



# PÜLS

USER SATISFACTION SURVEY PROGRAM



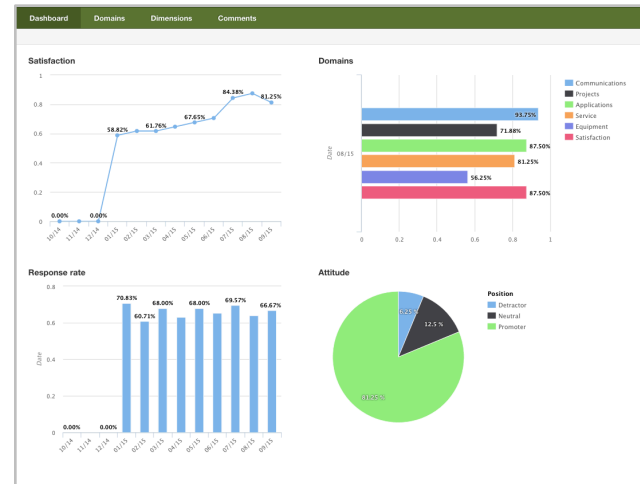
# WHAT IS PÜLS?

PÜLS is a monthly, 90 seconds survey to help IT leaders manage business value.

Every month, we survey 1/12<sup>th</sup> of the users. This provides constant feedback while ensuring any individual users only fills the survey once a year.

## Benefits:

- **Drive a culture of service:** constant feedback drives the right behaviors.
- **Focus your resources:** Focus your resources where it will make a real difference.
- **Drive business value:** Improve IT's credibility and improve project success rate.



# THE BUSINESS VALUE HIERARCHY

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## Alignment

Helping stakeholders meet their objectives

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## The Basics

Providing reliable commodity services



Business value is a hierarchy. In order to reap the benefits from applications and projects, users need to be satisfied with their basic services (computer and support).

Without a solid foundation, IT loses credibility and project success rate declines.

PÜLS measures the foundation of the value hierarchy (The Basics).

# THE SURVEY

# SURVEY STRUCTURE

**BIG CORP**

## IT satisfaction survey

Thank you for taking the time to help us improve IT services. Your answers will be confidential.

Overall, how satisfied are you with IT services?  
(1 = very dissatisfied, 7 = very satisfied)

What is your satisfaction for the following items:  
(NA = not applicable, 1 = very dissatisfied, 7 = very satisfied)

Item	1	2	3	4	5	6	7	NA
Equipments <small>(computer, mobile devices, printers, conference room)</small>								
Computer								
Mobile devices								
Printers								
Meeting rooms								
Support <small>(phone support, on-site support)</small>								
Applications <small>(support, maintenance, evolution)</small>								
Projects								
Communications <small>(messages, notifications, etc)</small>								

Thank you for your comments  
Do you have any suggestions to improve the service?

Submit

## Custom Branding

Your logo and custom introduction provides reassurance to users.

## 1<sup>st</sup> Question - Attitude towards IT

The first question is shown alone, and measures the overall attitude towards IT.

## 2<sup>nd</sup> Questions – Value hierarchy assessment

The second set of questions assesses the perception of the users for the main categories of the value hierarchy (equipment, service, application, projects and communications)

## 3<sup>rd</sup> Questions – Diagnostic

The third set of question is shown only if the respondent respond 5 and lower. It provides an opportunity to further qualify why they are dissatisfied.

## 4<sup>th</sup> Question – Comments

Provides an opportunity to the respondent to further qualify their responses.

The survey takes less than 90 seconds to complete.

# THE REPORTS

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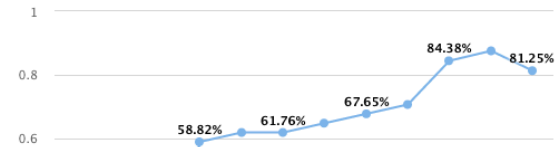
Dashboard

Domains

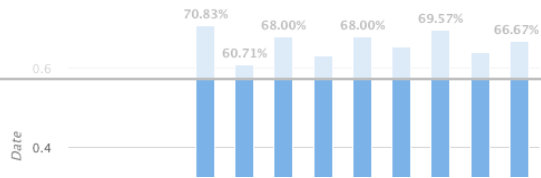
Dimensions

Commentaires

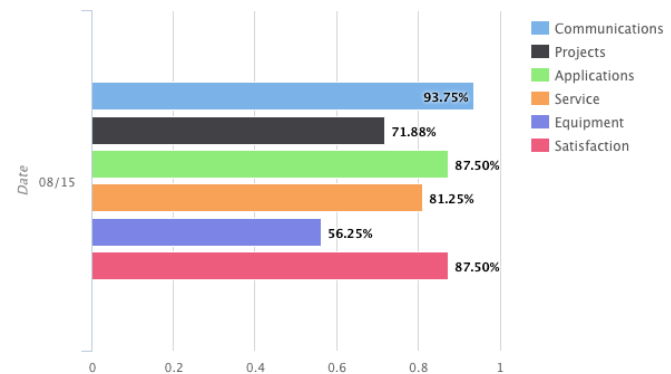
### Satisfaction



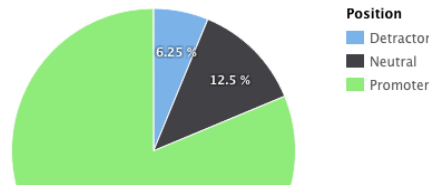
The Dashboard provides a quick overview of how satisfaction is evolving.



### Domains

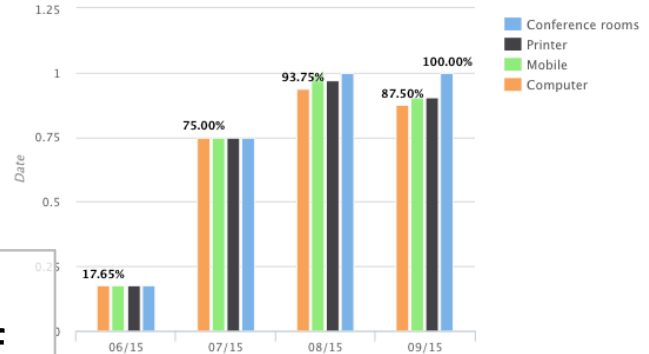
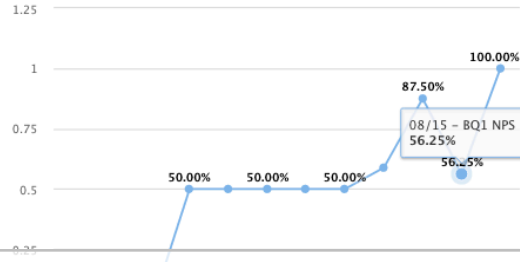


### Attitude



# THE REPORTS - XXX

Equipment



The Each component of the Value Hierarchy is exploded to track its evolution over time.





# THE REPORTS - DIMENSIONS

## Department

	Responses	Invitations	Response rate	Satisfaction	Equipment	Support	Applications	Projects	Communications
CSR	50	50	100%	81%	74%	75%	75%	73%	75%
Finance	48	96	50%	38%	34%	36%	37%	36%	37%
HR	50	50	100%	81%	73%	73%	73%	73%	74%
Sales	50	103	49%	36%	32%	33%	36%	34%	34%

Detailed analysis of each dimension gives unique insights on what drives satisfaction.

## Years of service

	Responses	Invitations	Response rate	Satisfaction	Equipment	Support	Applications	Projects	Communications
1 to 2	29	43	67%	52%	49%	50%	50%	47%	50%
11 to 15	28	43	65%	45%	47%	47%	49%	47%	49%

# THE REPORTS - COMMENTS

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12/01/2015

Have more directly for access problems to faulty equipment

[view](#)

12/01/2015

At every time I talked to someone on the phone (or so) of IT service following a problem encountered after an application, the person talking to me like I was an incompetent or he had any ideas of that which I spoke to him in relation to the applications I have. It should perhaps review the knowledge of the respondents persons to emergency requests and make them undergo training for customer service (courtesy, not arrogant).

[view](#)

12/01/2015

no, never dealt with them ... not check the emails from the computer the patrol vehicle ... print a document in the post and very laborious ... lack of access Outlook e-mail outside the post ... with computers that are not even in the job sector that we are

[view](#)

12/01/2015

The server is very slow ... Whether by phone or in person, the support staff is always friendly and courteous. Always find the solution to my problem. Thank you! Often the system is very slow. It also often happens that the system "plant" and that we should all close and start again.

[view](#)

12/01/2015

No

[view](#)

Each comment is provided  
with high-level information  
about the respondent to  
provide context while  
maintaining confidentiality.

# GETTING STARTED

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## 1. Setup

- List of users with dimensions
- Validate Invitations
- Validate questions

## 2. Pilot survey

- First monthly survey (1/12<sup>th</sup> of users)
- Analyst review
- Survey adjustments

## 3. Monthly Survey

- Monthly survey (1/12<sup>th</sup> of users)
- Monthly report
- Quarterly analyst review
- On-going support

FIRST SURVEY WITHIN 2 WEEKS.

# FREQUENTLY ASKED QUESTIONS

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## **Can I change / add questions?**

Yes, the questions can be modified at any time. Questions can also be added for everyone, a specific group or specific period.

## **What if the respondents have questions?**

We provide support to the respondents by email, answering their questions and helping them answer the survey if required.

## **What if I want to stop?**

You can stop at anytime, there are no commitments.

## **What If I want to know who made a comment?**

We protect the confidentiality of the responses. We will contact the respondent for you and send along your question.



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