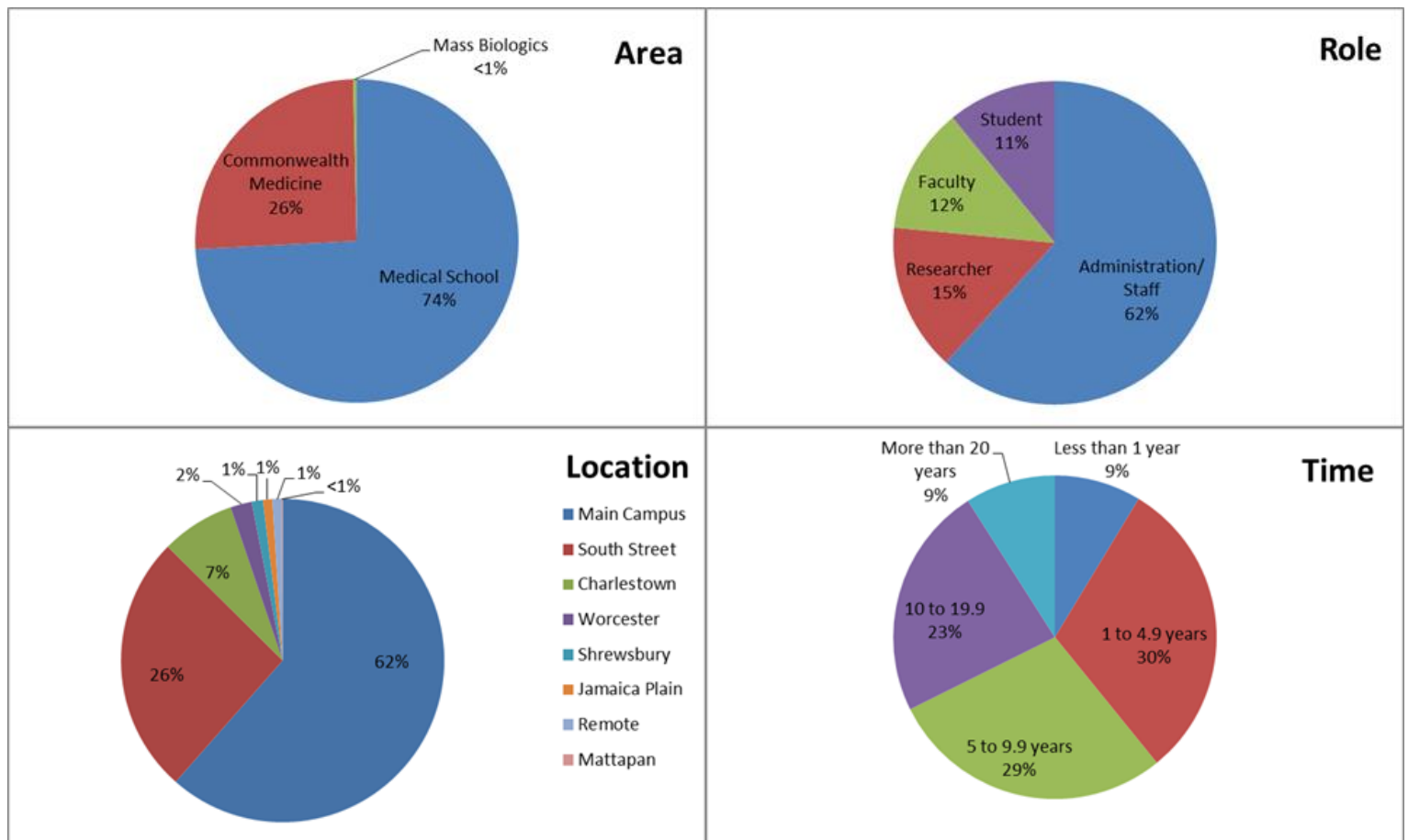![University of Massachusetts Medical School - UMASS]

2014 Information Technology Survey Results

In our first annual IT Survey, we received 1,073 results and 2,162 comments. Below you will find a summary of the ratings we received. Respondents were asked to rate the following areas:

- The Five Services: Help Desk, Productivity Tools, Application Performance, Application Enhancements, Project Implementations
- Trending: Improvement in the last 3 months vs. a year ago
- Strategic Partnership
- Rank services in order of importance for improvement

Please scroll down to view the results.

Profile Information of Survey Respondents

Survey Rating Results

Results display the percent of favorable responses (rated either 4 or 5), with a Green-Yellow-Red color indicator.

Good	>=80%
Watch Out	60-79%
Alert	<60%

Overall

The Help Desk scored the highest with a solid "Good" rating of 83%. Application Performance comes in a close second with 77% - only 3% away from a "Good" rating. Productivity Tools and Application Enhancements are in the "Watch Out" range with satisfaction ratings between 62-63%, while only 56% of respondents are satisfied with Project Implementations

Domain	% Favorable
Help Desk	83%
Productivity Tools	63%
Application Performance	77%
Application Enhancements	62%
Project Implementations	56%

Help Desk

The breakdown of Help Desk results by question show that respondents are mostly looking for improvement in Response Time.

Question	% Favorable
Easy to Request	91%
Communication	82%
Response Time	75%
Resolved	84%

Productivity Tools

A majority of respondents (60%) across all demographics felt that there are tools they do not have that would impact their productivity. Satisfaction for availability and support of productivity tools are both at 74%.

Question	% Favorable
Available	74%
Support	74%
Other Tools	40%

Application Performance

Overall, Application Performance scored close to the "Good" range – within 5%.

Question	% Favorable
Applications Meet Needs	75%
Performance	79%

Available	**78%**

Application Enhancements

188 Respondents answered that Application Enhancements were a part of their role.

Respondents especially want improvement in Turn Around Time for enhancements. Communication and End Result are in the "Watch Out" range at 63% and 65%, respectively.

Question	% Favorable
Communication	**63%**
Turn Around Time	**58%**
End Result	**65%**

Project Implementations

181 Respondents answered that Project Implementations were a part of their role.

A majority of respondents are satisfied with their implementations. However, all of the ratings are in the "Alert" range.

Question	% Favorable
Gather Requirements	**54%**
Level of Testing	**58%**
Training and Support	**55%**

Strategic Partnership

- 75% of respondents feel that a strategic partnership is important, while only 61% of them feel that relationship is currently effective.
- Over 70% of respondents are satisfied with IT's current knowledge of technologies, while a majority (58%) of respondents expressed dissatisfaction with IT's knowledge of new and emerging technologies.
- 77% of respondents are satisfied with IT's Attitude.

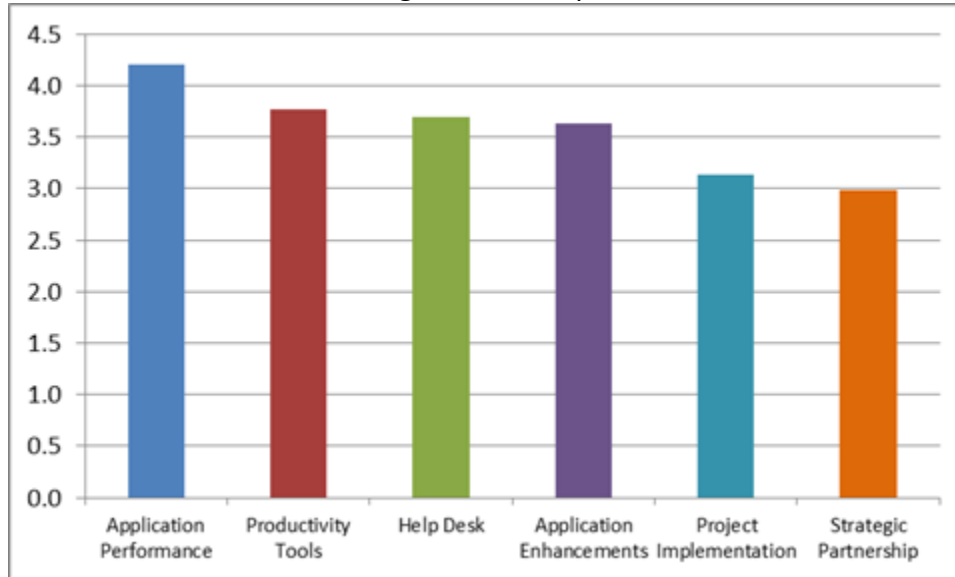| Question	% Favorable
Importance	**75%**
Effectiveness	**61%**
IT Knowledge - Current	**71%**
IT Knowledge - Future	**42%**
IT Attitude	**77%**

Trending

Between 25-48% respondents have seen an improvement in IT over the past three months. Highest was Project Implementation at 48%.

Question	% Favorable	Rank
Project Implementation	**48%**	1
Application Enhancements	**41%**	2
Help Desk	**39%**	3
Productivity Tools	**28%**	4

Application Performance	25%	5

Services that respondents feel IT needs to improve in order of highest priority.
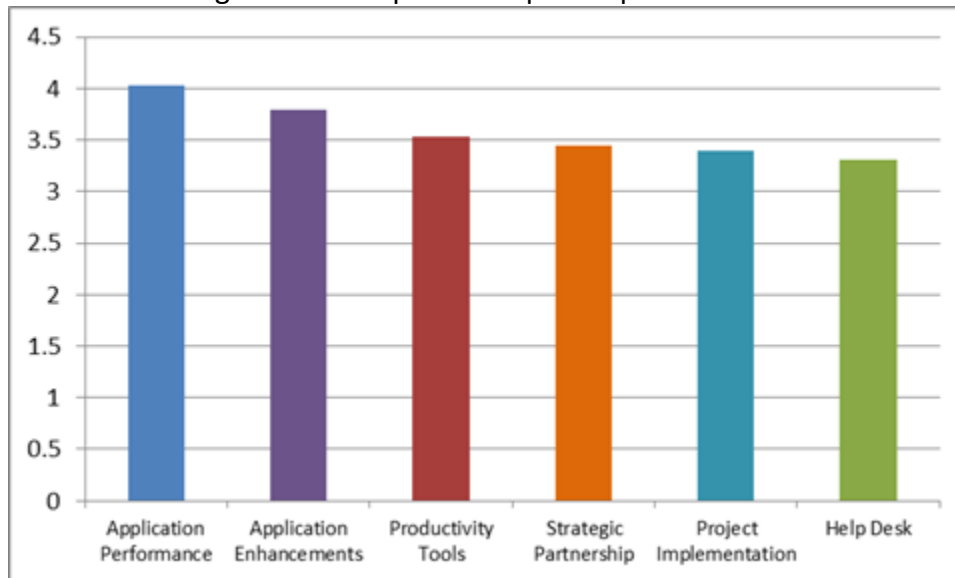
Overall

Application Performance is at the top of the list, followed by Productivity Tools, and Help Desk. Fewer people are directly involved in Application Enhancements and Project Implementations, so it is expected that those would be lower. Lowest overall is Strategic Partnership.

Enhancements

For those who are involved in enhancements, Application Performance is still at the top of the list. It's interesting to note that Strategic Partnership moves up two spaces.

Implementations

For those who are involved in implementations, improvement in Strategic Partnership is the highest priority, even above Project Implementations.