>
</tr>
<tr>
<td>International Operations</td>
<td>63%</td>
<td>11%</td>
</tr>
<tr>
<td>Legal</td>
<td>59%</td>
<td>10%</td>
</tr>
</tbody>
</table>

See satisfaction and importance by seniority & area. Focus improvement efforts by stakeholder group based on importance.
Assess IT satisfaction by department. Partner with department leaders to understand and address their unmet IT needs.

### Business Enablement
- **Company**: 73%
- **IT Services**: 74%
- **IT Communications**: 77%
- **Suite of Applications**: 75%

### IT Services Overview
- **Service Desk Effectiveness**: 4th
- **Service Desk Timeliness**: 5th
- **Application Suite**: 3rd
- **Policies**: 6th
- **Devices**: 2nd
- **Analytics & Reports**: 1st

### IT Communications Net Support Score
- **Training**: +12%
- **Feedback Receptivity**: +34%
- **Professionalism**: +91%

### IT Support Breakdown
- **Supporters**: (Scored 8-10)
- **Neutral**: (Scored 7)
- **Detractors**: (Scored 1-6)

See IT Service Satisfaction
A larger screen would be appreciated. Would be interested in having access to visio with training.

I am satisfied with the service along with the great the team offers. I would like to mention that we do need to improve on the desktop freezing or logging out automatically which can take a long time to fix. Other than that the team and the services are very good.

Just want to mention that here in my office in Bathurst I’m probably not using the right equipment... it’s very slow... no sounds... no usb plug... old equipment that will probably need to be replace soon :) blackberry... mini laptop something that can be use on the road...

Nothing within the realms of IT, as it’s more at the application level – too many different systems that don’t necessarily work well together.

I feel we get amazing customer service from everyone on the team across Canada. Sometimes the response rates from the help desk are not a quick as we would like but we know it is due to volume, it can be frustrating when the system is not working and you have to wait but know that everyone is doing their best to get us back up an running.

Better response time, less freezing of the system. It can be very frustrating to have the system freeze when you’re in the middle of something and have to shut everything down and reboot to get it going. It would be nice to have sound on monitors for video conferencing, etc.

rolling out Lync, granting access to Adobe PDF converter/creator to more staff employees, rolling out the RC version of FB, having an address list for all employees that is not just the advanced search on the address list now. A process for granting volunteer email addresses that includes sign off from the VR team.

So far I believe for my role I have been provided with the necessary tools to accomplish my goals.

I would request that IS continue giving the great client support that it gives. I find the vast majority of the team client focused and this always goes a long, long way! Great team and I enjoy working with them. Theresa

Access to a data/smart phone, tablet or portable technology - the device and desktop access on it. Knowledge of and training in the applications available. Un-restricted remote access to the desktop as long as there is internet connection. Often I can’t get in using computers that don’t have Citrix or something (I don’t remember exactly) Improved webmail application - it is just not as user-friendly as Outlook on the Desktop.

The only thing on my and my colleagues wish list is an online recruitment / application software program. Over the past 6 years, we have received on average 1,600 applications to various positions. This is just for Atlantic Canada. It takes manpower time to process, our paper, ink and wear and tear on printers to simply process the applications. There MUST be a better online / paperless option out there. On a National scale, the cost of our current practice must be enormous. These are my thoughts ...

Improve network efficiency to reduce interruptions due to server problems.

Thank you to the IS team - you are always willing to assist and in a very timely manner. Much appreciated!

I think it woul dbe an improvement if applications loaded and ran faster, with less freezing.

sound/increased ability to the access internet/effectiveness of the citrix

For the payroll team the ADP system is mission critical. The system is fed through GP. To assist ensure the latest technology in GP is being used and compatible to ADP.

I am very pleased with the service.

please review comments about moodle.
BUSINESS ENABLEMENT 66% 3% Compared to Company
IT SERVICES 69% -2% Compared to Company
IT COMMUNICATIONS 70% 4% Compared to Company
SUITE OF APPLICATIONS 63% 6% Compared to Company

(Department) Business Enablement Net Support Score
Company Innovation IT Agility Department Technology Enablement Supporters Neutral Detractors
-43% -39% -43%

(Department) IT Communications Net Support Score
Training Feedback Receptivity Professionalism Supporters-Detractors IT Support Breakdown
-31% -12% 65%

(Department) Services Overview
Core Services Importance Rating Compared to Company IT Services Importance & Satisfaction
Service Desk Timeliness 4th 5th 77% 75%
Service Desk Effectiveness 5th 4th 77% 75%
Devices 2nd 2nd - 65%
Application Suite 3rd 3rd - 65%
Policies 7th 7th - 65%
Network 1st 1st - 65%
Analytics & Reports 6th 6th - 65%

Company Average

International Operations Overview
Your Company 41 Responses
End User Diagnostic
Page 10 of 156
<table>
<thead>
<tr>
<th>Q:</th>
<th>What could IS provide you (e.g., applications or other technology) or improve on, to make you more effective in your job?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free wi-fi in the building would be very helpful. We have iPhone, iPad... For example I prefer to use iPad in the meetings instead of printing papers (agendas, minutes of last meeting, correspondence etc.)</td>
<td>ensure that internet has sufficient bandwidth with Skype and Video Skype. Connect video conferencing with Geneva and Panama at minimum</td>
</tr>
<tr>
<td>- make it simpler and easier (user friendly)</td>
<td>Financial reporting system which integrates field with NO system</td>
</tr>
<tr>
<td>training on new available technologies to make our work more effective.</td>
<td>More flexibility with Course manager</td>
</tr>
<tr>
<td>Work on making AAAAdesktop accessible to delegates and invest in information management databases that allow teams to analyze data and generate reports. We are left to rely on Excel spreadsheets to track information.</td>
<td>A more robust PDF printer that allows you to build documents from multiple print jobs. More training and best practice solutions for staff to ensure we are using the IS solutions already in place to the best of our ability</td>
</tr>
<tr>
<td>Being able to connect my phone to my email directly</td>
<td>Dunnant Board Room at NO, has one microphones which makes it difficult for the other end to hear people talking around the table. Would be good to have adequate microphone devices without keep on moving the only one around the table.</td>
</tr>
<tr>
<td>Training of users for Sharepoint. May be completed internally to our department. Speed of connectivity, AAAAissues and network speed.</td>
<td>1) Need better functionality/access for AAAAdesktop and sharepoint especially for delegates and travellers overseas. 2) Need more support for setting up/improving data bases and project management systems.</td>
</tr>
<tr>
<td>More applications and standardization of tools would help program teams in IOPs improve their project management tasks. Databases and additional Project management tools would be much appreciated.</td>
<td>Adobe editor software - ability to insert/remove pages Mapping GIS software</td>
</tr>
<tr>
<td>I'm not sure what's out there that may help so maybe a better knowledge/info sharing on what apps or technology are out there that can benefit us.</td>
<td>Capability to use a wider range of application More up to date softwares on Citrix Wider range of application (that being said, I may not know what is actually available) Internet connectivity to workstation so individual workstation could be used for more than just accessing citrix Innovation, or opportunity to try out new features/products which could facilitate work</td>
</tr>
<tr>
<td>Better access to Skype through Desktop. Agreement to use SharePoint for templates and sharing of key documents across AAA and Departments. Expansion of shared (S:) drive to store IO docs. Blackberries with greater battery capacity would be nice! :)</td>
<td>Webmail application could be more sophisticated. Because of low network capacity in Africa, I often rely on webmail. However, it is difficult to sort and find particular emails (eg: sort on &quot;from so-and-so&quot;). If network is slow (typical), this is extra painful. I can easily spend 20-30 min to find an email. THEN the slow attachment download can begin (if I haven't lost network in meantime). Anyway to establish more seamless link between USB to Citrix? Network stability and speed can always be improved.</td>
</tr>
<tr>
<td>upgrades</td>
<td></td>
</tr>
<tr>
<td>easier access to my files while travelling when cannot use CITRIX or it is too slow</td>
<td></td>
</tr>
<tr>
<td>WinZip, Adobe Acrobat, Windows 7, antivirus compatible with Win8, PIXresizer</td>
<td></td>
</tr>
</tbody>
</table>
Finance Overview

Your Company: 47 Responses

BUSINESS ENABLEMENT

69% Compared to Company

IT SERVICES

69% 2% Compared to Company

IT COMMUNICATIONS

71% 3% Compared to Company

SUITE OF APPLICATIONS

69% Compared to Company

(Department) Business Enablement Net Support Score

Company Innovation

IT Agility

Department Technology Enablement

Supporters (Scored 8-10)
Neutral (Scored 7)
Detractors (Scored 1-6)

(Department) IT Communications Net Support Score

Training

Feedback Receptivity

Professionalism

Supporters-Detractors
IT Support Breakdown

(Department) Services Overview

IT Services Importance & Satisfaction

Core Services
Importance Rating
Compared to Company
Satisfaction

Service Desk Effectiveness
3rd
4th
1
70%

Service Desk Timeliness
4th
5th
1
70%

Devices
5th
2nd
3
69%

Application Suite
1st
3rd
2
69%

Policies
7th
7th
-
67%

Analytics & Reports
6th
6th
-
63%

Network
2nd
1st
1
60%

Company Average

End User Diagnostic
Q: What could IS provide you (e.g., applications or other technology) or improve on, to make you more effective in your job?

<table>
<thead>
<tr>
<th>more reliable network</th>
</tr>
</thead>
<tbody>
<tr>
<td>It would be nice if we could access our e-mail directly to a smartphone, even if we are not issued a AAAA phone. Would also be nice if the citrix receiver that is used to access AAAA desktop from home was supported for Linux.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>nothing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical support desk staff should be better educated on the software application packages that we use. Speak to a live person at the support desk when we call and not go directly into a voice mail box. Quicker response to emails sent to support desk. Replacing ACCPAC with a more modern software package with software that would allow us to do more customization. This would permit us to have the flexibility where needed to ensure us to gain efficiencies while maintaining data integrity.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Digital Copy of End-User manuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>I cannot think of anything that IS could provide for me to make me more effective other than a new brain! Hahaha! I just want to let you know to keep up the great work and that you’re all very much appreciated! Cheers!</td>
</tr>
</tbody>
</table>

| Since a couple of years, IS as implemented Project Lead which are responsible of specific software that AAAA owns. But I find IS doesn’t have enough doers to make the changes happen a lot of good ideas but the work to be done is very long (6 months to a year for simple tasks). For new decisions on software, it should be decided by program/dept.team leaders with IS. (not only Programs because they own the budget and not only IS because of new improvements needs to be done). These are my wish list but need to say Keep up the good work! - it is getting better. |

| Before updates are done, they should check with the users to make sure the updates don’t affect how they perform their daily functions. |
| Application for DM (Electronic PO, Pcard...). This would considerably reduce the level of paper that circulate in the finance department. We would be much more effective. |

| We need to find better ways to utilize and extract data out of ACCPAC/RUCin order to meet the reporting requirements of our clients. We are currently doing most project financial reports in excel because RUCIs not currently able to meet our reporting requirements. For Finance to become more efficient, we should be able to input and extract information from a Data base without having to do so much excel manipulation to meet client needs for such things as multi year project reporting and soft commitments. |

| I have not had any big issues with IS in having issues solved or fixed in a timely manner. I have actually found them to be better over the past year when an issue has come up. |

| Yes, it provides application and technology both to perform our job effectivley and efficient manner. |

| I WOULD JUST LIKE TO ADD THAT THE IS TEAM IS GREAT. ALWAYS PUNCTUAL AND HELPFUL. |
BUSINESS ENABLEMENT

79%
10%
Compared to Company

IT SERVICES

81%
10%
Compared to Company

IT COMMUNICATIONS

86%
12%
Compared to Company

SUITE OF APPLICATIONS

74%
5%
Compared to Company

(Department) Business Enablement Net Support Score

Company Innovation

IT Agility

Department Technology Enablement

Supporters
Neutral
Detractors
Supporters - Detractors
IT Support Breakdown

(Department) IT Communications Net Support Score

Training

Feedback Receptivity

Professionalism

(Department) Services Overview

IT Services Importance & Satisfaction

Service Desk Effectiveness

4th

4th

90%

Service Desk Timeliness

5th

5th

87%

Devices

3rd

2nd

1

68%

Policies

6th

7th

1

64%

Application Suite

2nd

3rd

64%

Network

1st

1st

64%

Analytics & Reports

7th

6th

1

59%

Company Average
**Q:** What could IS provide you (e.g., applications or other technology) or improve on, to make you more effective in your job?

<table>
<thead>
<tr>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focus more on how could preserve records of the Society as it is the history of it all.</td>
</tr>
<tr>
<td>There was an incident where I have logged onto an insurance related webinar and was not able to get the sound through the computer. I was able to dial in to receive content via phone but it would be more convenient to get sound through the computer along with webinar presentation.</td>
</tr>
<tr>
<td>A risk management information system to track claims, incidents and risk assessments.</td>
</tr>
<tr>
<td>either more reliable systems for skype/overseas calling or training on how to ensure the systems in place are properly used.</td>
</tr>
</tbody>
</table>
The collection of applications that a department interacts with daily has considerable impact on end user productivity. Use this data to derive insights for areas to improve in this department.

### Importance & Effectiveness by Department

<table>
<thead>
<tr>
<th>Application</th>
<th>Importance</th>
<th>Effectiveness</th>
<th>Company Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raiser's Edge 7.91 patch</td>
<td>83%</td>
<td>62%</td>
<td>85%</td>
</tr>
<tr>
<td>BAM - Branch Administration Module</td>
<td>83%</td>
<td>75%</td>
<td>78%</td>
</tr>
<tr>
<td>Microsoft SharePoint 2010</td>
<td>65%</td>
<td>63%</td>
<td>66%</td>
</tr>
</tbody>
</table>
does an awesome job when I send requests!! Very satisfied with their level of knowledge and ability to assist when we are having issues.

I would like IS to advise of updates to the system so that the general use laptops can have the new versions downloaded...specifically the desktop login icon. It would also be nice to have the laptops and other equipment that is purchased, be tracked by IS so they can let us know when they should be replaced. I am not up on technology so have no idea...

Every time I open outlook, I have to wait a bit before I begin working in it. It didn’t used to be like this, so I’m not sure what’s happened. Plus it will freeze up every couple of days. Not all things applied to me, so it would have been nice to have the option to select - not applicable. Since I have a vision impairment, it would be nice to be able to enlarge some things. Overall, I think you folks are doing a good job. thanks Lea

Tweetdeck, MS Link, etc. The Telus line at the Dartmouth office has not been reliable -- system slows down or freezes. But great to have a couple of IS staff on hand for other technical issues. A few years ago, we relied on general staff with little knowledge for technical issues such as phones, printer, hardware set up.

I would like to see DM staff have access to BB’s or access to email through smart phones, Skype or similar apps for web conferencing

Reduce the number of times that I need to LOG IN !!!

We need a strong scheduling, payroll and billing system for the Home Support and Community Health programs. Also a more robust inventory program for HELP. A better phone system, that doesn’t stop functioning once we loose power, since we’re a Disaster Relief organization.
**Procurement Overview**

*Your Company 5 Responses*

1. **Business Enablement**
   - Score: 74%
   - Compared to Company: 5%

2. **IT Services**
   - Score: 78%
   - Compared to Company: 7%

3. **IT Communications**
   - Score: 74%
   - Compared to Company: -%

4. **Suite of Applications**
   - Score: 74%
   - Compared to Company: 5%

**Department) Business Enablement Net Support Score**

- **Company Innovation**
  - Supporters
  - Neutral
  - Detractors
  - Score: -20%

- **IT Agility**
  - Supporters
  - Neutral
  - Detractors
  - Score: -%

- **Department Technology Enablement**
  - Supporters
  - Neutral
  - Detractors
  - Score: 20%

**Department) IT Communications Net Support Score**

- **Training**
  - Supporters
  - Neutral
  - Detractors
  - Score: -20%

- **Feedback Receptivity**
  - Supporters
  - Neutral
  - Detractors
  - Score: 0%

- **Professionalism**
  - Supporters
  - Neutral
  - Detractors
  - Score: 60%

**Department) Services Overview**

**IT Services Importance & Satisfaction**

- **Application Suite**
  - 1st
  - 3rd
  - 2nd
  - Satisfaction: 84%

- **Devices**
  - 5th
  - 2nd
  - 3rd
  - Satisfaction: 82%

- **Service Desk Effectiveness**
  - 4th
  - 7th
  - 3rd
  - Satisfaction: 70%

- **Policies**
  - 6th
  - 7th
  - 1st
  - Satisfaction: 67%

- **Network**
  - 2nd
  - 1st
  - 1st
  - Satisfaction: 79%

- **Service Desk Timeliness**
  - 3rd
  - 5th
  - 1st
  - Satisfaction: 62%

- **Analytics & Reports**
  - 7th
  - 6th
  - 1st
  - Satisfaction: 60%

*Company Average*
Q: What could IS provide you (e.g., applications or other technology) or improve on, to make you more effective in your job?

More mobile options such as tablets would be very useful since I am not always on site for my work.

I believe the right set of apps are being provided now and with the current leadership team in IS, I am very confident that my needs are being addressed effectively and efficiently.

More training should be given within applications that are available. For example, they give us a new phone but never any training on the application available to the phone and between PC and phone. Many times in my work, I have to rely on certain applications like Visio, that aren't the good applications that I should have. I would need more than this, like an AutoCAD technology for building applications, as a manager for the zone building, I would greatly need this, it would help also in certain budget decisions that I have to make, a good sizing as to be made.

When we send an email for support, it's like we're sending it into a black hole. It's mostly annoying to get that email back like an autoresponder. It doesn't do anything that I'm aware of. It just feels like we cannot communicate with support. It is so anonymous that there is no confidence in it. We cannot call and "TALK" to anyone, so you just have to hope for the best. There have been occasions where we get an email to check out a Red Cross event or video, but our system is not capable of playing a video without it chopping it all up. Rather archaic.

Increase of speed for connectivity for networks.