

IT SATISFACTION SCORECARD : DEPARTMENT REPORT

Info-Tech Research Group

This document was prepared by Info-Tech Research Group

Data is comprised of 3 responses

0 respondents did not complete the survey

100%
Completion Rate

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How to Use This Report

Enabling the business and satisfying stakeholders is THE mission of the IT department. The purpose of this annual report is to collect and present stakeholder feedback.

The report contains the following information:

Overall Stakeholder Satisfaction. See overall business satisfaction and across core IT services. This page shows which services are highest and lowest performing and what business priorities are. Use this information to **prioritize key issues and create an improvement roadmap or IT Strategy.**

Capacity Satisfaction. Highlight the business impact of IT constraints. This page demonstrates constraints on business units due to a lack of IT capacity. It covers constraint at a project level, work order level, and shadow IT. Use this information to direct, plan and budget for IT capacity.

Satisfaction by Department. Dive deeper into satisfaction and priorities for each individual Department within the organization. Understand the actual IT priorities and satisfaction levels of each key Department and read open-ended comments from respondents. Use this information to build action plans to manage critical stakeholders.

This report is the first step in the stakeholder management process. We recommend sharing the report with your IT team, communicating priorities and the importance of stakeholder satisfaction. We also recommend sharing with your senior management team. Leadership understanding of IT commitment to stakeholder satisfaction and business leaders' priorities is critical. Look to leadership to finalize priorities, capacity, and budget. Finally, connect with individual stakeholders to understand their needs, ensuring ongoing communication and transparency.

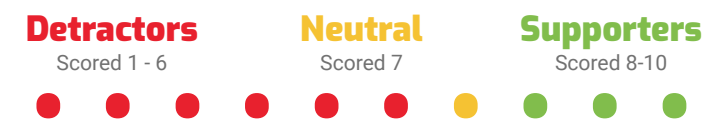
This survey is designed to be completed annually, so if you complete it in a subsequent year, we treat the previous year's survey results as an internal benchmark so you can chart your progress over time.

Happy trails!

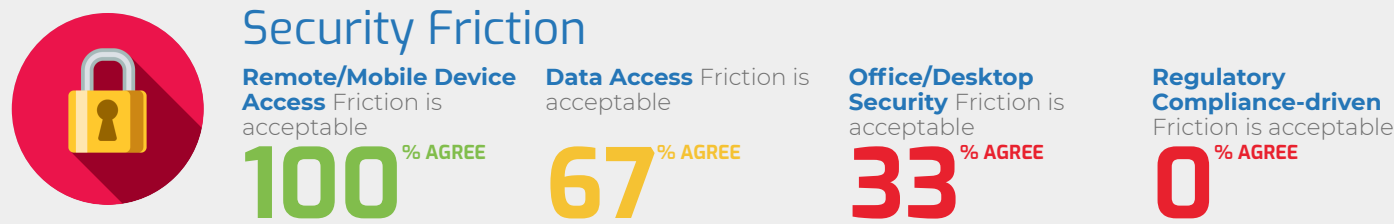
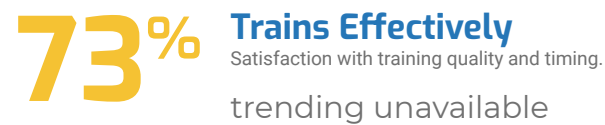
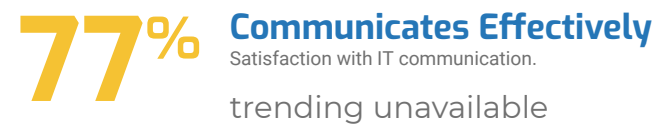
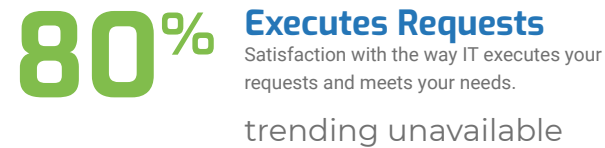
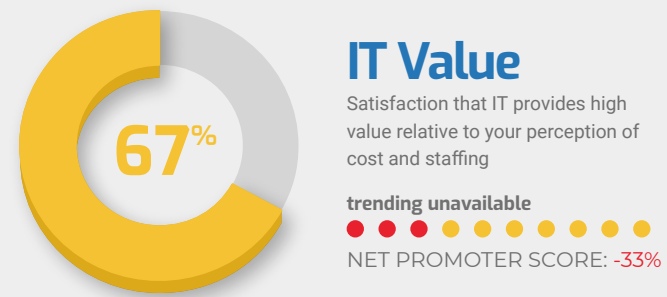
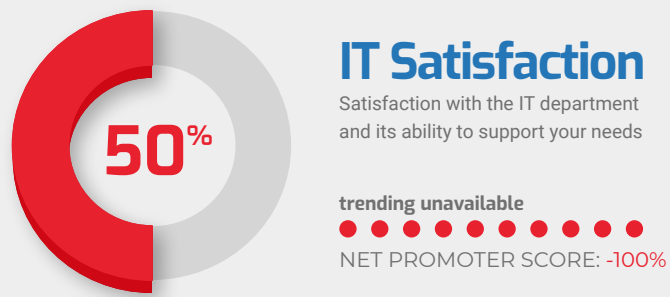
The Info-Tech Team

Reading the IT Support Breakdown

The IT Support Breakdown categorizes respondents into three categories: supporters, neutral respondents, and detractors. Each dot represents 10% of all respondents. The IT Support Score evaluates the proportion of respondents who are satisfied with IT compared to those who are dissatisfied. A positive score indicates more supporters than detractors, while red indicates the opposite.



IT Satisfaction Scorecard



Business Satisfaction and Importance for Core Services

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.

		Satisfaction		Importance
Clinical Applications	Clinical applications range from diagnostic through to therapeutic interventions for acute and chronic conditions. It includes a selection of operational technologies as these	87%	trending unavailable	7 TH
Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	85%	trending unavailable	1 ST
Work Orders & Enhancements	Satisfaction with small requests and bug fixes	83%	trending unavailable	2 ND
Patient-Facing Systems	Designed to provide a wide range of computer or internet-based services that support patient interactions with the healthcare system. Examples of these systems include:	83%	trending unavailable	5 TH
Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the business	83%	trending unavailable	2 ND
IT Security	Satisfaction with IT security policies and procedures	83%	trending unavailable	7 TH
Data Quality	Satisfaction with providing reliable and accurate data	77%	trending unavailable	12 TH
Healthcare Infrastructure	Includes the built environment and supporting elements: equipment, network access including wi-fi, systems and processes, and sustainability initiatives	73%	trending unavailable	7 TH
Service Desk	Satisfaction with responsiveness and effectiveness of service desk	73%	trending unavailable	7 TH
Project Management Execution	Satisfaction with large department or corporate projects	73%	trending unavailable	5 TH
Administrative Software & Applications	Satisfaction with applications used by staff for running the hospital	70%	trending unavailable	4 TH
IT Policies	Satisfaction with policy design and enforcement around security, governance, etc...	70%	trending unavailable	11 TH
Clinical Devices	An instrument, apparatus, or machine used in the prevention, diagnosis or treatment of illnesses or disease or for detecting, measuring, restoring or modifying the	60%	trending unavailable	13 TH

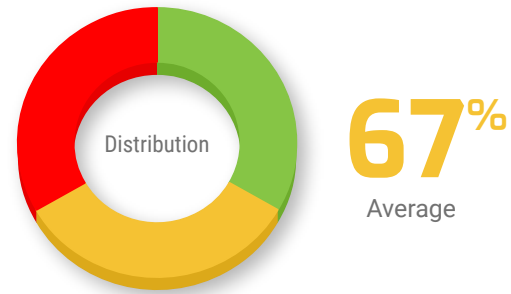
Relationship

IT Capacity Scorecard

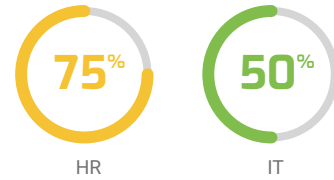
Capacity Needs

Constraint

To what extent is your group constrained and prevented from reaching your strategic goals by IT Capacity?



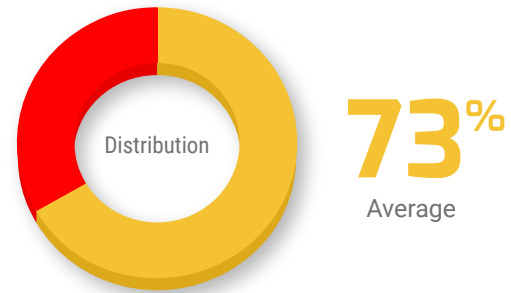
Capacity Constraint by Department



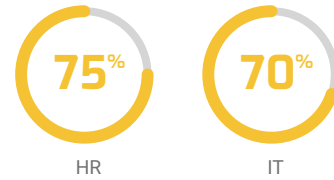
Shadow IT

Overall Shadow IT

To what extent do you look externally and purchase IT services & applications without corporate IT involvement, due to a lack of internal IT capacity?



Shadow IT by Department



Projects

73% Capacity Satisfaction

Satisfaction with the ability to get IT capacity to complete projects.

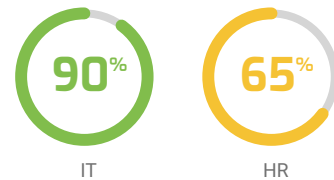
NET PROMOTER SCORE: **N/A**

53% Ability to Deliver Effectively

Satisfaction with completed IT projects ability to meet your business needs.

NET PROMOTER SCORE: **-33%**

Capacity Satisfaction by Department



Work Orders

83% Capacity Satisfaction

Satisfaction with the ability to get IT capacity to complete Work Orders

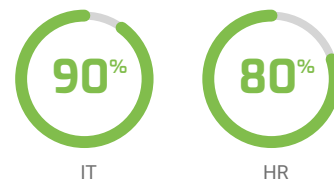
NET PROMOTER SCORE: **67%**

60% Ability to Deliver Effectively

Satisfaction with completed IT Work Orders ability to meet your business needs

NET PROMOTER SCORE: **-100%**

Capacity Satisfaction by Department



Health Care Priorities Scorecard

Health Care Priorities

Distribution

Average

Satisfaction By Seniority

Executives Directors Managers Front Line

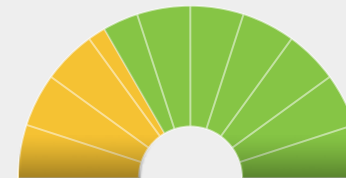
1 Integrated Care



93%



2 Virtual Health Care



80%



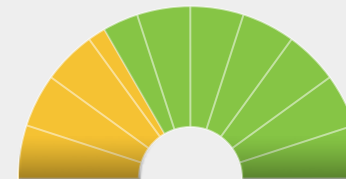
3 Patient Flow



77%



4 Tele Triage



77%



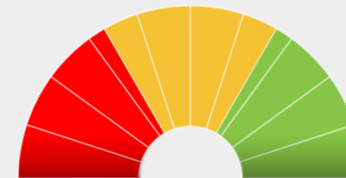
5 Managing Mental Health



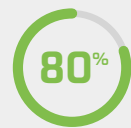
70%



6 Privacy & Security



67%



Health Care Priorities Scorecard

Health Care Priorities

Distribution

Average

Satisfaction By Seniority

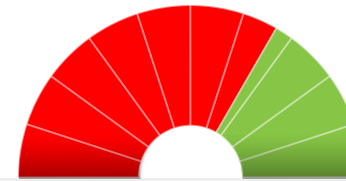
Executives

Directors

Managers

Front Line

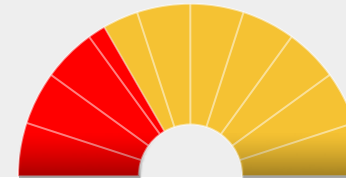
7 **Public Health - Contact Tracing**



67%



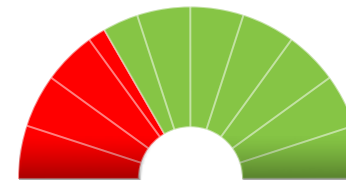
8 **EMR**



63%



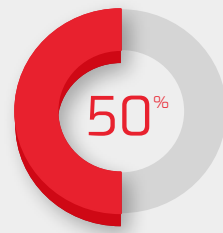
9 **Critical Results Distribution**



63%

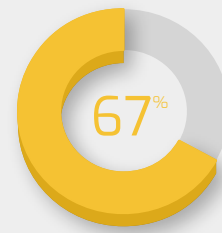


Benchmarking



IT Satisfaction

24% below average
INDUSTRY AVERAGE: 74%
1ST PERCENTILE



IT Value

6% below average
INDUSTRY AVERAGE: 73%
23RD PERCENTILE



Security Friction

Remote/Mobile Device Access Friction is acceptable

100% AGREE
25% above average

Data Access Friction is acceptable

67% AGREE
18% below average

Office/Desktop Security Friction is acceptable

33% AGREE
53% below average

Regulatory Compliance-driven Friction is acceptable

0% AGREE
87% below average

Capacity

Capacity Constraint

Satisfaction with responsiveness and effectiveness of service desk.



8% above average

Shadow IT

Use of Shadow IT: procurement of IT services and applications without IT involvement



41% above average

Relationship

Understands Needs

Satisfaction with IT's understanding of your needs.



10% above average

Executes Requests

Satisfaction with the way IT executes your requests and meets your needs.



8% above average

Communicates Effectively

Satisfaction with IT communication.



6% above average

Trains Effectively

Satisfaction with training quality and timing.



aligned with average

Business Satisfaction and Importance for Core Services

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.

		Satisfaction		Percentile
Clinical Applications	Clinical applications range from diagnostic through to therapeutic interventions for acute and chronic conditions. It includes a selection of operational technologies as these	87%	Benchmarking unavailable	--
Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	85%	20% above industry	96 TH
Work Orders & Enhancements	Satisfaction with small requests and bug fixes	83%	8% above industry	73 RD
Patient-Facing Systems	Designed to provide a wide range of computer or internet-based services that support patient interactions with the healthcare system. Examples of these systems include	83%	Benchmarking unavailable	--
Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the business	83%	16% above industry	94 TH
IT Security	Satisfaction with IT security policies and procedures	83%	aligned with industry	43 RD
Data Quality	Satisfaction with providing reliable and accurate data	77%	6% above industry	72 ND
Healthcare Infrastructure	Includes the built environment and supporting elements: equipment, network access including wi-fi, systems and processes, and sustainability initiatives	73%	1% below industry	34 TH
Service Desk	Satisfaction with responsiveness and effectiveness of service desk	73%	6% below industry	21 ST
Project Management Execution	Satisfaction with large department or corporate projects	73%	3% above industry	61 ST
Administrative Software & Applications	Satisfaction with applications used by staff for running the hospital	70%	2% below industry	35 TH
IT Policies	Satisfaction with policy design and enforcement around security, governance, etc...	70%	3% below industry	30 TH

Clinical Devices

An instrument, apparatus, or machine used in the prevention, diagnosis or treatment of illnesses or disease or for detecting, measuring, restoring or modifying the



Benchmarking unavailable



Additional Research

IT Strategy

Rapidly Develop a Visual IT Strategy

Break the cycle of outdated and unread IT strategies.



Download Blueprint

Become a Strategic CIO

Create a personal development plan to take your career to the next level.



Download Blueprint

Define the Business Context for Strategic IT Initiatives

Ensure your IT initiatives are based on an understanding of organizational objectives.



Download Blueprint

Plan & Execute a Digital Transformation

Take a step closer to your end customers by creating a customer-centric digital strategy.



Download Blueprint

Business Relationship Management

Transform IT Into a Value Creator With Business Relationship Management

Leverage a deep knowledge of the business to become an innovative and strategic partner.



Download Blueprint

Build and Deliver an Optimized IT Update Presentation

Show IT's value and relevance by dropping the technical jargon and speaking to the business in their terms.



Download Blueprint

Manage Stakeholder Relations

As a CIO, you are responsible for addressing a wide variety of competing demands of many different stakeholders



Download Blueprint

IT Performance Management

Develop Meaningful Service Metrics to Ensure Business and User Satisfaction

Reinforce service orientation in your IT organization by ensuring your IT metrics generate value-driven resource behavior.

[Download Blueprint](#)

Maximize Business Value From IT Through Benefits Realization

Embed benefits realization into your governance process to prioritize IT spend and confirm the value of IT.

[Download Blueprint](#)

Additional Research

IT Service Improvement

Satisfying the needs of the business means effective delivery of IT services that matter most. Consult Info-Tech's research library to start improvement efforts for your most critical services. Each link will take you a project toolkit designed to help you kick-start the initiative and make real improvements quickly. Don't try to improve everything at once -- focus on what matters.

<h3>Healthcare Infrastructure</h3> <p>73% Satisfaction 7th Importance</p> <ul style="list-style-type: none"> ↓ Own the Cloud Strategy & Action Plan ↓ Modernize the Network ↓ Modernize Enterprise Storage 	<h3>Service Desk</h3> <p>73% Satisfaction 7th Importance</p> <ul style="list-style-type: none"> ↓ Standardize the Service Desk ↓ Build a Continual Improvement Plan for the Service Desk 	<h3>Work Orders & Enhancements</h3> <p>83% Satisfaction 2nd Importance</p> <ul style="list-style-type: none"> ↓ Design Build a User Facing Service Catalog ↓ Create a Service Management Roadmap ↓ Establish a Right Sized Release & Deployment Management Process
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Project Management Execution

73% Satisfaction **5th** Importance

- Establish an Effective PMO for IT
- Optimize Project Intake Approval & Prioritization
- Grow Your Own PPM Solution
- Tailor Project Management Processes to Fit Your Projects

Data Quality

77% Satisfaction **12th** Importance

- Restore Trust in Your Data Using a Business Aligned Data Quality Management Approach
- Establish a Business Aligned Data Management Practice
- Modernize Data Architecture for Measurable Business Results

Analytical Capability and Reports

85% Satisfaction **1st** Importance

- Build a Next Generation BI with a Game Changing BI Strategy
- Leverage Big Data By Starting Small

Administrative Software & Applications

70% Satisfaction **4th** Importance

- Visualize Your Application Portfolio Strategy with a Value Driven Roadmap
- Streamline Application Maintenance
- Govern & Manage an Enterprise Software Implementation

Innovation Leadership

83% Satisfaction **2nd** Importance

- Kick Start IT Led Business Innovation
- Become a Transformational CIO
- Sustain & Grow Innovation Maturity in Your Enterprise

IT Policies

70% Satisfaction **11th** Importance

- Take the Pain Out of IT Policies
- Take Control of Compliance to Conquer Every Audit

IT Security

83% Satisfaction **7th** Importance

- Build an Information Security Strategy
- Build a Security Governance & Management Plan
- Humanize the Security Awareness & Training Program

Satisfaction By Department

IT



Top Priorities

- 1 Innovation Leadership
- 2 Service Desk
- 3 Analytical Capability and Reports

50% CAPACITY CONSTRAINT

Respondents: 1

HR



Top Priorities

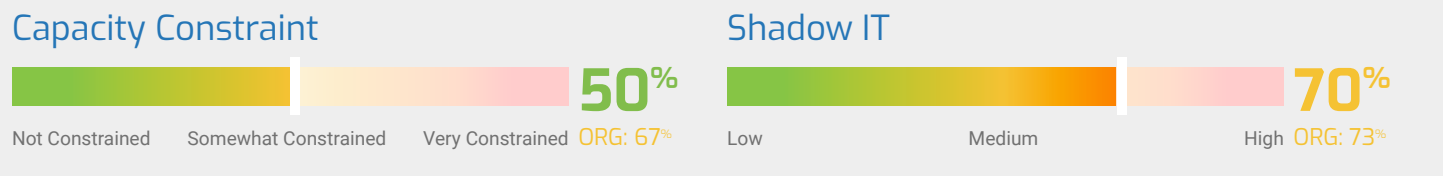
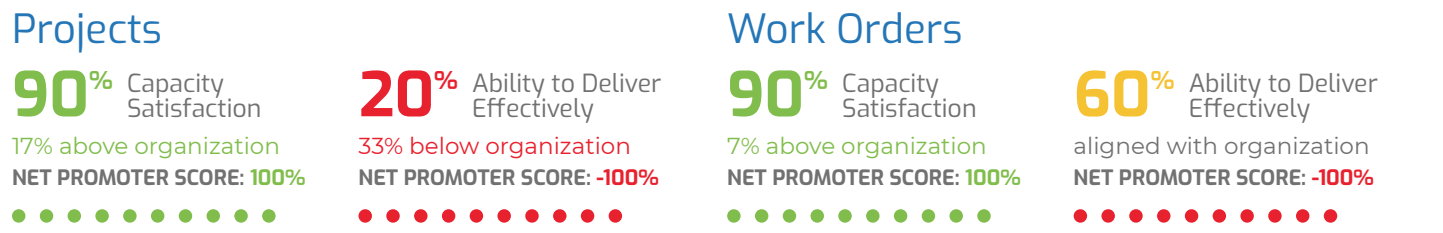
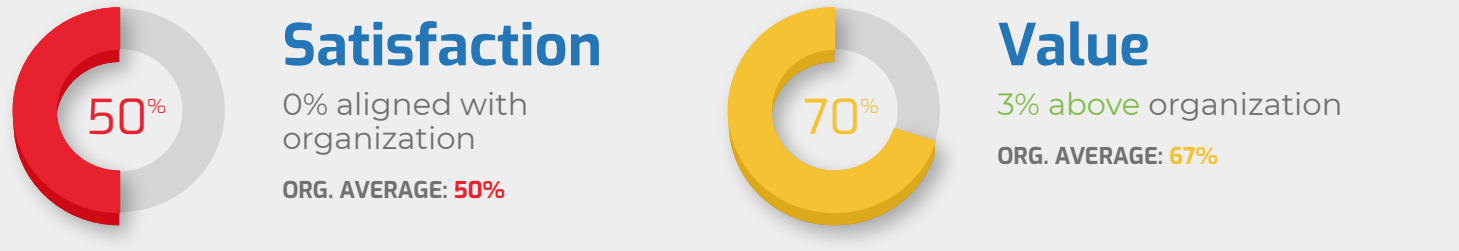
- 1 Work Orders & Enhancements
- 2 Healthcare Infrastructure
- 3 Analytical Capability and Reports

75% CAPACITY CONSTRAINT

Respondents: 2

IT Priorities

Overall Satisfaction and value are key indicators of the overall impression of the IT Department. These metrics let the IT leader determine at a glance if they are meeting the needs of the business.



		Satisfaction	
Relationship	Understands Needs	Satisfaction with IT's understanding of your needs.	90% 7% above organization
	Executes Requests	Satisfaction with the way IT executes your requests and meets your needs.	80% aligned with organization
	Communicates Effectively	Satisfaction with IT communication.	70% 7% below organization
	Trains Effectively	Satisfaction with training quality and timing.	60% 13% below organization

Business Satisfaction and Importance for Core Services

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.

		Satisfaction	Importance
Clinical Applications	Clinical applications range from diagnostic through to therapeutic interventions for acute and chronic conditions. It includes a selection of operational technologies as these	90% 3% above organization	5 TH
Service Desk	Satisfaction with responsiveness and effectiveness of service desk	90% 17% above organization	2 ND
Work Orders & Enhancements	Satisfaction with small requests and bug fixes	90% 7% above organization	12 TH
Project Management Execution	Satisfaction with large department or corporate projects	90% 17% above organization	8 TH
Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the business	90% 7% above organization	1 ST
IT Security	Satisfaction with IT security policies and procedures	80% 3% below organization	6 TH
Healthcare Infrastructure	Includes the built environment and supporting elements: equipment, network access including wi-fi, systems and processes, and sustainability initiatives	70% 3% below organization	13 TH
Clinical Devices	An instrument, apparatus, or machine used in the prevention, diagnosis or treatment of illnesses or disease or for detecting, measuring restoring or modifying the	70% 10% above organization	11 TH
Patient-Facing Systems	Designed to provide a wide range of computer or internet-based services that support patient interactions with the healthcare system. Examples of these systems include	70% 13% below organization	4 TH
IT Policies	Satisfaction with policy design and enforcement around security, governance, etc...	70% aligned with organization	9 TH
Data Quality	Satisfaction with providing reliable and accurate data	60% 17% below organization	10 TH
Administrative Software & Applications	Satisfaction with applications used by staff for running the hospital	60% 10% below organization	7 TH
Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	N/A	3 RD

IT Feedback

Overall Satisfaction

Satisfaction: **50%** | Value: **70%**

What is your top suggestion for how IT can change or improve to better meet your needs?

anonymous: Test Test

Patient-Facing Systems

Satisfaction: **70%** | Rank: **4th**

What is the biggest opportunity for IT to better meet your needs? (Is there a gap in application coverage or a process or an app that isn't effectively meeting your needs?)

anonymous: No Comments

IT Security

Satisfaction: **80%** | Rank: **6th**

What is the biggest pain point in terms of IT security interfering with your work? What would you like to see done differently?

anonymous: Test

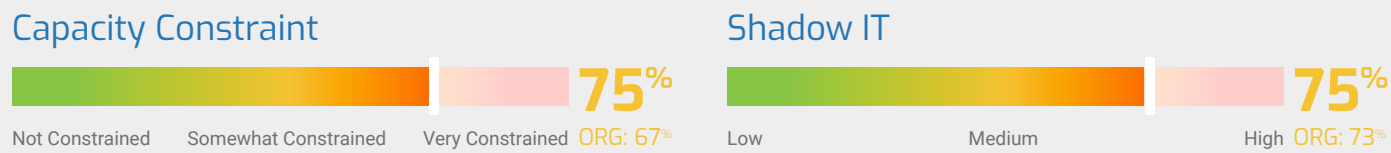
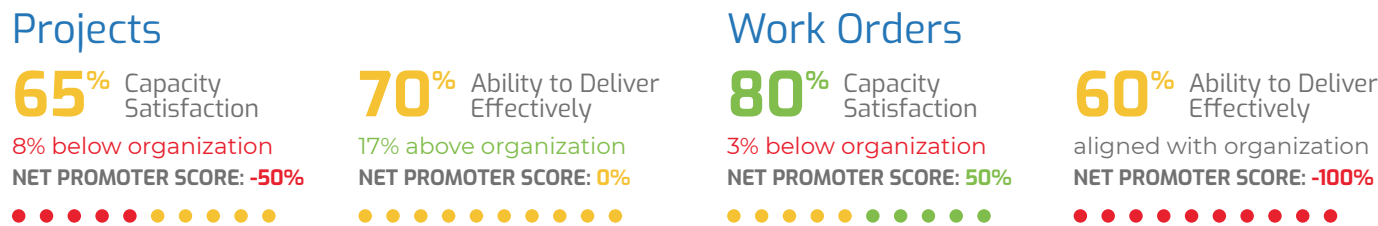
Additional Questions

What is the greatest area of improvement to administrative applications that would better support the Hospital?

anonymous: Test Test

HR Priorities

Overall Satisfaction and value are key indicators of the overall impression of the IT Department. These metrics let the IT leader determine at a glance if they are meeting the needs of the business.



		Satisfaction	
Relationship	Understands Needs	Satisfaction with IT's understanding of your needs.	80% 3% below organization
	Executes Requests	Satisfaction with the way IT executes your requests and meets your needs.	80% aligned with organization
	Trains Effectively	Satisfaction with training quality and timing.	80% 7% above organization
	Communicates Effectively	Satisfaction with IT communication.	80% 3% above organization

Business Satisfaction and Importance for Core Services

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.

		Satisfaction	Importance
Patient-Facing Systems	Designed to provide a wide range of computer or internet-based services that support patient interactions with the healthcare system. Examples of these systems include:	90% 7% above organization	9TH
Clinical Applications	Clinical applications range from diagnostic through to therapeutic interventions for acute and chronic conditions. It includes a selection of operational technologies as these:	85% 2% below organization	12TH
Data Quality	Satisfaction with providing reliable and accurate data	85% 8% above organization	8TH
Analytical Capability and Reports	Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	85% aligned with organization	2ND
IT Security	Satisfaction with IT security policies and procedures	85% 2% above organization	9TH
Work Orders & Enhancements	Satisfaction with small requests and bug fixes	80% 3% below organization	1ST
Innovation Leadership	Satisfaction with providing opportunities for innovation and innovation leadership to improve the business	80% 3% below organization	6TH
Healthcare Infrastructure	Includes the built environment and supporting elements: equipment, network access including wi-fi, systems and processes, and sustainability initiatives	75% 2% above organization	2ND
Administrative Software & Applications	Satisfaction with applications used by staff for running the hospital	75% 5% above organization	4TH
IT Policies	Satisfaction with policy design and enforcement around security, governance, etc...	70% aligned with organization	7TH
Service Desk	Satisfaction with responsiveness and effectiveness of service desk	65% 8% below organization	13TH
Project Management Execution	Satisfaction with large department or corporate projects	65% 8% below organization	5TH
Clinical Devices	An instrument, apparatus, or machine used in the prevention, diagnosis or treatment of illnesses or disease or for detecting, measuring, restoring or modifying the	55% 5% below organization	9TH

HR Feedback

Overall Satisfaction

Satisfaction: **50%** | Value: **65%**

What is your top suggestion for how IT can change or improve to better meet your needs?

anonymous: No comments

anonymous: Test

Patient-Facing Systems

Satisfaction: **90%** | Rank: **9th**

What is the biggest opportunity for IT to better meet your needs? (Is there a gap in application coverage or a process or an app that isn't effectively meeting your needs?)

anonymous: Test Test Test

Analytical Capability and Reports

Satisfaction: **85%** | Rank: **2nd**

What is your top suggestion for how IT could better meet your data, reporting and analytics needs?

anonymous: Test Test Test

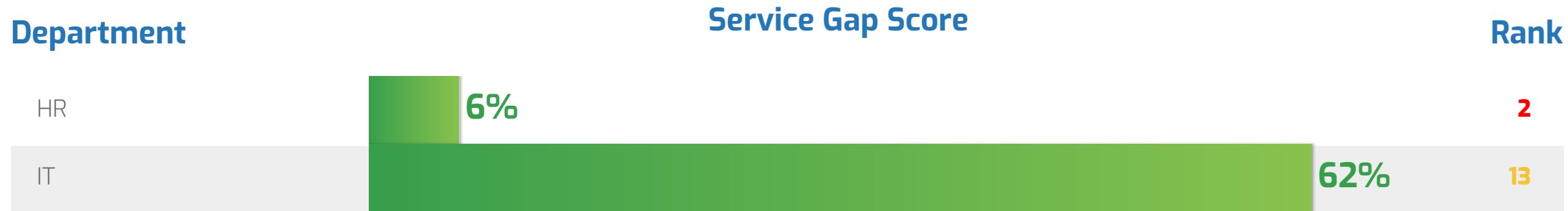
Additional Questions

What is the greatest area of improvement to administrative applications that would better support the Hospital?

anonymous: Test Test

Healthcare Infrastructure Satisfaction by Department

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources



Service Gap Scores

Satisfaction - Importance < 0

When importance outweighs satisfaction, Departments are being under-served. The larger the gap, the greater the difference between satisfaction and importance. Aim to close service gaps to increase the effectiveness in these Departments.

Satisfaction - Importance > 0

When satisfaction outweighs importance, Departments are satisfied with this specific core service relative to the importance ranking. There may be room to reallocate resources, but be sure to maintain high satisfaction and improve medium to low satisfaction in the long-term.

Rank Scores

Highest Importance

This core services was ranked between 1st and 4th most important for the Department.

Medium Importance

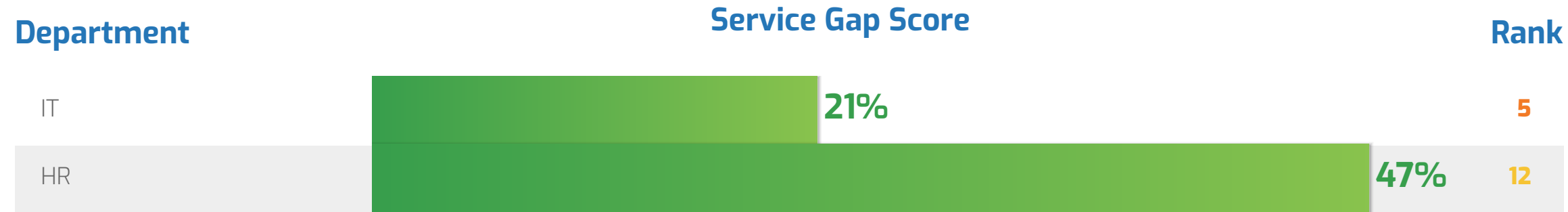
This core services was ranked between 5th and 9th most important for the Department.

Low Importance

This core services was ranked 10th or lower most important for the Department.

Clinical Applications Satisfaction by Department

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources



Service Gap Scores

Satisfaction - Importance < 0

When importance outweighs satisfaction, Departments are being under-served. The larger the gap, the greater the difference between satisfaction and importance. Aim to close service gaps to increase the effectiveness in these Departments.

Satisfaction - Importance > 0

When satisfaction outweighs importance, Departments are satisfied with this specific core service relative to the importance ranking. There may be room to reallocate resources, but be sure to maintain high satisfaction and improve medium to low satisfaction in the long-term.

Rank Scores

Highest Importance

This core services was ranked between 1st and 4th most important for the Department.

Medium Importance

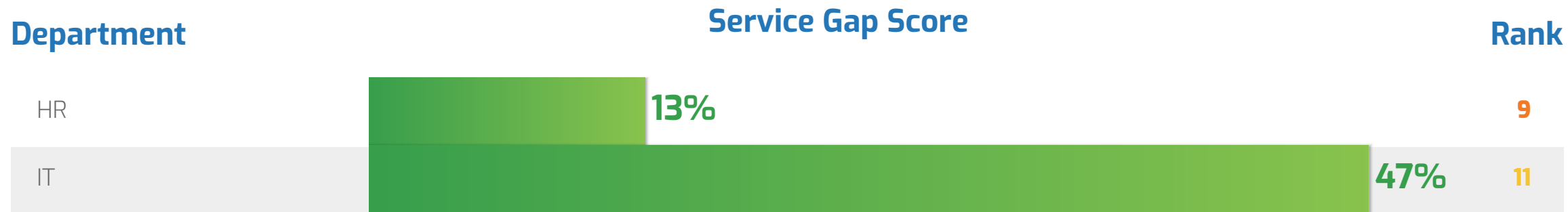
This core services was ranked between 5th and 9th most important for the Department.

Low Importance

This core services was ranked 10th or lower most important for the Department.

Clinical Devices Satisfaction by Department

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources



Service Gap Scores

Satisfaction - Importance < 0
 When importance outweighs satisfaction, Departments are being under-served. The larger the gap, the greater the difference between satisfaction and importance. Aim to close service gaps to increase the effectiveness in these Departments.

Satisfaction - Importance > 0
 When satisfaction outweighs importance, Departments are satisfied with this specific core service relative to the importance ranking. There may be room to reallocate resources, but be sure to maintain high satisfaction and improve medium to low satisfaction in the long-term.

Rank Scores

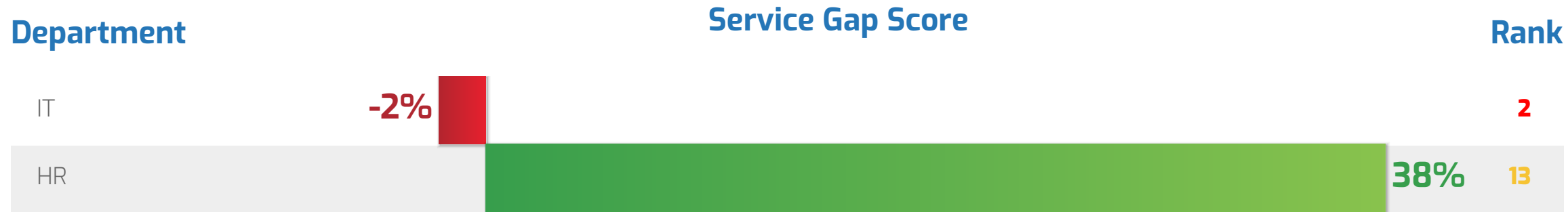
Highest Importance
 This core services was ranked between 1st and 4th most important for the Department.

Medium Importance
 This core services was ranked between 5th and 9th most important for the Department.

Low Importance
 This core services was ranked 10th or lower most important for the Department.

Service Desk Satisfaction by Department

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources



Service Gap Scores

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Satisfaction - Importance > 0

When satisfaction outweighs importance, Departments are satisfied with this specific core service relative to the importance ranking. There may be room to reallocate resources, but be sure to maintain high satisfaction and improve medium to low satisfaction in the long-term.

Rank Scores

Highest Importance

This core services was ranked between 1st and 4th most important for the Department.

Medium Importance

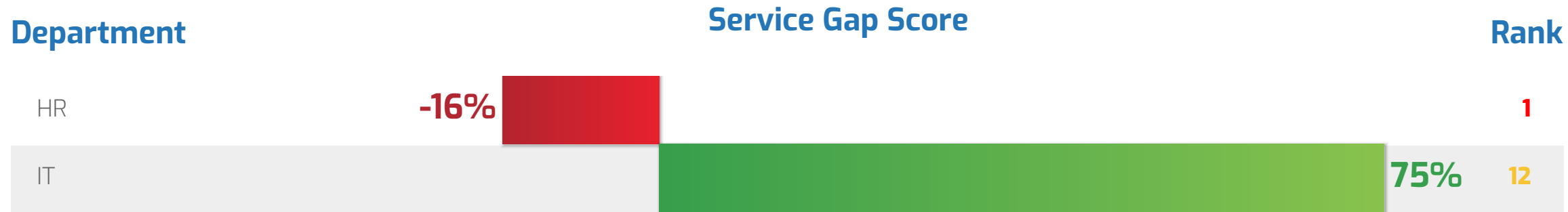
This core services was ranked between 5th and 9th most important for the Department.

Low Importance

This core services was ranked 10th or lower most important for the Department.

Work Orders & Enhancements Satisfaction by Department

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources



Service Gap Scores

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Rank Scores

Highest Importance

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Medium Importance

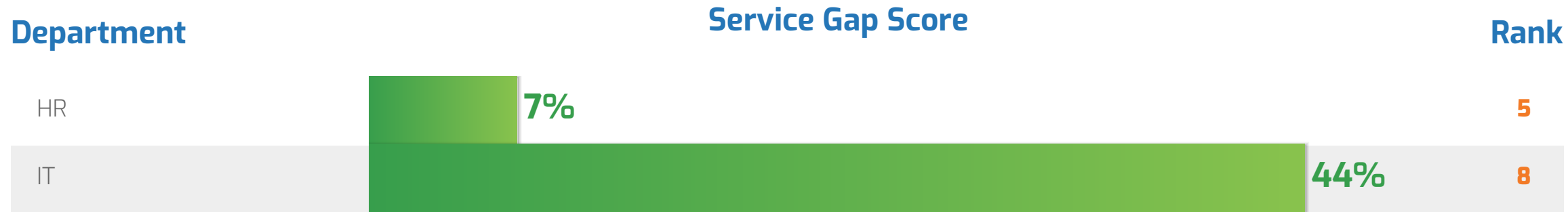
This core services was ranked between 5th and 9th most important for the Department.

Low Importance

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Project Management Execution Satisfaction by Department

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources



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 When satisfaction outweighs importance, Departments are satisfied with this specific core service relative to the importance ranking. There may be room to reallocate resources, but be sure to maintain high satisfaction and improve medium to low satisfaction in the long-term.

Rank Scores

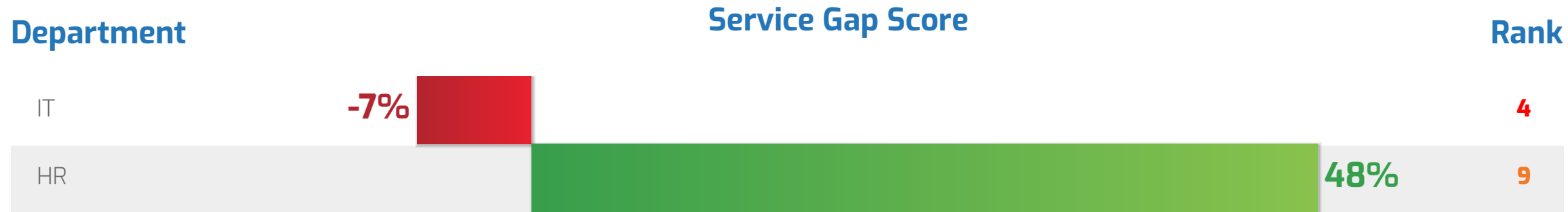
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Patient-Facing Systems Satisfaction by Department

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources



Service Gap Scores

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When importance outweighs satisfaction, Departments are being under-served. The larger the gap, the greater the difference between satisfaction and importance. Aim to close service gaps to increase the effectiveness in these Departments.

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Rank Scores

Highest Importance

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Medium Importance

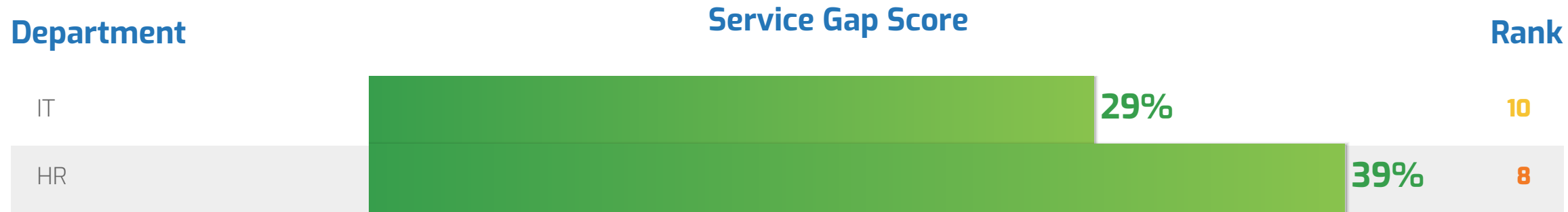
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Low Importance

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Data Quality Satisfaction by Department

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources



Service Gap Scores

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Rank Scores

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Low Importance
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Analytical Capability and Reports Satisfaction by Department

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources

Department	Service Gap Score	Rank
IT	0%	3
HR	16%	2

Service Gap Scores

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Low Importance
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Administrative Software & Applications Satisfaction by Depart...

The following charts rank Departments from under-served to over-served for this core service. This chart allows you to see the spread of satisfaction and the Service Gap for each Department related to this core service so you can make an informed decision on aligning resources

Department	Service Gap Score	Rank
IT	6%	7
HR	10%	4

Service Gap Scores

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Satisfaction - Importance > 0
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Rank Scores

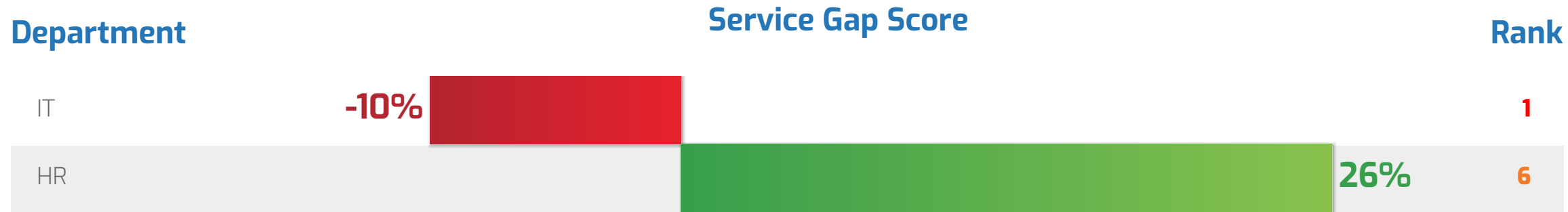
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Innovation Leadership Satisfaction by Department

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Service Gap Scores

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Rank Scores

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Medium Importance

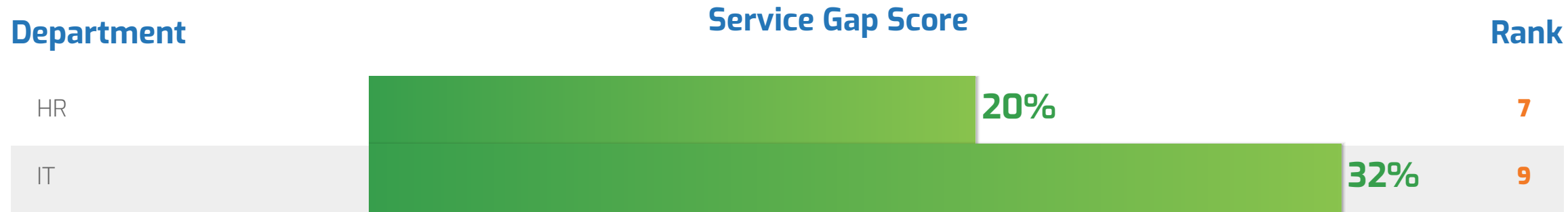
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IT Policies Satisfaction by Department

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Service Gap Scores

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Rank Scores

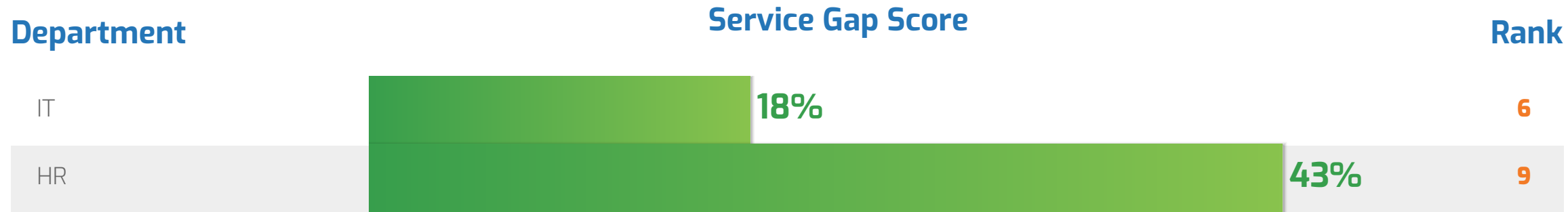
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IT Security Satisfaction by Department

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Anonymous Feedback

■ You are doing great!!!

■ No comments

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RESEARCH GROUP