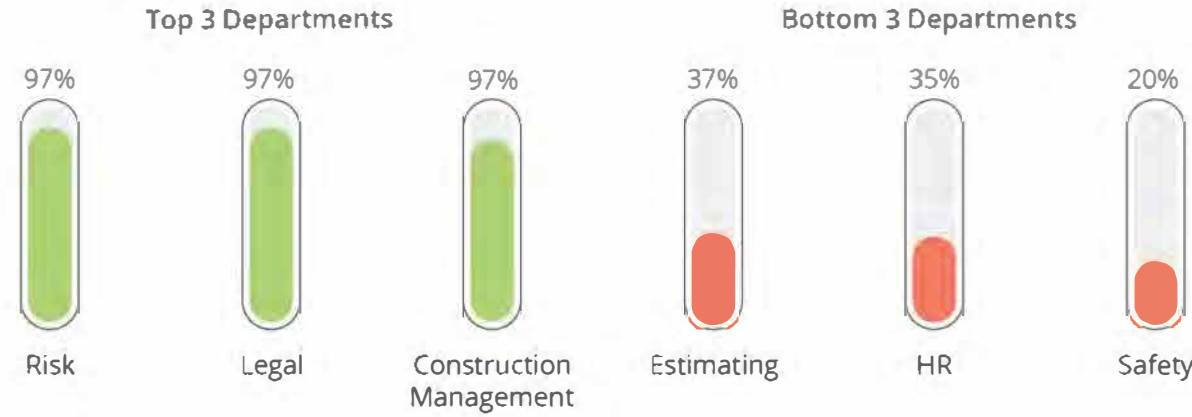


83%
Complete

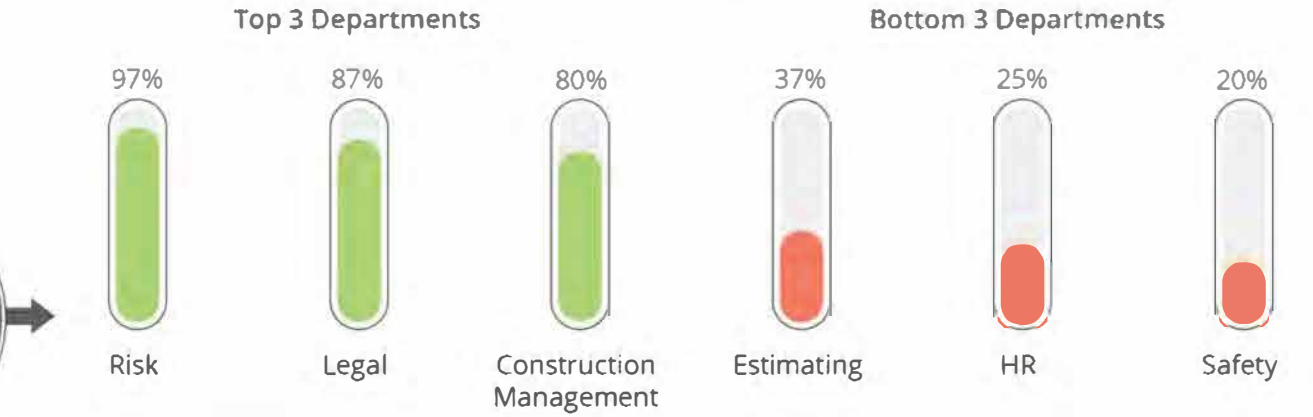
End-User Application Feedback Program

Prepared for
John Doe
Slice Co.

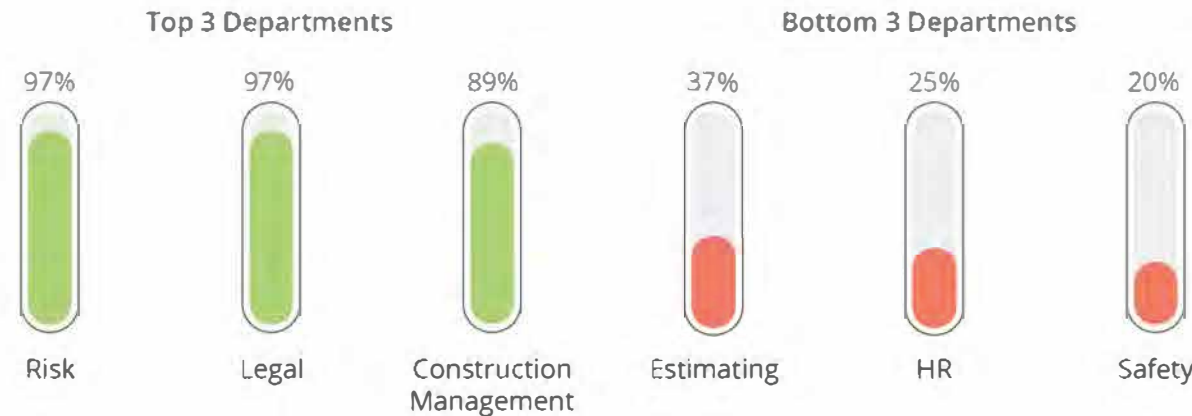
Business Enablement | How satisfied are you with IT's ability to enable the organization to meet its overarching goals?



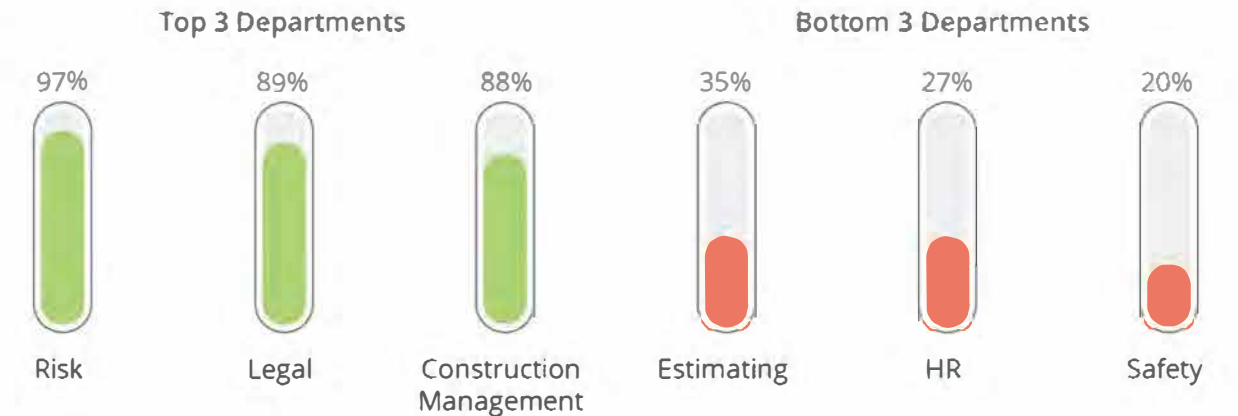
IT Communications | How satisfied are you with IT's ability to communicate to you regarding the information you need to perform your job effectively?



IT Services | How satisfied are you that the services provided by IT enable you to perform your job effectively?



Suite of Applications | How satisfied are you that the collection of applications provided to you by IT is the appropriate set for enabling you to do your job effectively?



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.

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.

Category	Net End User Support	Support Score	Compared to Last Year
Business Enablement	72%	72%	↑ 10%
IT Communications	34%	34%	↓ 7%
IT Services	13%	13%	↓ 3%
Suite of Applications	44%	44%	↓ 6%

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

Supporters - Detractors
IT Support Breakdown

Business Enablement Support

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



IT Communications Support

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

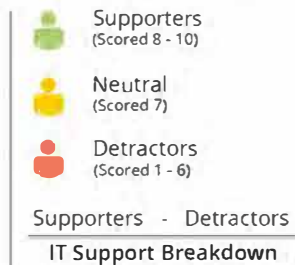


Net End User Support

Support Score

Compared to Last Year

Company Innovation		76%	↑ 12%
IT Agility		23%	↑ 9%
Department Technology Enablement		52%	↓ 6%
Training		12%	↑ 10%
Feedback Receptivity		34%	↑ 11%
Professionalism		61%	↑ 5%



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.



	Satisfaction	Executive Satisfaction	Director Satisfaction	Manager Satisfaction	Front Line Satisfaction
Company Innovation	80%	89% ↑ 10%	82% ↑ 3%	79% ↑ 7%	81% ↑ 9%
Agility	65%	63% ↓ 9%	40% ↓ 8%	20% ↓ 13%	48% ↓ 12%
Dept. Technology Enablement	75%	51% ↑ 6%	79% ↑ 13%	57% ↑ 10%	66% ↑ 11%



Training	58%	19% ↑ 13%	60% ↑ 8%	28% ↑ 5%	10% ↑ 10%
Feedback Receptivity	71%	27% ↑ 15%	40% ↑ 3%	16% ↑ 10%	69% ↑ 7%
Professionalism	90%	85% ↑ 17%	67% ↑ 9%	82% ↑ 13%	59% ↑ 8%

| Last year

↑/↓ vs company avg.

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		Least Satisfied Departments	
Name	Sat. Score	Name	Sat. Score
Risk	71%	Construction Management	54%
Legal	92%	Legal	34%
Construction Management	77%	Estimating	33%
		HR	61%
		Estimating	47%
Construction Management	74%	Legal	54%
HR	71%	Safety	46%
Safety	94%	Risk	57%
		Construction Management	49%
		Construction Management	32%
		Risk	21%



Core Services by Seniority

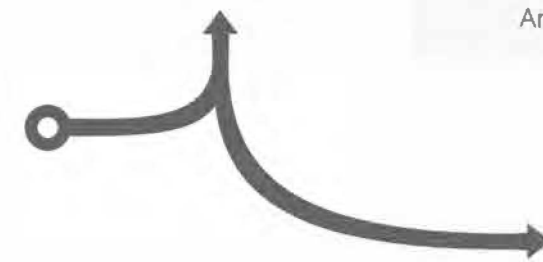
End users functioning in different roles within the organization place importance on different core services. Improvement should address both the right services and the right users.

vs company avg.

Core Services	Executive		Director		Manager		Front Line	
	Satisfaction	Importance Rank	Satisfaction	Importance Rank	Satisfaction	Importance Rank	Satisfaction	Importance Rank
Service Desk Effectiveness	89% ↑11%	4 th ↑1	89% ↓9%	4 th ↑1	63% ↓13%	4 th ↑1	89% ↓34%	2 nd ↓1
Service Desk Timeliness	63% ↓13%	4 th ↑1	63% ↓13%	4 th ↑1	89% ↓10%	2 nd ↓1	80% ↓3%	3 rd =
Policies	77% ↑7%	4 th ↑1	83% ↓13%	4 th ↑1	89% ↓5%	3 rd =	81% ↓13%	2 nd ↓1
Network	89% ↓5%	3 rd =	89% ↓7%	2 nd ↓1	63% ↓13%	2 nd ↓1	65% ↓13%	4 th ↑1
Application Suite	75% ↓11%	2 nd ↓1	76% ↓5%	3 rd =	66% ↓13%	2 nd ↓1	83% ↓2%	4 th ↑1
Devices	63% ↓13%	4 th ↑1	80% ↓13%	2 nd ↓1	69% ↓13%	2 nd ↓1	57% ↓22%	3 rd =
Analytics & Reports	83% ↓13%	4 th ↑1	63% ↓8%	4 th ↑1	89% ↓7%	4 th ↑1	79% ↓13%	4 th ↑1

IT Services Satisfaction

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.



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.

Core Services	Importance Rating	Versus Last Year	Satisfaction
Service Desk Effectiveness	2 nd	3 th ↑1	98%
Service Desk Timeliness	4 th	7 th ↓3	93%
Policies	7 th	6 th ↓1	85%
Network	1 st	1 st =	78%
Application Suite	5 th	2 nd ↓3	73%
Devices	3 th	4 th ↓1	69%
Analytics & Reports	6 th	5 th ↓1	39%

| Last year

Most Satisfied Departments

Name	Sat. Score
Risk	97%
Legal	94%
Construction Management	90%
Estimating	89%
HR	87%
Safety	79%
Research	76%

Least Satisfied Departments

Name	Sat. Score	Name	Sat. Score
Legal	10%	Construction Management	9%
Construction Management	15%	Estimating	12%
Estimating	20%	HR	15%
HR	23%	Safety	22%
Safety	34%	Risk	30%
Risk	36%	Legal	35%
Legal	55%	Risk	50%

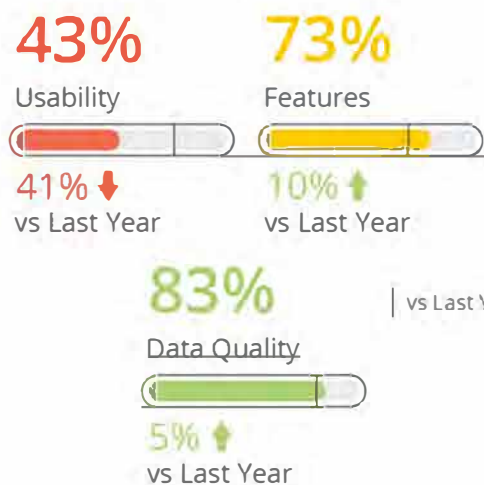


Overall Applications Portfolio Satisfaction

Overall portfolio satisfaction is an indication of end user sentiment in the organization overall. This metric enables the IT leader to determine at a glance if they are meeting the needs of the business.

Application Portfolio Component Satisfaction

Aggregated across all rated applications, scores on usability, features and data quality provide an overall indication of the effectiveness of the applications portfolio.



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.



Five Most Critical Applications

The most critical applications are the most popular and are rated by their users as being the most important to them in performing their job effectively. Underperforming applications in this group should be an immediate focus.

Applications	Users	Data Quality	Importance	Features	Usability	Status
Audition	53	93%	94%	74%	47%	Contentious
Chrome	321	-	94%	74%	85%	Contentious
Maya	313	-	94%	74%	85%	Effective
Bridge CC	531	-	94%	74%	55%	Unleveraged
Sticky Notes	531	-	83%	22%	25%	Contentious

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.

Sticky Notes	531	-	83%	22%	25%	Contentious
Dreamweaver CC	31	53%	20%	37%	15%	Contentious
Explorer	531	-	67%	30%	25%	Questionable
Aurora	531	83%	70%	28%	35%	Unleveraged
Sublime Text 3	531	-	83%	52%	15%	Contentious

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.

MSFT Word	65	3%	90%	97%	27%	Contentious
Salesforce.com	80	16%	77%	47%	97%	Contentious
MSFT PowerPoint	65	25%	57%	87%	37%	Questionable
MSFT Outlook	80	45%	47%	47%	77%	Unleveraged
MSFT SharePoint	65	52%	27%	67%	47%	Contentious

BUILD A DATA-DRIVEN IT STRATEGY

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CIO BUSINESS VISION



CIO-CEO ALIGNMENT DIAGNOSTIC



ASSESS CORE IT PROCESSES



IT STAFFING ASSESSMENT



APPLICATION PORTFOLIO ASSESSMENT



END USER SATISFACTION PROGRAM



PROJECT PORTFOLIO MANAGEMENT DIAGNOSTIC PROGRAM



IT SECURITY DIAGNOSTIC PROGRAM



DATA QUALITY SCORECARD

<https://lean42.com/lean-packages/it-diagnostics/>