29%
Complete

To be completed by users across the organization

End-User Satisfaction Diagnostic Program

Prepared for
You
Your Company

INFO~TECH
RESEARCH GROUP

Lean42

Your Company 585 Responses

Business Enablement "Overall, how satisfied are you that the IT group gives your organization a competitive advantage over competitors?"

Top 3 Departments
79% Legal
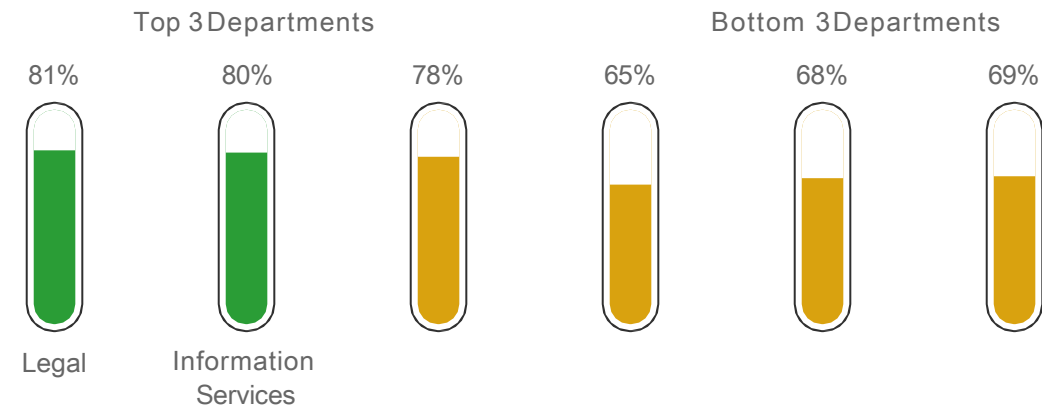75% Information Services
74% Procurement

Bottom 3 Departments
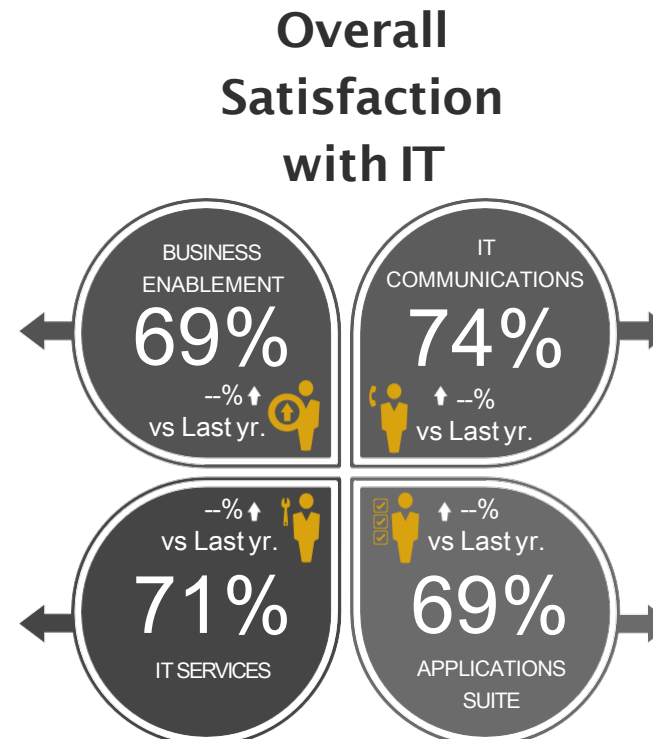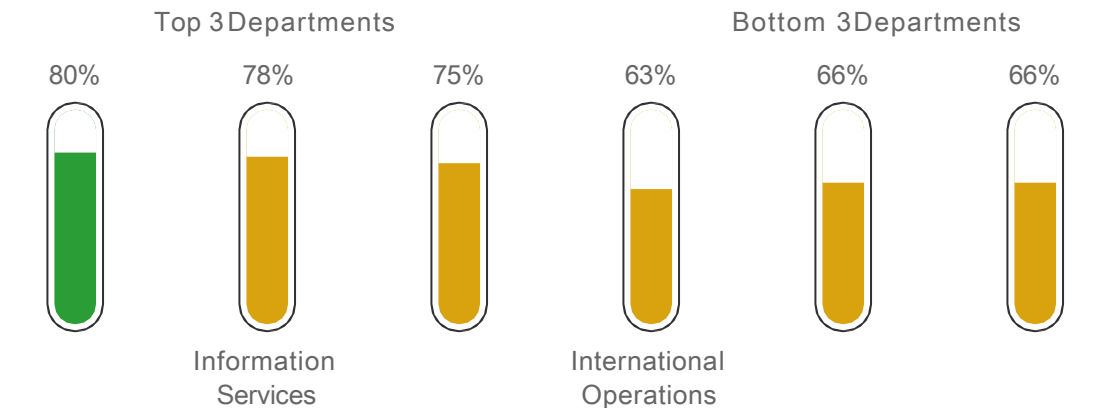65% International Operations
66%
68%
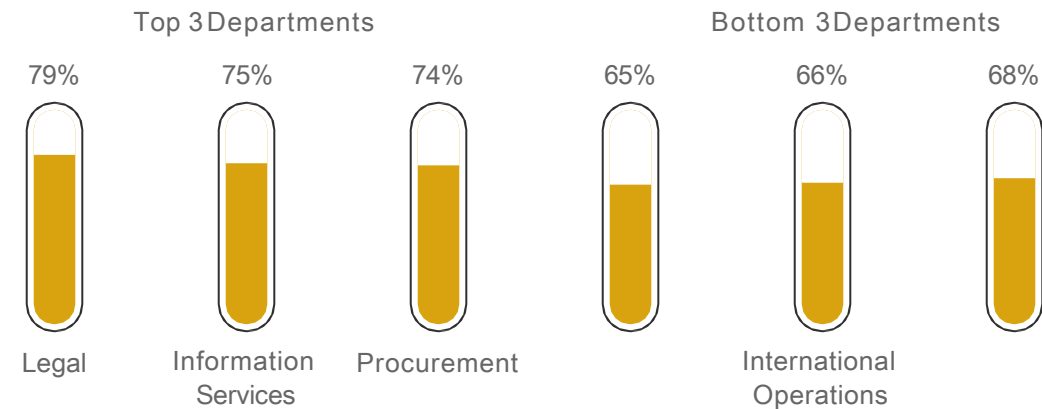
IT Communications "How satisfied are you with IT's current level of communication to end users regarding changes to services and/or applications?"

Top 3 Departments
86% Legal
81% Geographic Operations
77%

Bottom 3 Departments
70% Information Services
70% International Operations
71% Finance

Overall Satisfaction with IT

BUSINESS ENABLEMENT 69% --% ↑ vs Last yr.

IT COMMUNICATIONS 74% ↑ --% vs Last yr.

--% ↑ vs Last yr. 71% IT SERVICES
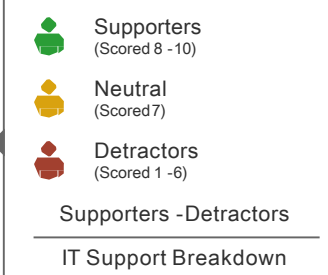
↑ --% vs Last yr. 69% APPLICATIONS SUITE

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.

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

Top 3 Departments
81% Legal
80% Information Services
78%

Bottom 3 Departments
65%
68%
69%

Suite of Applications "How satisfied are you that the suite of applications you have is the appropriate set for enabling you to do your job effectively?"

Top 3 Departments
80% Information Services
78%
75%

Bottom 3 Departments
63% International Operations
66%
66%

Overall Support for IT

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

Promoters — Loyal enthusiasts of IT.
Neutral — Satisfied Stakeholders that are unenthusiastic about IT.
Detractors — Unhappy stakeholders who can damage your reputation.

	Net End User Support	Support Score	Compared to Last Year
Business Enablement		7%	--%
IT Communications		32%	--%
IT Services		16%	--%
Suite of Applications		9%	--%

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.

BUSINESS ENABLEMENT

69%

↑ --%
vs Last Year

	Net End User Support	Support Score	Compared to Last Year
Company Innovation		-19%	--%
IT Agility		-13%	--%
Department Technology Enablement		-32%	--%

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

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

Supporters -Detractors
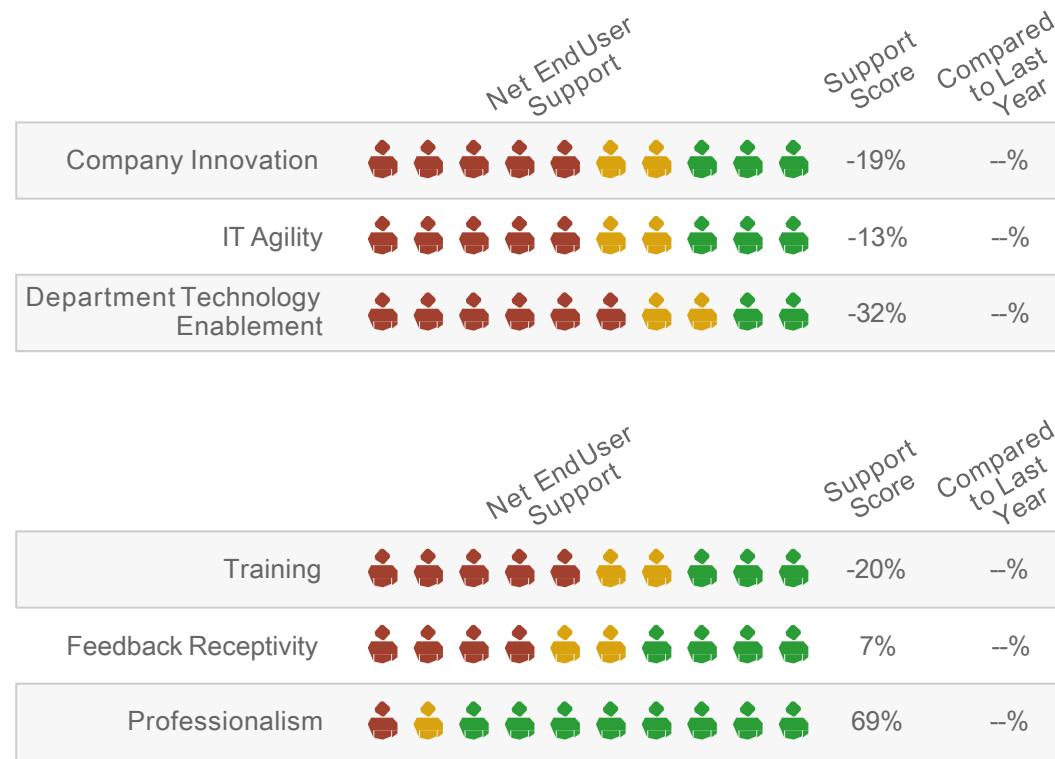IT Support Breakdown

IT Communications Support

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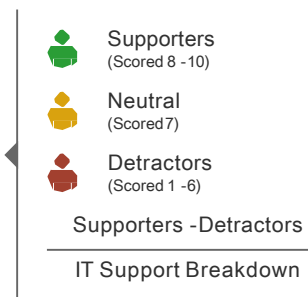
IT COMMUNICATIONS

74%

↑ --%
vs Last Year

	Net End User Support	Support Score	Compared to Last Year
Training		-20%	--%
Feedback Receptivity		7%	--%
Professionalism		69%	--%

See satisfaction by seniority & area. Focus improvement efforts by stakeholder group based on importance.

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.

Enablement & Comms. by Department

Look beyond the averages to see the problem areas. Talk to the most dis[...] issues.

	Satisfaction		Executive Satisfaction		Director Satisfaction		Manager Satisfaction		Front Line Satisfaction	
Company Innovation		--%	63%	60%	3%	58%	5%	59%	4%	67%	4%
IT Agility		--%	64%	63% ↓ 1%	59% ↓ 5%	61% ↓ 3%	67% ↑ 3%
Department Technology Enablement		--%	59%	56%	3%	54%	5%	55%	4%	63%	4%

	Satisfaction		Executive		Director		Manager		Front Line	
Training		--%	63%	60%	3%	57%	6%	61%	2%	65%	2%
Feedback Receptivity		%	69%	76% ↑ 7%	66% ↓ 3%	67% ↓ 2%	71% ↑ 2%
Professionalism		--%	84%	91%	7%	85%	1%	84% --%	83%	1%

Last Year   / vs company avg.

Most Satisfied Departments

Name	Sat. Score
Information Services	75%
Information Services	75%
Information Services	73%
Legal	74%
Legal	83%
Legal	91%

Least Satisfied Departments

	Sat. Score	Name	Sat. Score
	59%	International Operations	58%
	60%	International Operations	58%
International Operations	54%		54%
	60%	International Operations	56%
International Operations	65%	Procurement	60%
Finance	80%		77%

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Your Company 585 Responses

Assess the importance and effectiveness of 7 key IT services. Use gap between the two scores to determine improvement priority..
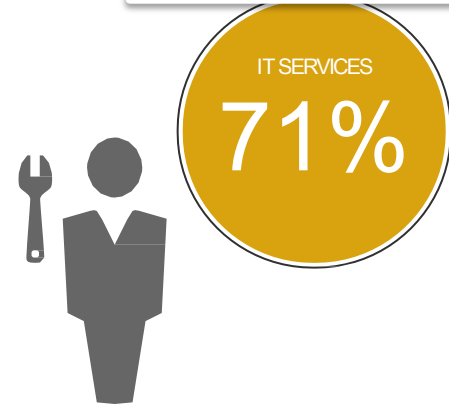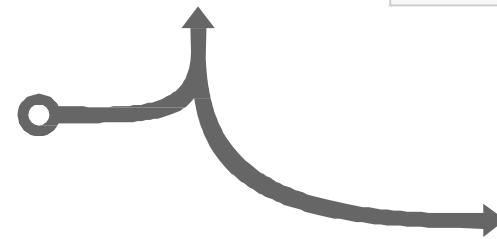
IT SERVICES
71%

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.

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.

↓ ↑ 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	80% 3%	6 th 2	77% –%	4 th _	76% 1%	5 th 1	77% –%	3 rd 1
Service Desk Timeliness	79% 3%	5 th _	79% 3%	5 th _	74% 2%	4 th 1	76% –%	4 th 1
Application Suite	66% 3%	1 st 2	67% 2%	3 rd _	67% 2%	3 rd _	71% 2%	5 th 2
Policies	67% 1%	7 th _	65% 3%	7 th _	65% 3%	7 th _	70% 2%	6 th 1
Devices	77% 12%	3 rd 1	72% 7%	2 nd _	61% 4%	2 nd _	66% 1%	2 nd _
Analytics & Reports	53% 11%	4 th 2	59% 5%	6 th _	61% 3%	6 th _	67% 3%	7 th 1
Network	59% –%	2 nd 1	57% 2%	1 st _	55% 4%	1 st _	62% 3%	1 st _

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	4 th	-- ↑ --		77%
Service Desk Timeliness	5 th	-- ↑ --		76%
Application Suite	3 rd	-- ↑ --		69%
Policies	7 th	-- ↑ --		68%
Devices	2 nd	-- ↑ --		65%
Analytics & Reports	6 th	-- ↑ --		64%
Network	1 st	-- ↑ --		59%

Most Satisfied Departments

Name	Sat. Score
Legal	90%
Legal	87%
	80%
Legal	77%
Legal	83%
	73%
Information Services	71%

Least Satisfied Departments

Name	Sat. Score	Name	Sat. Score
Finance	70%	Procurement	68%
Finance	70%	Procurement	60%
	66%	International Operations	63%
	63%	International Operations	61%
	61%		57%
Legal	59%	International Operations	52%
			40%

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

↓ Last Year

Applications Overview

Your Company 585 Responses

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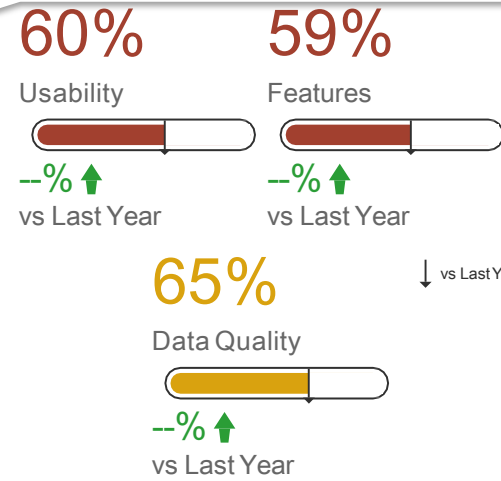
SUITE OF APPLICATIONS

69%

Overall Applications Portfolio Satisfaction

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

See a snapshot of overall application satisfaction. Use this to communicate the health of your portfolio.

60%
Usability
--% ▲
vs Last Year

59%
Features
--% ▲
vs Last Year

65%
Data Quality
--% ▲
vs Last Year
↓ vs Last Year

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.

| Mission Critical | ⚠ HAZARDOUS 0 | ⚔ CONTENTIOUS 4 | ☑ EFFECTIVE 2 |
| Important / Nice to Have | 🗑 UNWANTED 0 | ❓ QUESTIONABLE 14 | 💲 UNLEVERAGED 3 |

Importance (Mission Critical / Important / Nice to Have / Unused)

Extremely Ineffective — Effectiveness (Features + Usability) — Extremely Effective

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.

Applications	Users	Importance	Features	Usability	Data Quality	Status
XXXXXXXXXXXx	585	93%	75%	75%	78%	Effective
Microsoft SharePoint 2010	585	42%	62%	63%	66%	❓ Questionable
XXXXXXXXXXXX	270	61%	62%	62%	62%	Contentious
XXXXXXXXXXXX XXXXXXXXXXXX	159	42%	56%	57%	63%	❓ Questionable
XXXXXXXXXXXX	109	57%	47%	46%	50%	⚔ 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.

Applications	Users	Importance	Features	Usability	Data Quality	Status
XXXXXXXXXXXX XXXXXXXXXXXX	109	57%	47%	46%	50%	Contentious
Transportation Manager	112	7%	45%	49%	53%	❓ Questionable
Trapeze	112	11%	46%	49%	54%	❓ Questionable
ArcLogistics	109	9%	46%	53%	52%	❓ Questionable
XXXXXXXXXXXX	97	8%	53%	48%	58%	Questionable

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.

Applications	Users	Importance	Features	Usability	Data Quality	Status
XXXXXXXXXXXX XXXXXXXXXXXX	109	57%	47%	46%	50%	Contentious
ArcLogistics	109	9%	46%	53%	52%	❓ Questionable
Transportation Manager	112	7%	45%	49%	53%	❓ Questionable
Trapeze	112	11%	46%	49%	54%	❓ Questionable
XXXXXXXXXXXX	109	26%	53%	55%	57%	Questionable

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

	Mission Critical	Important	Nice to Have / Unused

| ⚠ HAZARDOUS 0 | ♟ CONTENTIOUS 4 | ☑ EFFECTIVE 2 |
| 🗑 UNWANTED 0 | ❓ QUESTIONABLE 14 | 💲 UNLEVERAGED 3 |

Importance (Mission Critical / Important / Nice to Have / Unused)

Effectiveness (Features + Usability) — Extremely Ineffective → Extremely Effective
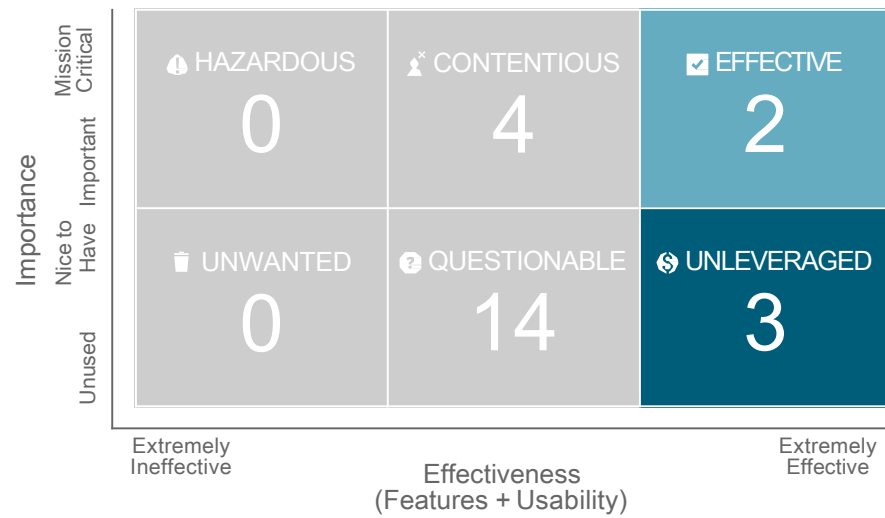
Application	Users	Importance	Usability	Features	Data Quality
XXXXXXXXXXXX	585	93%	75%	75%	78%
Accpac 6.0a	47	74%	70%	70%	78%
Great Plains	47	45%	72%	71%	78%
ADP	47	34%	71%	67%	78%
XXXXXXXXXXXX	47	30%	69%	71%	78%

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

At Risk Applications

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

Number of Applications by Importance & Effectiveness

| ⚠ HAZARDOUS 0 | ♟ CONTENTIOUS 4 | ☑ EFFECTIVE 2 |
| 🗑 UNWANTED 0 | ❓ QUESTIONABLE 14 | 💲 UNLEVERAGED 3 |

Importance (Mission Critical / Important / Nice to Have / Unused)

Effectiveness (Features + Usability) — Extremely Ineffective → Extremely Effective

Application	Users	Importance	Usability	Features	Data Quality
XXXXXXXXXXXX	59	86%	53%	54%	58%
XXXXXXXXXXXX	270	61%	62%	62%	62%
XXXXXXXXXXXX	109	57%	46%	47%	50%
Call Center Anywhere	59	53%	66%	66%	71%

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

Nonessential Applications

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

Number of Applications by Importance & Effectiveness

| ⚠ HAZARDOUS 0 | ♟ CONTENTIOUS 4 | ☑ EFFECTIVE 2 |
| 🗑 UNWANTED 0 | ❓ QUESTIONABLE 14 | 💲 UNLEVERAGED 3 |

Importance (Mission Critical / Important / Nice to Have / Unused)

Effectiveness (Features + Usability) — Extremely Ineffective → Extremely Effective

Application	Users	Importance	Usability	Features	Data Quality
XXXXXXXXXXXX	112	7%	49%	45%	53%
Trapeze	112	11%	49%	46%	54%
ArcLogistics	109	9%	53%	46%	52%
XXXXXXXXXXXX	97	8%	48%	53%	58%
XXXXXXXXXXXX	109	26%	55%	53%	57%
NetCommunity 6.10	194	15%	56%	54%	58%
XXXXXXXXXXXX	112	17%	55%	56%	61%
XXXXXXXXXXXX	114	32%	66%	60%	66%
Moodle	156	37%	65%	62%	67%
MS CRM 11	100	43%	63%	64%	68%

See non-essential application. Save money by determining if these contracts can be cancelled.

BUILD A DATA-DRIVEN IT STRATEGY

Make Informed IT Decisions by Starting Your Diagnostic Program Today!

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

Use our proven Diagnostocs Program - the simplest way to collect the data you need, turn it into actionable insights, and communicate with stakeholders across the organization.

BUILD A DATA-DRIVEN IT STRATEGY

Use IT assessments to make data-driven IT strategy your most effective weapon.

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/

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