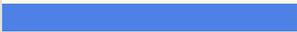


My Report

Last Modified: 03/14/2016

1. Please select your department:

#	Answer		Response	%
3	Infrastructure, Properties, & Planning Cornell University		75	63%
4	Police		2	2%
6	Environmental Health and Safety		13	11%
12	Human Resources		30	25%
	Total		120	100%

Statistic	Value
Min Value	3
Max Value	12
Mean	5.59
Variance	14.65
Standard Deviation	3.83
Total Responses	120

2. Level of Satisfaction

#	Question	Very Poor	Poor	Just OK	Good	Excellent	Total Responses	Mean
2	Communicates clearly, openly, and regularly on what is happening and why.	2	2	13	52	49	118	4.22
3	Personal interactions are positive and friendly.	0	1	10	41	66	118	4.46
4	Provides quality customer service. You are treated as a valued customer	0	3	8	43	63	117	4.42
5	Responds to requests in a timely fashion.	1	3	10	49	53	116	4.29
6	Listens to and acts upon suggestions and concerns.	1	5	10	55	46	117	4.20
8	Follows through on commitments.	0	6	10	47	55	118	4.28
9	Finds ways to contribute to organizational goals.	0	5	18	53	39	115	4.10
10	Problems within our control get resolved and do not reappear.	1	7	14	53	43	118	4.10
12	Proposes creative alternatives to established thinking and practices.	1	4	15	51	44	115	4.16
13	Shows initiative to go beyond what is expected.	1	6	14	55	39	115	4.09
14	Shows mastery of job content/technical knowledge.	2	5	8	47	54	116	4.26

16	Demonstrates wisdom and judgement in decision making.	1	4	11	53	45	114	4.20
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Statistic	Communicates clearly, openly, and regularly on what is happening and why.	Personal interactions are positive and friendly.	Provides quality customer service. You are treated as a valued customer	Responds to requests in a timely fashion.	Listens to and acts upon suggestions and concerns.	Follows through on commitments.	Finds ways contribute organizational goals.
Min Value	1	2	2	1	1	2	2
Max Value	5	5	5	5	5	5	5
Mean	4.22	4.46	4.42	4.29	4.20	4.28	4.10
Variance	0.70	0.47	0.54	0.64	0.69	0.68	0.67
Standard Deviation	0.84	0.69	0.73	0.80	0.83	0.83	0.82
Total Responses	118	118	117	116	117	118	115

3. How well do we live up to our values:

#	Question	Not At All	Slightly	Somewhat	Very	Extremely	Total Responses	Mean
1	Truth - We say what we mean and do what we say.	1	4	10	58	42	115	4.18
2	Respect - We treat people as we want to be treated.	0	3	9	50	54	116	4.34
3	Excellence - We strive to do the best.	2	2	16	48	47	115	4.18
4	Integrity - We do the right thing.	1	4	14	48	48	115	4.20
5	Teamwork - Together we achieve more.	2	4	13	48	47	114	4.18

Statistic	Truth - We say what we mean and do what we say.	Respect - We treat people as we want to be treated.	Excellence - We strive to do the best.	Integrity - We do the right thing.	Teamwork - Together we achieve more.
Min Value	1	2	1	1	1
Max Value	5	5	5	5	5
Mean	4.18	4.34	4.18	4.20	4.18
Variance	0.64	0.54	0.75	0.72	0.80
Standard Deviation	0.80	0.73	0.86	0.85	0.89
Total Responses	115	116	115	115	114

4. Meeting Expectations

#	Question	Very Poor	Poor	Just OK	Good	Excellent	Total Responses	Mean
1	eBuilder	0	1	6	10	2	19	3.68
11	Maximo	1	4	14	15	12	46	3.72
12	EZMaxMobile	1	0	9	11	2	23	3.57
13	FPNMS	0	0	2	8	6	16	4.25
14	EBS (Utilities Billing System)	0	0	2	10	3	15	4.07
15	EPAR Electronic Project Approval Request	0	0	1	14	2	17	4.06
16	Web Updates and Applications	2	4	11	37	34	88	4.10
17	Overall System- Keeps the system in working order	2	3	9	33	46	93	4.27
18	Transportation Systems	0	1	1	8	5	15	4.13
19	EMCS/BACSI Systems	0	1	4	8	7	20	4.05

Statistic	eBuilder	Maximo	EZMaxMobile	FPNMS	EBS (Utilities Billing System)	EPAR Electronic Project Approval Request	Web Updates and Applications	Overall System- Keeps the system in working order	T
Min Value	2	1	1	3	3	3	1	1	
Max Value	5	5	5	5	5	5	5	5	
Mean	3.68	3.72	3.57	4.25	4.07	4.06	4.10	4.27	
Variance	0.56	1.05	0.71	0.47	0.35	0.18	0.90	0.85	
Standard Deviation	0.75	1.03	0.84	0.68	0.59	0.43	0.95	0.92	
Total Responses	19	46	23	16	15	17	88	93	

5. Please tell us things we are doing well and should not change.

Text Response

Maximo support is excellent. Support from programming services is creative and always fantastic. Thank you. Customer service is wonderful.

Answering the phone.
communication

Response level - is quite high - very reactive

Your initial response to trouble tickets is good

In general, most staff are friendly and easy to talk to.

Overall responsiveness to concerns is great in most things.

Friendly good communication.

Great people and very patient

The normal every day office type software and hardware you are very good at maintaining and troubleshooting. Your group has a good understanding of what software upgrades may effect my machine in a negative manner.

I appreciate the timely response to my requests. The fact that when I have an issue I am treated with respect and not as a disruption means alot to me. The communication around things that I need is timely and accurate.

Sometimes small things make a big difference in an organization. Retooling security so that customers of the Inventory System receive access to floor plans makes a huge difference to the Inventory client base. Don't under estimate the impact of your work, it's 'good stuff'!

Your team is pleasant to work with, respectful, and eager to please, based on my interactions with them.

You are very responsive and helpful!

Very good customer service and followup and keeping staff updated on changes or things going on with the system. Also appreciate being able to talk to someone before putting in a ticket to be sure on the right track of what I'm trying to accomplish. Really like the small town feeling when you call that you know who the user that you are trying to help and where they work etc. My interactions with the IT folks have been very positive.

Nothing

Ilike the ticket system, always quick to respond

Customer service, excellent time in which service is completed
always calls to fix the problem

Promptness in response to inquiries.

I have not had any issues with IT when I have submitted a ticket. IT works to solve my issues/concerns in a timely manner and is very pleasant when you speak with them.

Desktop support is not worth the frustration. Other departments are able to purchase their own computers and administer them. Being held hostage by IPP Computer services is ridiculous.

Tickets are addressed promptly and follow-up is excellent.

Computing services group members are very knowledgeable, approachable and helpful.

Keeping us connected! You guys and gals rock!

Responding in a timely fashion, courteous and friendly, knowledgeable, persistent with a problem until it is solved

Communication

prompt response to tickets and concerns and quick fixes of most problems. it is so great to be able to talk to a human being and not have to go through layers of automation. Also, everyone is very nice and helpful.

I appreciate the help-as I am not computer savey at all.

Responsiveness to tickets is excellent. Always prompt and courteous.
 Always very friendly and helpful.
 na
 Customer service is very professional yet warm.
 All of my interactions are positive and issues resolved immediately. No complaints here!:-)
 email responses are good, sometimes way to much especially with the remedy stuff.
 Staff have the paitence of a pope. I am in no way computer literate but they walk me through things so I understand.
 Everyone is extremely nice and always willing to go the extra distance.
 Your group responds right away to any request for help. It's really wonderful. For the most part everyone is really friendly and helpful. Autumn is polite and professional. Tem goes out of his way to try and make things right. Ken is always helpful and friendly.
 Excellent backup services when needed.
 CNS staff are always a pleasure to work with. They do their best to find solutions to difficult issues.
 Tem Calfee, Gabriel Goodwin, Kevin Kelvington, Ken Lassey, Autumn Pfister are all extremely helpful when I submit tickets. I realize that the group is stretched thin, but the customer service level is stop on with knowledgeable solutions.
 Any time I've had to create a trouble ticket, someone has responded quickly and the issue taken care of efficiently. No matter who I've dealt with, there is always a positive and friendly attitude and I'm treated with respect. If the issue can't be solved quickly, I'm kept informed of the progress or what's being tried to resolve the issue.
 Desktop computer support very responsive and communication is good as to where in the process a request is.
 You provide excellent service. I prefer calling you directly.
 Maximo seems to be more prone to slowness and unresponsiveness performing queries that it previously did not have a problem with. I keep hearing that 1 of the servers is behaving poorly. Can we not fix that server or replace?
 Good communication with e-mails follows process through from request
 keep meeting with your customers to understand their needs, timelines, priorities and strive to meet and exceed those
 Dealing w/ such a large number of requests - impressive response times
 Having CIT staff in close physical proximity is important.

Statistic	Value
Total Responses	50

6. Please tell us anything that you feel we could be doing better.

Text Response

Desktop support staff seemed understaffed.

communication could be better inclusiveness could be better

It behooves me that with technology advancements in our day and age, we can't seem to have interfaces that function at a level of comfort and ease. I don't know if this ITT has anything to do with the email systems, but at least once a month I get hit with up to 80 "returned messages" which I never sent. This is very annoying.

Make sure everyone is kept in the loop long before you plan changes that affect others. To many times it is last minute and it effects 24/7 operations.

updates on all programs should be done in a timely manner

Your follow up and communication around trouble tickets is slow with very little communication.

Ensure that staff are engaging with experts in their applications at CIT or outside the University to come up with innovative and effective solutions.

Need more resources devoted to getting longstanding Maximo / OBIEE issues completed.

(Reporting, data models)

Keep up the good work.

My machine has back-up issues. I lost a years plus worth of data when my hard drive dies because my back-up had not been working for 8-10 months and I had no idea (nor did anyone else!). It would seem to me that there would be a report that is reviewed WEEKLY on all machine back-ups AND they would be addressed. The latest issue, if i hadn't by chance caught that there was an error I would never had know my back-up was stalling (I run it when I log off at night!). Flash updates should not take so long to distribute.

I believe your groups understanding of the campus wide HVAC control application's software, hardware, and access to program information (data base) associated with these applications is less than proficient. The different WEB based access points that are available campus wide and inter connection into EMCS are not as reliable as they have been in the past.

I cannot think of anything.

nothing at this time

Technology policies are very restrictive. Computer software is locked down such that even normal operations require assistance from IT. This seems inefficient.

Nothing

I think you are doing it right

na

Nothing - everyone I interact with is awesome.

Nothing I can think of.

Support MS Access as a database

In my experience, you are doing everything well.

Providing support on site or picking up items for service. Getting help onsite would be better than having to come to Maplewood. Travel to that area is difficult for a client with transportation or mobility issues.

It would be helpful to know what software is available for use. In some cases where we have a need that is not significant enough to submit a ticket, but yet could be assisted by software that Cornell owns if only we'd known it was an option.

The control shop uses special software. The support group is not familiar enough with our software and cannot install it and keep it working without many visits to different people. Our laptops do not have the appropriate versions of software to support our applications (IE. Java for alerton).

Nothing. You are doing a great job!

Tickets work great except when you can't get anything on your computer to work....including sending in a ticket. I'd love a "cheat sheet" I could print out to let me know what to do/who to contact in various scenarios.

Nothing that I can think of.

na

More advertising of what you are and can do.

when uploading or updating programs....remember what you do, write it down, research it, call the company you are uploading it from, keep a log of programs that need updating periodically and what computers they are on

Maximo is a complete nightmare. One day it works fine and the next day the wheel spins and spins waiting to open.

One staff member acts like Eeyore in every interaction I've ever had with him. It always feels like I'm imposing on him when he's helping me.

Programming services request status is not clear. Use the same system to submit a request, but the feedback as to where your request went is lacking. Example: OBIEE request was submitted, generic message received, then no follow up. Did not know there was a separate process for these requests.

It makes no sense for us to call CIT and then you. It is one more step and they tell us to call IPP IT support.

nothing off hand

look hard at the cost effectiveness metrics associated with what we are doing we need to figure out who is supporting VM with Tom's departure I think we need more IPP IT staff to meet our business needs, not less we need to keep the computers for all of the controls techs 100% functional and a high priority. Huge expense results when these folks computers can't accomplish their work.

Statistic	Value
Total Responses	37

7. Is there anything else you would like us to know?

Text Response

Where are you located? What are the contact numbers?

cut down, to many programs in the system and always a problem.

The Staff is outstanding and always friendly and eager to assist in anyway possible... Keep up the great work !!!!!

No thankyou

Everyone is very pleasant

I know you have a difficult job and I do appreciate the effort of the staff. They are ALWAYS patient and helpful.

I would like to see someone become better acclimated with the specific HVAC control applications used on campus that provide essential services to the research division and the educational needs of this University.

You support an incredible number of people don't forget to stay sane - somehow. not at the moment

Nothing

I appreciate the kind and excellent service I always receive from this department. I especially appreciate the knowledge your team has and the ability to fix the problem even when I really can't even describe the problem appropriately.

na

All of these questions are adjustable depending on the support person, and the topic in which support is needed. Some staff do excellent, others are fair, again, depending on the topic for help.

Thanks for all you do. Keep up the good work!

Autumn, Ken, and Kevin have helped me multiple times! They are always kind, patient, and communicate what is happening with my computer step by step. Autumn's help has reassured me and made me less fearful of using technology during programs.

I think you have good staff, but they lack training in the software specific to our group.

Thanks for keeping us connected

I appreciate that you are there to support us when we need you!

Do you do any regular check ins on computer systems? When I had a recent issue and had to restart my computer, the person helping me said my computer was much, much too slow (sometimes I'm stuck on "please wait" for a really long time when I boot up) but since it isn't an immediate problem, I've never had it looked at.

Everyone is delightful to work with. They are understanding of my issues and helpful in resolving them.

na

Your doing a good job in a hard time with budget cuts happening everywhere.

obtain more vehicles or utilize the bus system when not carrying more than a lap top

Overall, you guys are doing a great job. Keep up the good work!

no

Great group of people to work with!!

IPP IT rocks!!!

Kevin was very responsive and helpful... nice job.

Debra and her team are good partners in providing us quality desktop support.

I just got reminded of one issue that can be frustrating. Sometimes we get a forced software update that comes in through a message in the software center with a notice that our computers will restart in "xx:xx" time. It's really unfortunate that we can't delay that restart if we are doing something like training, in the middle of a meeting, or participating in a webcast. It would be nice to have a feature that allowed us to delay it at least once or twice.

Statistic	Value
Total Responses	30

8. This past December, we transitioned to the CIT Help desk. They help with some level 1 support issues. How have your interactions with them been so far? Is there any feedback that we should be sharing about your experiences with their Help Desk?

Text Response

No complaints. The few times I have needed their support they were prompt and effective.

N/A

No interactions.

They do the best they can with the knowledge they know.

N/A

No experience yet.

No difference

Good.

N/A ALL of my concerns so far has been handled within a specific group that is associated with EMCS support and maintenance.

My interactions with CIT have been timely and positive.

Interaction pretty good so far. Tickets need to be clearly labeled for you otherwise they do get lost in the morass.

I have to give more information in my tickets so they know it's not a problem for them to solve, but it should be handled by IPP.

no have not needed to talk with anyone at CIT yet

Positive.

I have had one experience and after having to go to them twice, the problem was resolved.

very good

Had not had to call the CIT Help desk for level 1 support so do not have any feedback at this point.

We do not use the Level 1 help desk.

The experience has been satisfactory. Tickets are responded to promptly and transferred to IPP staff when expected and preferred.

CIT has been very helpful. No problems to report.

Help desk is great!

We dont have level one go to CIT however there have a been a few problems confused that appear to go to CIT and somehow not promptly sent to IPP

OK. But without looking at the screen, I can't remember whether Level 1 is highest or lowest. So I haven't been sure when to contact them. It would be helpful if your communications spelled this out, because those of us on the outside haven't bothered to memorize your number system. Thanks!!!

I have not dealt with them directly.

My interactions with them have been fine.

Everyone has been very professional and helpful.

na

I have used the CIT Help desk many times in the past and always been able to be put on the right path by them.

Everything I went to them with so far ended up coming to you.

nave not utilized

Very good

Haven't had to call them for anything so far.
 I have not needed assistance during that time; have no feedback related to the transition yet.
 N/A
 Haven't needed to work with them at all.
 Excellent so far, they are good at routing IPP tickets to the right place.
 Have not needed to use their help for level 1 issues. Most of my needs are above level 1 support.
 I have not noticed the change
 The CIT folks are excellent to work with; they're very timely with all requests I make.
 n/a
 Seems to be working ok.
 2 interactions. process seems to be working well.
 N/A
 No problems.
 It is fine. Majority of items go directly to IPP.

Statistic	Value
Total Responses	46