

# Executive summary

## Network Services Customer Satisfaction Survey 2008.

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### Background:

Network Services has for five years conducted a bi-annual survey of its customers to ensure that the services currently in place meet customer expectations and needs.

### Analogy of survey:

In mid-March 2008 the Network Services survey was conducted. The survey was sent to approximately 840 clients consisting of MIMR, PHIMR, Jean Hailes foundation and departments within the Southern Clinical School. The survey had a response of 169 clients or 20%. The survey consisted of eighteen questions.

Fifteen questions had (multiple choice answers and a comment field) and three questions requested (typed responses) from customers. This 2008 survey had a slight focus on what services were currently in use between Southern Health, PHIMR and Monash University customers, and what Southern Health services would be required by Monash University, PHIMR customers in the foreseeable future.

### Summary of Findings:

- The survey undertook a quantitative and qualitative analysis. A comparative analysis from the previous five years survey data demonstrated customer satisfaction levels have improved considerably over the five-year comparative cycle.
- On average clients rated Network Services ability to service their needs (very satisfactory or satisfactory) at a mean of 94%, compared with a mean of 83% in 2005

- We had an average of 1% of customers who were dissatisfied with the service. (See note below)
- As part of a continual improvement process a live online helpdesk/chat service was considered and presented as a question. 87% of clients responded that they would like to see this service implemented. We had some disabled people also complete the survey and they strongly requested this service. However some respondents said they would never use a system and I quote” I would prefer talking directly to someone”
- Currently existing services between Monash University ,PHIMR and the Southern Health were : Southern Health intranet, pathology and IPROC
- Services that customers requested were Southern Health pathology and imaging , the Southern Health intranet and the Monash heart database. We also received one request for the X-ray system.
- A number of uses requested a FAQ and a service catalogue., and customers requested spare computers for loan devices and raised issues at around communication, particularly follow-up once job has been logged within the job desk system

#### Recommendations:

- ✓ That an online information technology helpdesk/chat service be established
- ✓ That Monash University and Southern Health implement a shared systems approach.
- ✓ That Network Services purchase a laptop for loan usage
- ✓ That Network Services implement a marketing campaign highlighting the intranet as a source for knowledge such as FAQ and service catalogue which are already in existence.
- ✓ Customer communication needs to be highlighted within the team, and procedures currently in place need to be adhered to. Customer focused training for Network Services staff members.

**Note:** In the past three surveys we have consistently had one subscriber who selects dissatisfied with all survey questions. We have been able unable to identify this individual. It is my belief that they are confusing us with another IT support facility within the same physical structure. I draw this conclusion as services they requests are not within our purview.

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