App. Portfolio Assessment: End User Feedback

Find Out What Users Really Think of Applications & IT Services
Your Journey Starts Here.

Understand Application Portfolio & IT Service Satisfaction

Identify Cost Savings Opportunities from Unused or Unimportant Apps

Build a Roadmap for Improving User IT Services

Manage Needs by Department & Seniority

The following report is a sample of what you will receive after completing the Application Portfolio Assessment: End User Feedback program. Each report is customized to the individual organization highlighting the IT department’s most pressing application and service issues.

Complete the diagnostic program to get the data you need to start your application portfolio and service management journey.
<table>
<thead>
<tr>
<th></th>
<th>Action</th>
<th>Description</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Understand Application Portfolio &amp; IT Service Satisfaction</td>
<td>Use effectiveness and criticality to evaluate the overall health of your applications portfolio. Understand user satisfaction with the services provided by IT. Identify opportunities to drive more value from effective apps, retire nonessentials and address at risk apps.</td>
<td>Identify opportunities to drive more value from effective apps, retire nonessentials and address at risk apps.</td>
</tr>
<tr>
<td>2</td>
<td>Identify Cost Savings Opportunities from Unused or Unimportant Apps</td>
<td>Identify applications that users believe are ineffective due to inadequate features or usability. Upgrade or replace apps to address issues with features. Re-train users to improve usability and deliver business value. Save money by not renewing non-essential applications.</td>
<td>Save money by not renewing non-essential applications.</td>
</tr>
<tr>
<td>3</td>
<td>Build a Roadmap for Improving User IT Services</td>
<td>Cut through the noise: uncover the IT services that really matter to end users. Align your team behind achieving your vision, communicating the rationale behind your decisions.</td>
<td>Align your team behind achieving your vision, communicating the rationale behind your decisions.</td>
</tr>
<tr>
<td>4</td>
<td>Manage Needs by Department &amp; Seniority</td>
<td>Understand satisfaction &amp; needs by department, seniority, and individual. Work with your most important and most dissatisfied groups to ensure their needs are met. Empower your team to build relationships with key stakeholders to make IT a trusted business partner.</td>
<td>Empower your team to build relationships with key stakeholders to make IT a trusted business partner.</td>
</tr>
</tbody>
</table>
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
Top 3 Departments: Legal, Information Services, Procurement
Bottom 3 Departments: International Operations, Legal, Information Services

IT Communications
Top 3 Departments: Legal, Geographic Operations, Information Services
Bottom 3 Departments: International Operations, Information Services, Finance

IT Services
Top 3 Departments: Legal, Information Services, Procurement
Bottom 3 Departments: International Operations, Legal, Information Services

Suite of Applications
Top 3 Departments: Legal, Information Services, Procurement
Bottom 3 Departments: International Operations, Legal, Information Services

Supporters - Detractors

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Supporters</th>
<th>Neutral</th>
<th>Detractors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Enablement</td>
<td>7%</td>
<td>-%</td>
<td>-%</td>
</tr>
<tr>
<td>IT Communications</td>
<td>32%</td>
<td>-%</td>
<td>-%</td>
</tr>
<tr>
<td>IT Services</td>
<td>16%</td>
<td>-%</td>
<td>-%</td>
</tr>
<tr>
<td>Suite of Applications</td>
<td>9%</td>
<td>-%</td>
<td>-%</td>
</tr>
</tbody>
</table>
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.

**BUSINESS ENABLEMENT**

<table>
<thead>
<tr>
<th>Area</th>
<th>Score</th>
<th>% vs Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Innovation</td>
<td>69%</td>
<td></td>
</tr>
<tr>
<td>IT Agility</td>
<td>69%</td>
<td></td>
</tr>
<tr>
<td>Department Technology Enable</td>
<td>69%</td>
<td></td>
</tr>
</tbody>
</table>

IT Communications Support

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

**IT COMMUNICATIONS**

<table>
<thead>
<tr>
<th>Area</th>
<th>Score</th>
<th>% vs Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>74%</td>
<td></td>
</tr>
<tr>
<td>Feedback Receptivity</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Professionalism</td>
<td>69%</td>
<td></td>
</tr>
</tbody>
</table>

Enablement & Comms. 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.

<table>
<thead>
<tr>
<th>Area</th>
<th>Executive Satisfaction</th>
<th>Director Satisfaction</th>
<th>Manager Satisfaction</th>
<th>Front Line Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Innovation</td>
<td>63%</td>
<td>60%</td>
<td>3%</td>
<td>68%</td>
</tr>
<tr>
<td>IT Agility</td>
<td>64%</td>
<td>63%</td>
<td>1%</td>
<td>69%</td>
</tr>
<tr>
<td>Department Technology Enable</td>
<td>59%</td>
<td>56%</td>
<td>3%</td>
<td>63%</td>
</tr>
</tbody>
</table>

Enablement & Comms. 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.

**Most Satisfied Departments**

<table>
<thead>
<tr>
<th>Name</th>
<th>Satisfaction</th>
<th>Net End User Support</th>
<th>Support Score</th>
<th>Compared to Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Services</td>
<td>75%</td>
<td>69%</td>
<td>67%</td>
<td>%</td>
</tr>
<tr>
<td>International Operations</td>
<td>75%</td>
<td>69%</td>
<td>67%</td>
<td>%</td>
</tr>
<tr>
<td>Information Services</td>
<td>73%</td>
<td>69%</td>
<td>67%</td>
<td>%</td>
</tr>
</tbody>
</table>

**Least Satisfied Departments**

<table>
<thead>
<tr>
<th>Name</th>
<th>Satisfaction</th>
<th>Net End User Support</th>
<th>Support Score</th>
<th>Compared to Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Operations</td>
<td>59%</td>
<td>59%</td>
<td>67%</td>
<td>%</td>
</tr>
<tr>
<td>International Operations</td>
<td>60%</td>
<td>60%</td>
<td>67%</td>
<td>%</td>
</tr>
<tr>
<td>International Operations</td>
<td>54%</td>
<td>54%</td>
<td>67%</td>
<td>%</td>
</tr>
</tbody>
</table>

Executive Satisfaction

<table>
<thead>
<tr>
<th>Area</th>
<th>%</th>
<th>% vs Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal</td>
<td>74%</td>
<td></td>
</tr>
<tr>
<td>International Operations</td>
<td>60%</td>
<td></td>
</tr>
<tr>
<td>International Operations</td>
<td>65%</td>
<td></td>
</tr>
<tr>
<td>International Operations</td>
<td>65%</td>
<td></td>
</tr>
<tr>
<td>Finance</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Executives</td>
<td>84%</td>
<td></td>
</tr>
</tbody>
</table>

Feedback Receptivity

<table>
<thead>
<tr>
<th>Area</th>
<th>%</th>
<th>% vs Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal</td>
<td>74%</td>
<td></td>
</tr>
<tr>
<td>International Operations</td>
<td>60%</td>
<td></td>
</tr>
<tr>
<td>International Operations</td>
<td>65%</td>
<td></td>
</tr>
<tr>
<td>Finance</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Executives</td>
<td>84%</td>
<td></td>
</tr>
</tbody>
</table>

Professionalism

<table>
<thead>
<tr>
<th>Area</th>
<th>%</th>
<th>% vs Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal</td>
<td>83%</td>
<td></td>
</tr>
<tr>
<td>International Operations</td>
<td>60%</td>
<td></td>
</tr>
<tr>
<td>Procurement</td>
<td>60%</td>
<td></td>
</tr>
<tr>
<td>Finance</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Executives</td>
<td>84%</td>
<td></td>
</tr>
</tbody>
</table>

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.

Assess the importance and effectiveness of 7 key IT services. Use gap between the two scores to determine improvement priority.

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

- Legal: 90%
- Finance: 87%
- International Operations: 80%
- Information Services: 83%
- Legal: 83%
- International Operations: 69%

Least Satisfied Departments

- Procurement: 68%
- Finance: 68%
- International Operations: 66%
- International Operations: 63%
- Procurement: 61%
- International Operations: 58%

See satisfaction and importance by seniority & area. Focus improvement efforts by stakeholder group based on importance.
Overall Applications Portfolio Satisfaction

Overall portfolio satisfaction is an indication of end user sentiment in the organization overall.

<table>
<thead>
<tr>
<th>Application Portfolio Component Satisfaction</th>
<th>60% Usability vs Last Year</th>
<th>59% Features vs Last Year</th>
<th>65% Data Quality vs Last Year</th>
</tr>
</thead>
</table>

Number of Applications by Importance & Effectiveness

Evaluating the number of applications within each quadrant is a first step in assessing the health of the overall portfolio, and in determining which applications require immediate action.

End User Diagnostic

Get a list of your most critical, underperforming and data-poor applications. Prioritize which need to be immediately addressed.

### Five Most Critical Applications

The most critical applications to an organization are those most widely used and rated by users as very important to their job. Underperforming applications in this group should be an immediate focus.

<table>
<thead>
<tr>
<th>Applications</th>
<th>Users</th>
<th>Importance</th>
<th>Features</th>
<th>Usability</th>
<th>Data Quality</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>XXXXXXXXXXXX</td>
<td>585</td>
<td>93%</td>
<td>75%</td>
<td>75%</td>
<td>78%</td>
<td>Effective</td>
</tr>
<tr>
<td>Microsoft SharePoint 2010</td>
<td>585</td>
<td>42%</td>
<td>62%</td>
<td>63%</td>
<td>66%</td>
<td>Questionable</td>
</tr>
</tbody>
</table>

### Five Most Underperforming Apps

The most underperforming applications are those that have the lowest effectiveness. Improvements to these underperforming applications will have the widest affect on the organization.

<table>
<thead>
<tr>
<th>Applications</th>
<th>Users</th>
<th>Importance</th>
<th>Features</th>
<th>Usability</th>
<th>Data Quality</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>ArcLogistics</td>
<td>109</td>
<td>57%</td>
<td>47%</td>
<td>46%</td>
<td>50%</td>
<td>Contentious</td>
</tr>
<tr>
<td>Transportation Manager</td>
<td>112</td>
<td>7%</td>
<td>45%</td>
<td>49%</td>
<td>53%</td>
<td>Questionable</td>
</tr>
<tr>
<td>Trapeze</td>
<td>112</td>
<td>11%</td>
<td>46%</td>
<td>49%</td>
<td>54%</td>
<td>Questionable</td>
</tr>
</tbody>
</table>

### Five Lowest Data Quality Applications

The most data impacted applications had the lowest data quality score according to end users. These applications should be assessed for data quality immediately.

<table>
<thead>
<tr>
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<tr>
<td>Transportation Manager</td>
<td>112</td>
<td>7%</td>
<td>45%</td>
<td>49%</td>
<td>53%</td>
<td>Questionable</td>
</tr>
<tr>
<td>Trapeze</td>
<td>112</td>
<td>11%</td>
<td>46%</td>
<td>49%</td>
<td>54%</td>
<td>Questionable</td>
</tr>
</tbody>
</table>
High Performing Applications
End Users love these apps. Pat yourself on the back and find ways to get more out of 'unleveraged' apps that are unused or nice to have.

Number of Applications by Importance & Effectiveness

At Risk Applications
While crucial to the business, these apps are underperforming and should be addressed for root cause immediately.

Nonessential Applications
These apps bring questionable value proposition to the table. Consider retiring, upgrading or retraining end users on these apps.

See a list of applications based on how well they’re performing.

See At-Risk apps. Fix, retrain on or upgrade these apps immediately to improve user satisfaction.

See non-essential application. Save money by determining if these contracts can be cancelled.
Human Resources & Your Company 47 Responses

Assess IT satisfaction by department. Partner with department leaders to understand and address their unmet IT needs.

(Department) Business Enablement Net Support Score

- Company Innovation: 73% (4% Compared to Company)
- IT Agility: 74% (3% Compared to Company)
- Technology Enablement: 77% (3% Compared to Company)
- Suite of Applications: 75% (6% Compared to Company)

(Department) IT Communications Net Support Score

- Training Support: 73% (12% Compared to Company)
- Feedback Receptivity: 77% (34% Compared to Company)
- Professionalism: 89% (91% Compared to Company)

(Department) Services Overview

- Core Services: Importance & Satisfaction
  - Service Desk Effectiveness: 4th - 4th - 78%
  - Service Desk Timeliness: 5th - 5th - 78%
  - Application Suite: 3rd - 3rd - 75%
  - Policies: 6th - 7th - 1  66%
  - Devices: 2nd - 2nd - 69%
  - Analytics & Reports: 7th - 6th - 1  62%

- IT Services Importance & Satisfaction
  - Microsoft SharePoint 2010
  - Great Plains
  - Moodle
  - ADP

See Application Satisfaction

See IT Service Satisfaction

Number of Applications by Importance & Effectiveness

- HAZARDOUS: 0
- CONTENTIOUS: 0
- EFFECTIVE: 2
- UNWANTED: 0
- QUESTIONABLE: 2
- UNLEVERAGED: 5

Application Features & Usability

- UPGRADE: 0
- MAINTAIN: 6
- REASSESS: 2
- RETRAIN: 1

Importance & Effectiveness by Department

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

A: 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 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 replaced soon :) blackberry… mini laptop something that can be use on the road…!

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 and 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.

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 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 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 …

I feel it would be 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.
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.
<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 AAAA desktop 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. AAAA issues and network speed.</td>
<td>1) Need better functionality/access for AAAA desktop 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 (e.g. sort on “from so-and-so”). 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>
</tbody>
</table>
Finance Overview

Your Company 47 Responses

(Department) Business Enablement Net Support Score

<table>
<thead>
<tr>
<th>Company Innovation</th>
<th>IT Agility</th>
</tr>
</thead>
<tbody>
<tr>
<td>-10%</td>
<td>-12%</td>
</tr>
</tbody>
</table>

(Department) IT Communications Net Support Score

<table>
<thead>
<tr>
<th>Training</th>
<th>Feedback Receptivity</th>
<th>Professionalism</th>
</tr>
</thead>
<tbody>
<tr>
<td>+17%</td>
<td>0%</td>
<td>57%</td>
</tr>
</tbody>
</table>

(Department) Applications Portfolio Overview

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.

Service Desk Effectiveness
- 3rd
- 4th
- 1

Service Desk Timeliness
- 4th
- 5th
- 1

Devices
- 5th
- 2nd
- 3

Application Suite
- 1st
- 3rd
- 2

Policies
- 7th
- 7th
- 6th

Analytics & Reports
- 6th
- 6th
- 1st

Network
- 2nd
- 1st
- 1

Importance & Effectiveness by Department

- Acce5.0a
  - Importance: 91%
  - Features: 75%
  - Usability: 76%
  - Data Quality: 80%
  - Status: Effective
  - Recommend: Maintain

- Microsoft SharePoint 2010
  - Importance: 42%
  - Features: 20%
  - Usability: 43%
  - Data Quality: 45%
  - Status: Questionable
  - Recommend: Reassess

Number of Applications by Importance & Effectiveness

- HAZARDOUS: 0
- CONTENTIOUS: 0
- EFFECTIVE: 2

- UNWANTED: 0
- QUESTIONABLE: 4
- UNLEVERAGED: 0

Application Features & Usability

- UPGRADE: 0
- MAINTAIN: 2
- REASSESS: 3
- RETRAIN: 1

Application Suite
- 1st
- 3rd
- 2

Policies
- 7th
- 7th
- 6th

Company Average

End User Diagnostic

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<table>
<thead>
<tr>
<th>Q: 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>more reliable network</td>
</tr>
<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>
<tr>
<td>nothing</td>
</tr>
<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>
<tr>
<td>Standard Operating Procedures Training on &quot;Insight&quot; Training on the features of ACCPAC, RE, BAM</td>
</tr>
<tr>
<td>Improve applications (exp. share point etc.)</td>
</tr>
<tr>
<td>To have a better result to you survey you should send it in french for Quebec zone it takes me 30 minutes to do it!!</td>
</tr>
<tr>
<td>Formation Raiser's Edge</td>
</tr>
<tr>
<td>I always like having a fast solution when our computer is blocked (surrounded)</td>
</tr>
<tr>
<td>There are always new applications of technology which could be very useful. However, we already spend so much time on computers that any new technology has to replace another one and be really efficient.</td>
</tr>
<tr>
<td>In an organization of this size with the amount of users on the network, it is no wonder that things can get unstable - I am impressed at the job that IS has done in keeping things up to date and running as smoothly as it does...</td>
</tr>
</tbody>
</table>

**Digital Copy of End-User manuals**

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!

Since a couple of years, IS as implemented Project Lead which are responsible of specific software that AAAA own. 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 PJC in order to meet the reporting requirements of our clients. We are currently doing most project financial reports in excel because PJCIs 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 effectively and efficient manner.

**I WOULD JUST LIKE TO ADD THAT THE IS TEAM IS GREAT. ALWAYS PUNCTUAL AND HELPFUL.**
## Business Enablement

<table>
<thead>
<tr>
<th>Department</th>
<th>Support Score</th>
<th>Compared to Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Enablement</td>
<td>79%</td>
<td>10%</td>
</tr>
<tr>
<td>IT Services</td>
<td>81%</td>
<td>10%</td>
</tr>
<tr>
<td>IT Communications</td>
<td>86%</td>
<td>12%</td>
</tr>
<tr>
<td>Suite of Applications</td>
<td>74%</td>
<td>5%</td>
</tr>
</tbody>
</table>

## IT Services

<table>
<thead>
<tr>
<th>Feature</th>
<th>Importance</th>
<th>Effectiveness</th>
<th>Company Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Desk Effectiveness</td>
<td>4th</td>
<td>7%</td>
<td>90%</td>
</tr>
<tr>
<td>Service Desk Timeliness</td>
<td>5th</td>
<td>7%</td>
<td>87%</td>
</tr>
<tr>
<td>Devices</td>
<td>3rd</td>
<td>8%</td>
<td>83%</td>
</tr>
<tr>
<td>Policies</td>
<td>6th</td>
<td>8%</td>
<td>77%</td>
</tr>
<tr>
<td>Application Suite</td>
<td>2nd</td>
<td>8%</td>
<td>74%</td>
</tr>
<tr>
<td>Network</td>
<td>1st</td>
<td>8%</td>
<td>64%</td>
</tr>
<tr>
<td>Analytics &amp; Reports</td>
<td>7th</td>
<td>6th</td>
<td>59%</td>
</tr>
</tbody>
</table>

## IT Communications

<table>
<thead>
<tr>
<th>Feature</th>
<th>Importance</th>
<th>Effectiveness</th>
<th>Company Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>4th</td>
<td>8%</td>
<td>86%</td>
</tr>
<tr>
<td>Feedback Receptivity</td>
<td>5th</td>
<td>8%</td>
<td>83%</td>
</tr>
<tr>
<td>Professionalism</td>
<td>6th</td>
<td>8%</td>
<td>71%</td>
</tr>
</tbody>
</table>

## Suite of Applications

<table>
<thead>
<tr>
<th>Feature</th>
<th>Importance</th>
<th>Effectiveness</th>
<th>Company Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supporters</td>
<td>4th</td>
<td>7%</td>
<td>90%</td>
</tr>
<tr>
<td>Neutral</td>
<td>5th</td>
<td>7%</td>
<td>87%</td>
</tr>
<tr>
<td>Detractors</td>
<td>6th</td>
<td>7%</td>
<td>83%</td>
</tr>
</tbody>
</table>

## Applications Portfolio Overview

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

- **AAA Desktop**
  - Importance: 10%
  - Features: 75%
  - Usability: 72%
  - Data Quality: 84%
  - Status: Effective
  - Recommend: Maintain

- **Microsoft SharePoint 2010**
  - Importance: 10%
  - Features: 75%
  - Usability: 72%
  - Data Quality: 84%
  - Status: Contentious
  - Recommend: Reassess
Focus more on how could preserve records of the Society as it is the history of it all.

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.

A risk management information system to track claims, incidents and risk assessments.

Either more reliable systems for skype/overseas calling or training on how to ensure the systems in place are properly used.
**Geographic Operations Overview**

Your Company 29 Responses

---

**Number of Applications by Importance & Effectiveness**

- **HAZARDOUS**
  - 0
- **CONTENTIOUS**
  - 1
- **EFFECTIVE**
  - 1
- **UNWANTED**
  - 0
- **QUESTIONABLE**
  - 1
- **UNLEVERAGED**
  - 1

**Application Features & Usability**

- **UPGRADE**
  - 0
- **MAINTAIN**
  - 2
- **REASSESS**
  - 2
- **RETRAIN**
  - 0

---

**IT Services Importance & Satisfaction**

- **AAAADesktop**
  - Company Average
  - 89%
- **Microsoft SharePoint 2010**
  - Company Average
  - 66%

---

**Applications Portfolio Overview**

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.
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 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.
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.
<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><strong>More mobile options such as tablets would be very useful since I am not always on site for my work.</strong></td>
<td><strong>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.</strong></td>
</tr>
<tr>
<td>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.</td>
<td>more training should be given within applications that are available, example, they give us a new phone but never we have got 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 application like visio, that aint the good application 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 decision that I have to make, a good sizing as to be made</td>
</tr>
<tr>
<td>Increase of speed for connectivity for networks</td>
<td></td>
</tr>
</tbody>
</table>
Satisfaction Metrics

- **Importance**: 74%
  - Compared to Company: 36%

- **Usability**: 70%
  - Compared to Company: 10%

- **Features**: 70%
  - Compared to Company: 11%

- **Data Quality**: 78%
  - Compared to Company: 13%

Number of Departments by Features & Usability

Ease of use and features capability can variably impact application effectiveness. Understand end user perspectives in this regard to decide on mitigation strategies.

Importance & Effectiveness by Seniority

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.

<table>
<thead>
<tr>
<th>Seniority</th>
<th>% of User Base</th>
<th>Users</th>
<th>Critical</th>
<th>Important</th>
<th>Nice to Have</th>
<th>Do Not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive</td>
<td>6%</td>
<td>3</td>
<td>100%</td>
<td>70%</td>
<td>63%</td>
<td>90%</td>
</tr>
<tr>
<td>Director</td>
<td>17%</td>
<td>8</td>
<td>100%</td>
<td>74%</td>
<td>71%</td>
<td>88%</td>
</tr>
<tr>
<td>Manager</td>
<td>77%</td>
<td>36</td>
<td>61%</td>
<td>70%</td>
<td>71%</td>
<td>76%</td>
</tr>
</tbody>
</table>

End User Diagnostic

Your Company 47 Responses

Accpac 6.0a Scorecard

Page 22 of 156
### Finance

<table>
<thead>
<tr>
<th>Status</th>
<th>Importance</th>
<th>Features</th>
<th>Usability</th>
<th>Data Quality</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective</td>
<td>74%</td>
<td>70%</td>
<td>70%</td>
<td>78%</td>
<td>47</td>
</tr>
</tbody>
</table>

I use this to complete JE's and posting

There are certain fields that should be hard coded to avoid accidental deletion of a field. As well, when you input a record into an invoice batch you should be able to make changes to this record in any way you desire until the batch has been posted. If an incorrect vendor code is selected, after you hit the save button you cannot go back and change the vendor code, you must delete the whole record and re-enter the whole record under the correct vendor name. This appears to be counter productive, ACCPAC should allow more flexibility to make changes. There should be division within ACCPAC between Accounts Payable and Accounts Receivable which does not impact each other. If AR closes for the month, any invoice that we process that is dated before the closed month an ACCPAC information message pops up on the screen and the user must click on the box in order to proceed with data entry. This slows down the data entry process thus affecting productivity. At month end the system normally slows down when everyone is under the gun to meeting deadlines. We are not really sure why this happens...too many users in at the same time, someone running reports that maybe ties up the system??? Because of the time zone difference, technical support desk only opens 1 hr after our start time. If we have experience any trouble during that time we cannot reach anyone at the desk. We are to follow the process which is to report all technical issues to the support desk. We have technical staff in our building however we are not to go to them directly to get resolution of issues. When we do send an email or leave a voice mail it usually takes awhile before we ever hear anything back. It would be nice to be able to speak to someone directly on the initial call rather than go to a voice mail box and have to wait until someone can call back to help resolve the issue. The folks at the help desk are not subject matter experts for this application which can cause a bit of frustration in trying to get ACCPAC issues resolved. If there is no one at the help desk that understands enough about this application, we should have another point of contact or a couple of folks need to be brought up to speed.

If we run into trouble with certain parts of our process within ACCPAC the local technical staff end up having to do the trouble shooting however it takes some time to get them involved. It would be great to open the trouble ticket and have it referred a more timely manner. Our team ends up copying a couple of the local technical people so that we can get assistance a little quicker

<table>
<thead>
<tr>
<th>Training</th>
<th>PJC needs improvement, and all AccPac system needs improvement as well.</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A. Although, I know this application. I used to work with it in my previous position and I think it is a great application.</td>
</tr>
<tr>
<td>P.O Module</td>
<td>P.O Module needs to be activated User name should be easily visible directly from the system instead of leaving it at the mercy of the person making the JE to enter their name in description lines, it should be an easy track to find the user from JE batches</td>
</tr>
<tr>
<td>Limited</td>
<td>While sometimes not user-friendly, it still has some excellent time saving features</td>
</tr>
<tr>
<td>n/a</td>
<td>Limited number of licenses which, especially during month end, means some people are unable to access the program. Other than that - it does quite well.</td>
</tr>
<tr>
<td>I don't use it</td>
<td>n/a</td>
</tr>
<tr>
<td>Accpac insight reports</td>
<td>Accpac insight reports - missing toolbars frequently, datamart not always up to date.</td>
</tr>
<tr>
<td>N/A</td>
<td>Would keep Accpac but would invest in the new technology they offer.</td>
</tr>
<tr>
<td>Performs without errors and in a timely manner</td>
<td>Performs without errors and in a timely manner</td>
</tr>
<tr>
<td>Require training to create reports</td>
<td>Require training to create reports</td>
</tr>
<tr>
<td>Having access to ACCPAC is necessary to do our job in finance. We need to ensure we can input and extract data daily from ACCPAC in order to do our job</td>
<td></td>
</tr>
<tr>
<td>It is most important programs open fast and there are no long delays in opening and closing reports. When there is an issue it seems it is during month end - the busy time of the month.</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
</tr>
<tr>
<td>AccPac works great. I have no issues except slow at times or freezes up occasionaly when large reports are being run and ACCPAC freezes and is unable to use especially during month end.</td>
<td></td>
</tr>
<tr>
<td>Works well.</td>
<td></td>
</tr>
<tr>
<td>Our accounting and finance data are intered and processed in ACCPAC which gives us the final product that is financial reports. We also use ACCPAC for transactions queries, adhoc reporting, sharing of data etc. Our financial system’s backbone is ACCPAC as we need reports accurate and prompt. Manual and excel cannot fulfill or wider requirement of accounting and finance work.</td>
<td></td>
</tr>
<tr>
<td>monthend the systems seem to slow down way too much.</td>
<td></td>
</tr>
<tr>
<td>THIS PROGRAM HAS THE POTENTIAL TO DO MUCH MORE. I FEEL THAT WE NEED TO BE ABLE TO DO MORE WITH IT AND ITS JUST A MATTER OF THE CORRECT PROGRAMMING</td>
<td></td>
</tr>
<tr>
<td>There are some limitation especially PJC module.</td>
<td></td>
</tr>
<tr>
<td>I require AccPac for 3/4 of my job. When Order Entry, A/R or G/L is running slowly then I am being held up from doing my job efficiently. A/R and Order Entry are slow even when other areas of AccPac are running effectively.</td>
<td></td>
</tr>
<tr>
<td>reports are not reliable for inventory.</td>
<td></td>
</tr>
<tr>
<td>not sure about this one</td>
<td></td>
</tr>
<tr>
<td>AccPac is where most of my financial work is done.</td>
<td></td>
</tr>
<tr>
<td>not able to manipulate data very well. There is a lot of manual manipulation after exporting info from this program when some things should be available at a click of a button. Also, Crystal Reports &amp; Insight reports have terrible formats to manipulate and I have to constantly make sure links aren’t broken when working in them.</td>
<td></td>
</tr>
<tr>
<td>Insight is what saves Accpac from being completely clumsy, but the budgeting side of Insight is not currently used and perhaps should be considered. Also, the trust transactions and module are awkward. It would be nice if the financial systems was more dynamic and always current.</td>
<td></td>
</tr>
</tbody>
</table>
Evaluate satisfaction and importance for each application. Use this to determine how to ensure effectiveness or remove each application.

Evaluate importance and satisfaction by seniority level within each department.

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.

- **Executive**
  - Critical: 100%
  - Important: 70%
  - Nice to have: 70%
  - Do not use: 70%

- **Director**
  - Critical: 52%
  - Important: 73%
  - Nice to have: 74%
  - Do not use: 81%

- **Manager**
  - Critical: 11%
  - Important: 80%
  - Nice to have: 75%
  - Do not use: 80%

- **Front Line**
  - Critical: 27%
  - Important: 73%
  - Nice to have: 75%
  - Do not use: 84%

See which departments are satisfied with features and usability. Work with dissatisfied departments to meet their needs.
Q: What about the following applications makes it most helpful or detrimental to you performing your job effectively?

<table>
<thead>
<tr>
<th>Status</th>
<th>Importance</th>
<th>Features</th>
<th>Usability</th>
<th>Data Quality</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources &amp; Volunteer Services</td>
<td>Unleveraged</td>
<td>Maintain</td>
<td>45%</td>
<td>71%</td>
<td>72%</td>
</tr>
</tbody>
</table>

The system is slow isopen.

- use this application on daily basis as its stores employee personal information

N/A

Relies on interface compatibility with other systems – possibility of something not working and we don’t necessarily know about it.

Only one person knows how to make significant changes or add information to the coding in GP, sometimes this is a hinderance. The rest seems to be working fine.

Again a pretty good HRIS system.

although I do not have access to this application as a VR staff many of the functions that GP performs or doesn’t impacts my team as we work across the HR/VR continuum, eg. if we want to pull a list out of moodle of course participants and put it into GP it is not a bulk upload that can be done, one person must enter the info one by one...

I didn’t know/acknowledge this was available.

Limited fields we can populate; ability to filter or pull/request certain information for reports is limited. HR cannot function without a database although we did somehow for years until we started with GP around 2007 I think it was ... I equate it to having a Finance department trying to work without an accounting software. Nutso! :)

Most helpful: Create analytics and reports

---

N/A

N/A

Ability to store historical information is limited. Training on reports usage and creation is self study.

Ability for me to develop customizations and write various types of reports and download to Excel for users.

Feeds our payroll provider

Do not use

This application is essential for my role as it gives me access to employee information. Being able to download data into Microsoft Office programs is extremely useful.

Would like to be able to pull reports with a mixture of data without having to have them created by administrator - so looking for more autonomy in the report writing controls if such a thing is possible.

NA

Would really like to have a data aggregator that would connect the data from different exported files. Tableau looks very robust, and something like this would assist in creating a dashboard simply. GP on its own is still useful, but not all of our data is stored in the same place at this time.

Helpful: no freezing or loss of info

Easily able to print reports. I particularly like the reports available on the G drive as they regenerate themselves based on the most current information in GP.

n/a
## Satisfaction Metrics

<table>
<thead>
<tr>
<th>Feature</th>
<th>Importance</th>
<th>Usability</th>
<th>Features</th>
<th>Data Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Importance</td>
<td>43%</td>
<td>63%</td>
<td>64%</td>
<td>68%</td>
</tr>
<tr>
<td>Compared to</td>
<td>5%</td>
<td>3%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>Company</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Importance & Effectiveness by Seniority

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.

<table>
<thead>
<tr>
<th>Seniority</th>
<th>Important Users</th>
<th>Critical</th>
<th>Important</th>
<th>Nice to have</th>
<th>Do not use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive</td>
<td>0</td>
<td>-%</td>
<td>-%</td>
<td>-%</td>
<td>-%</td>
</tr>
<tr>
<td>Director</td>
<td>4</td>
<td>25%</td>
<td>80%</td>
<td>70%</td>
<td>80%</td>
</tr>
<tr>
<td>Manager</td>
<td>26</td>
<td>38%</td>
<td>68%</td>
<td>64%</td>
<td>67%</td>
</tr>
<tr>
<td>Front Line</td>
<td>70</td>
<td>18%</td>
<td>61%</td>
<td>63%</td>
<td>69%</td>
</tr>
</tbody>
</table>

Ease of use and features capability can variably impact application effectiveness. Understand user perspectives in this regard to decide on mitigation strategies.

### Number of Departments by Features & Usability

- **Ease of use and features capability can variably impact application effectiveness. Understand user perspectives in this regard to decide on mitigation strategies.**
**Q:** What about the following applications makes it most helpful or detrimental to you performing your job effectively?

<table>
<thead>
<tr>
<th>Information Services</th>
<th>Status</th>
<th>Importance</th>
<th>Features</th>
<th>Usability</th>
<th>Data Quality</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Questionable</td>
<td>Upgrade</td>
<td>24%</td>
<td>66%</td>
<td>65%</td>
<td>66%</td>
</tr>
<tr>
<td></td>
<td>n/a</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fuctional</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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</table>

My experience with CRM is on the development side, not on its usage. Overall, I find Dynamic CRM to be a solid platform and look forward to upgrading to CRM 2013, in order to maximize user experience and use a number of new added features.

<table>
<thead>
<tr>
<th>FASWS</th>
<th>Status</th>
<th>Importance</th>
<th>Features</th>
<th>Usability</th>
<th>Data Quality</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Contentious</td>
<td>Reassess</td>
<td>56%</td>
<td>62%</td>
<td>68%</td>
<td>59</td>
</tr>
</tbody>
</table>

- Don’t have
- Currently not used, but hope this will change soon
- Not sure what this is. CLEAN UP OLD INFORMATION IF A POLICY OR PROCEEDURES makes it hard when searching for current information
- Ease of use, more intuitive
- My job is to test and improve the databases based on the user perspective so this is very important to me.
- Great tool that will become better as we continue to use it.
- Easy to navigate, easy access. Central info.

Although I do not personally have access to CRM, other coworkers on mine do and I am able to witness the benefits. When needed I often have someone check CRM if I need additional information that cannot be found on the IP database - features such as notes make this possible.
I really like CRM as it is out of the box and then customized for Red Cross. It is easy to use and I feel for the most part the data is accurate. At times it seems to crash our Outlook which needs to be addressed.

Dependability.

This is a great application. Works well.

Great tool. Need more direction on how to use for specific situations (i.e. need processes). This tool is not used consistently by those dealing with our training partners so the information in CRM is fragmented.

Our department, program reps have started using this, and tracking customer service, which is fabulous, and crucial for them to share information about customers.

Haven't used this yet but have seen a demonstration and it looks great.

Doesn't work well with Outlook, I run it as a standalone program, so that it doesn't effect my outlook reliability. The system is capable of way more than we use if for, under utilized and not enough training on the system.

Excellent that we can now view financial data when looking at customers. Very easy program to work with. Would love to see reports function operational.

N/A

- more time upfront prior to implementation so that desired outcome could have been identified prior implementation - document training needed to support input of data - excellent tool to track customers - excellent support from the CRM implementation team

N/A

I believe that it is crucial to have a CRM for prospecting and my job does not have access to this technology

CRM has lots of potential, we really do not know enough about what it can do. More training is necessary. Not all of us are using it, not sure just how much should be going through CRM. We only have the TP info there so have to back and forth from IP to receive Instructor info.

love it when I have access...it is usually disabled as it interferes with my ability to access outlook and I am often locked out.

Again - great potential with this application, but we are moving slowly due to resources (people and money). The move to CRM means we are now trying to manage data accuracy between 3 systems (CRM, ACCPAC, IPDB/CM) rather than the 2 we had. Ideally we should only have to manage data once! Training on what the tool can provide would be helpful - we only build what we know vs building to use the platform's potential.

I would love further training on CRM. It's such a large program, and I'm having a hard time making the connection of how to use it to my advantage.

I enjoy working with CRM. The recent changes have been great. I still need training on report printing.

Need more training.

N/A

Not sure what this is?

Fairly new tool and still getting to know the program. So far it's been good.

I've heard about this, but from my understanding hasn't been implemented into Direct Delivery First Aid. I think it would be beneficial if I could use it.

Very important for our field staff, I have not yet implemented this.

Love the tool, our staff are just starting to use it. We've just purchased iPads for our Reps and I strongly believe this tool with assist us with the account management process.

N/A
<table>
<thead>
<tr>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very useful tool. It captures all the information a PR needs to have for current customer data.</td>
</tr>
<tr>
<td>Confusing at times, we need to be able to have access to the TP's password, not accessible on CRM. This is important in our work to help them with course manager or to find things on their TP website. Tried to edit a contact and it didn't work. More group training could be done.</td>
</tr>
<tr>
<td>We have just implemented. Love what I see so far.</td>
</tr>
<tr>
<td>Excellent tool, but we have received no training on SharePoint so there is no way I (or my department) can use this application effectively. What is the purpose of buying this</td>
</tr>
<tr>
<td>amazing tool if we are not going to provide training to our staff? CRM will fail without training.</td>
</tr>
<tr>
<td>I do not use this application.</td>
</tr>
<tr>
<td>Having a software where I can quickly and easily find needed customer information</td>
</tr>
<tr>
<td>I am just getting into using CRM and am sure this will be a major go-to tool as this app progresses</td>
</tr>
<tr>
<td>Not in use for a long time but not as user-friendly as we were told it would be. Missing training on that application. We were told chosen for its bilingual possibilities well ...</td>
</tr>
</tbody>
</table>
Satisfaction Metrics

- **Importance**: 42% (4% compared to Company)
- **Usability**: 63% (3% compared to Company)
- **Features**: 62% (3% compared to Company)
- **Data Quality**: 66% (1% compared to Company)

Ease of use and features capability can variably impact application effectiveness. Understand end user perspectives in this regard to decide on mitigation strategies.

Number of Departments by Features & Usability

- Department: Extremely Dissatisfied
- Users: 19
  - Users Imp.: None

Importance & Effectiveness by Seniority

- **Executive**
  - 1% of user base: 7 Users
  - Critical: 28%
  - Important: 42%
  - Nice to have: 28%
  - Do not use: 6%

- **Director**
  - 6% of user base: 34 Users
  - Critical: 29%
  - Important: 44%
  - Nice to have: 8%
  - Do not use: 17%

- **Manager**
  - 38% of user base: 222 Users
  - Critical: 15%
  - Important: 31%
  - Nice to have: 25%
  - Do not use: 27%

- **Front Line**
  - 55% of user base: 322 Users
  - Critical: 12%
  - Important: 25%
  - Nice to have: 22%
  - Do not use: 40%

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.
Q: What about the following applications makes it most helpful or detrimental to you performing your job effectively?

**Development**

<table>
<thead>
<tr>
<th>Status</th>
<th>Importance</th>
<th>Features</th>
<th>Usability</th>
<th>Data Quality</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unleveraged</td>
<td>30%</td>
<td>66%</td>
<td>70%</td>
<td>68%</td>
<td>38</td>
</tr>
</tbody>
</table>

Fulfills a need to have a place to store and share information. It is difficult to navigate and use.

Je ne l'utilise pas

Personally do not use... department does

Our department has a custom site with department public areas and locked down areas. They system itself is somewhat cumbersome and because of this many members of the department refuse to use it rather than the shared drive. We have one fully trained designer/administrator and two other admin users. It is adequate for the purpose we use it but could be more user friendly.

I wished more folks in Fund Development used this. Not sure why it is not being used to it's full capability as it's a great tool. I had actually forgotten that we even had it. Perhaps it can be made a bit more mandatory as opposed to our Shared Directories that are poorly organized?

This could probably improve our productivity, but no one is using it - or knows how.

Often times I look for forms, etc., and they are not there. Should have more updated info/forms/templates/info. Nice to have everything in one spot but not everything is there.

no training has been provided, difficult to use and really just becoming another dog's breakfast of a shareddirectory.

It is great to be able to look up policies, contact information, ideas

**Information Services**

<table>
<thead>
<tr>
<th>Status</th>
<th>Importance</th>
<th>Features</th>
<th>Usability</th>
<th>Data Quality</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contentious</td>
<td>52%</td>
<td>66%</td>
<td>66%</td>
<td>68%</td>
<td>41</td>
</tr>
</tbody>
</table>

Sharepoint is useful as a central storage of documents and can be accessed by all stakeholders. Would like to have version control in sharepoint (curretnly if version control is turned on, the feature to upload multiple documents is turned off), also if we have policy of where to store certain documents it will be helpful as sometimes it is hard to track the documents.

Needs to improve the search capability. Need to implement BLOB (Off-loading large files)

Automatic version control is very beneficial. There are some issues when using Visio files that cause problems from time to time.

We are still not using SharePoint as a central doc management system so information is in a variety of places; and we still do not use the collaboration features of SharePoint which will enable us to do more together.
There's an important need for some programs to make SharePoint accessible from the outside (Extranet). Also, SharePoint isn't very intuitive to use. Sharepoint is theoretically a good tool for storing, managing and sharing documents. However, I find the AAAA' implementation of sharepoint lacking. Useful features such as version control, workflow, etc., are not available. Version control is a useful feature as it would simplify the management of documents; historical documents/versions could be maintained without having to create a second copy. Workflow would also reduce the amount of document management (once a process has been established). Interacting with sharing point in IE is also a slow and buggy experience. In addition, there is a limit to 128 characters in the file path names, and I am constantly having to rename my documents to have them fit into or open the files on sharepoint.

Staff report that ease of use is an issue; familiarity takes time, training would be helpful. Access to all relative documentation and business content, can be a bit slow at times. Complicated structure for the IS team site makes it hard to locate documents. Search feature often throws an error and you have to go back and re-search again. Good place for keeping track of vacations and RFCs. Unable to use version history and workflow options; this is helpful for work collaboration. SharePoint hasn't been architected and customized well for playing a central document and collaboration role in everybody's daily work. Difficult to use. Incomplete feature roll-out. Little to no organized training. Restrictions on document file names.

Out of the box functionality is not sufficient. No Records Management No Standardization No productivity add-ons installed No rights to use advanced features Poor quality - I have lost data due to unexplained connectivity issues and have had to redo documents.

Useful to share documentation about architecture and requirement.

Helpful: I use it on daily basis for document sharing and creating portals. Some of the features we use are very helpful like calendars. but we need to enable more features like workflows, archiving, search index... Detrimental: Search is not useful at all. Documents are not indexed so in case moved to another place, previous links won't work anymore and makes it difficult to find them. It's not so user friendly.

Universality

N/A

Don't have

SharePoint is being underutilized. In order to have this changed, training needs to be provided to all users, and the benefits of using the SP need to be communicated to them to ensure the buy-in.

Data is easily reachable and can be shared amongst all in the team.

N/A

Helps access data bases for programs not in my own branch. ex HELP statistics data base

Duplication duplication is a hinder.

The search feature

Human Resources & Volunteer Services

Need more training on how to upload documents, set up folders, ensure confidentiality

-user friendly -easy access

N/A
Ease of use and features capability can variably impact application effectiveness. Understand user perspectives in this regard to decide on mitigation strategies.

End User Diagnostic

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.
Q: What about the following applications makes it most helpful or detrimental to you performing your job effectively?

<table>
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<th>Human Resources &amp; Volunteer Services</th>
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</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>Unleveraged</td>
<td>39%</td>
<td>64%</td>
<td>69%</td>
<td>73%</td>
<td>47</td>
</tr>
<tr>
<td>N/A</td>
<td>Retrain</td>
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</table>

I find that when registering a person for several courses, you need to repeat the steps over and over again, it would be nice to have the option to register someone for several courses at once instead of having to go into each course 1 by 1 to register someone.

Have only used this once but found it to be quite user friendly.

useful for its purpose, doesn’t always load properly, thank good ness for Denis! The team in Ontario has 2 volunteers who are in very close contact regarding moodle as the database has cross program usage, without the communication between them the duplication of profiles in the database is difficult to manage. Again when a report is pulled from Moodle the data entry into RE or GP at this point is done manually, would be great to have a seamless process (eg. import o matic) and a staff to manage this process.

Reporting could be better

I didn’t know/acknowledge this was available.

Minimal exposure to this at this point but I think it is a great tool for our training needs.

As volunteers are expected in BC/Yukon to undergo three training modules: Intro to the Movement, Intro to Volunteerism and Respect in the Workplace we need to combine all three of these modules onto one training platform. Currently they are on two. This is not helpful to staff or volunteers. Staff have to monitor progress and have to go to two training platforms to do so. Volunteers have to register two accounts, go through two different training platforms, with lists of intructions. We have a very diverse population from youth to seniors, ESL, computer literate/not computer literate, persons with disabilities. The platforms for some are very difficult to navigate.

If there was one platform for all online learning it would simplify a holistic approach to online training for anyone in any area.

Do not use

From what I’ve heard, a great e-learning tool. Have not yet had direct experience.

I know that Moodle is there and while I know that some of our volunteers use this, I am not using this system at this point.

Works well, but the reports generated can be a lot to sift through for data entry.

N/A

n/a

Ability to register volunteers for training; monitor their progress and verify their grades. This information can then be entered into Raiser’s Edge.

Questionable Reassess 36% 61% 63% 64% 109

N/A

na
While it is easy to use and serves as a good basic LMS, a more robust solution would allow for features such as online registration for all courses, data sharing with RE (or other VRM solution), etc.

Just Googled this to see what it was- local staff does not use it as a tool (creating a training) however; staff and volunteers use it via the intranet (Learning Centre on the info site)

Need to incorporate this more

Moodle is only used in training and has minimal impact to the work I do. As a volunteer DM instructor it suits its purpose. However volunteer candidates have had difficulty navigating, could be the user not the program itself.

Helpful: assist in organization. Detrimental: not all users keen to use it

My volunteers seem to have good experiences with Moodle training. I almost never get questions or complaints from them. My struggle is with the process to get a volunteer into a Moodle course, but that’s more a problem with the actual application itself. I wish I could go backwards in this survey to amend some responses.

Critical for all of the DM online modules

Needs to be fully developed as a key DM tool.

Ease of finding profiles and course completions/scores. Sorting ability in several areas is weak

Key application for training. This is extremely important for training our volunteers.

Used for outside agencies but not with AAA

do not use much, may develop more understanding of program and its effectiveness as work progresses

Being a DMI it helps a great deal.

N/A
Eas of use and features capability can variably impact application effectiveness. Understand user perspectives in this regard to decide on mitigation strategies.

- For the Executive level:
  - Critical: 2% of userbase, 100% Important, 70% Features, 70% Usability, 70% Data Quality
  - Important: -% Important, -% Features, -% Usability, -% Data Quality
  - Nice to have: -% Important, -% Features, -% Usability, -% Data Quality
  - Do not use: -% Important, -% Features, -% Usability, -% Data Quality

- For the Director level:
  - Critical: -% of userbase, -% Important, -% Features, -% Usability, -% Data Quality
  - Important: -% Important, -% Features, -% Usability, -% Data Quality
  - Nice to have: -% Important, -% Features, -% Usability, -% Data Quality
  - Do not use: -% Important, -% Features, -% Usability, -% Data Quality

- For the Manager level:
  - Critical: 36% of userbase, 29% Important, 60% Features, 60% Usability, 60% Data Quality
  - Important: 5% Important, 60% Features, 60% Usability, -% Data Quality
  - Nice to have: -% Important, -% Features, -% Usability, -% Data Quality
  - Do not use: 64% Important, 80% Features, 80% Usability, 80% Data Quality

- For the Front Line level:
  - Critical: 62% of userbase, 24% Important, 77% Features, 79% Usability, 79% Data Quality
  - Important: 10% Important, 80% Features, 87% Usability, 80% Data Quality
  - Nice to have: 3% Important, 50% Features, 50% Usability, 50% Data Quality
  - Do not use: 62% Important, 10% Features, 10% Usability, -% Data Quality
Q: What about the following applications makes it most helpful or detrimental to you performing your job effectively?

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<td>67%</td>
<td>71%</td>
<td>78%</td>
<td>47</td>
</tr>
<tr>
<td></td>
<td>Maintain</td>
<td>N/A</td>
<td>N/A</td>
<td>Easy to use, straight forward and good visuals.</td>
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<tr>
<td></td>
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<td>N/A</td>
<td>N/A</td>
<td>Relies on interface compatibility with other systems – possibility of something not working and we don’t necessarily know about it.</td>
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<td></td>
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<td>N/A</td>
<td>N/A</td>
<td>Removes the need for a paper paystub. Allows users to view pay info at any time.</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>N/A</td>
<td>N/A</td>
<td>I didn’t know/acknowledge this was available.</td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N/A</td>
<td>N/A</td>
<td>For the terms in which I need to use this application, I am happy with it.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>