

INFORMATION TECHNOLOGY PERFORMANCE SCORECARD

Customer Satisfaction, Team Performance, and Core Service Area assessment



FY 2017-2018

This report was prepared by Info-Tech Research Group for Mono County on 2018-08-14.

Data is comprised of 27 responses, including responses by: Jay Sloane, Angelle Nolan, Barry Beck, Robin Roberts, Amanda Greenberg, Stacy Corless, Bob Gardner, Helen Nunn, Shannon Kendall, Scheereen Dedman, Tim Kendall, Alicia Vennos, Stephanie Butters, Chris Mokracek, Karin Humiston, Louis Molina, Joe Blanchard, Kathy Peterson, Cathy Young, Pam Kobylarz, Jamie Gray, Sandra Moberly, Rob Patterson, Al Davis, Grady Dutton, John Wentworth, Stacey Simon

22 respondents did not complete the survey, including: Leslie Chapman, Tony Dublino, Dave Butters, Fred Stump, Wendy Sugimura, Stacey Simon, Christy Milovich, Brad Braaten, Sarah Gillespie, Jeff Simpson, Gerald Frank, Janet Dutcher, Mike Sharrar, Sandra Pearce, Garrett Higerd, Ingrid Braun, Seth Clark, Mark Hanson, Dan Holler, Brian Picken, Haislip Hayes, Stu Brown

Completion Rate

55%

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FOREWARD

For the past five years the Information Technology Department has been focusing heavily on improving business function at Mono County and the Town of Mammoth Lakes by implementing and supporting a highly functional IT infrastructure. We believe that these technologies are the foundational aspects that allow our customers (both the staff within the organizations and ultimately the constituents we support) to effectively perform their jobs and get access to the information and services they need. Their ability to succeed in doing so, however, is both empowered and constrained by how well we in IT are doing our jobs.

This annual report is designed to take the pulse of the organization by asking department heads, managers, and key personnel to provide frank and direct feedback to our team. The findings contained within the report help our team prioritize our effort areas for the year/years ahead and focus energy in on areas where we may be falling behind.

Your participation in this effort is greatly appreciated as our ultimate goal is to ensure that we are effectively serving you and constantly improving on how we are doing so.

- Nate Greenberg
Director, Information Technology

SUMMARY OF KEY FINDINGS

- Overall IT Satisfaction is at 84% - up 13% from FY 2016-2017.
- Overall IT Value is at 81% - up 9% from FY 2016-2017
- Most of our stakeholders strongly support the work that we are doing with only about 10% showing lower Satisfaction scores and 25% showing lower Value scores. These are up from last year by 45% and 40% respectively.
- Our Customer Relationships show positive numbers in the areas of Needs Evaluation (81% - up 7% from last year) and Execution (80% - up 6% from last year). It is clear that we need to continue to improve our Communication (76%), though this is still up from last year by 8%.
- We are performing well on all of our Core Service areas, however, should focus some additional energy on project delivery (4th most important to users with a 79% satisfaction score), as well as Network and Communication Infrastructure (7th most important to users with a 79% satisfaction score).
- The five most important Core Services as ranked by the business:
 1. Work Orders
 2. Devices
 3. Service Desk
 4. Projects
 5. Business Apps

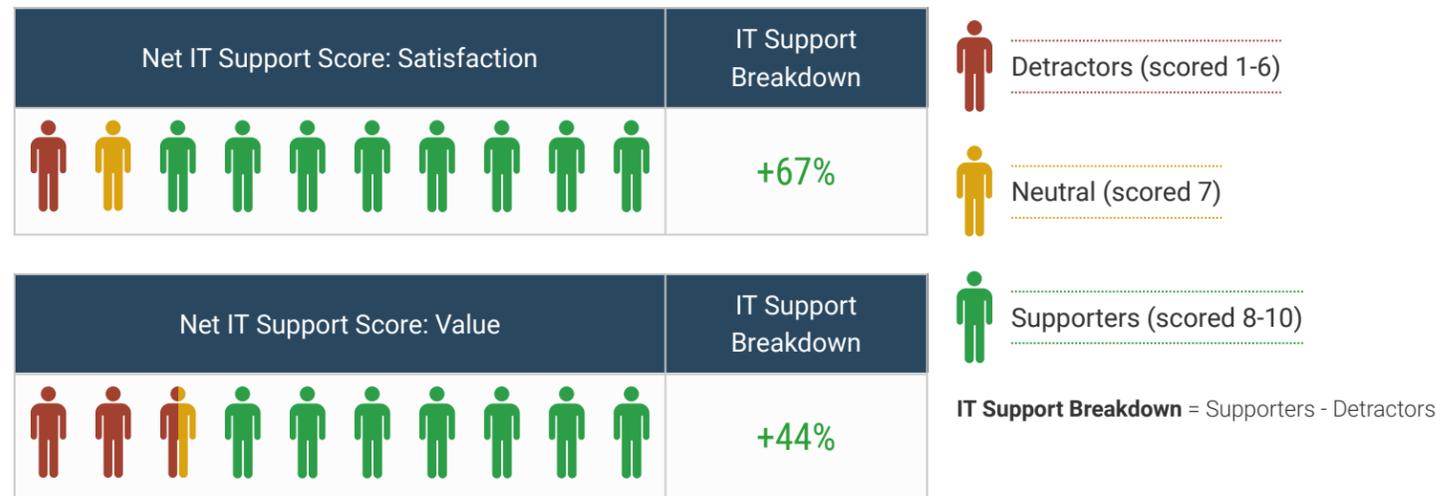
Overall Metrics

Overall Satisfaction and Value are key indicators of the overall impression of the IT department. These metrics let the IT leader determine at a glance if they are meeting the needs of the business.



IT Support Breakdown

The IT Support Breakdown charts are indicators of the percent of stakeholders that fall into three important categories. Promoters are loyal enthusiasts of IT. Neutral stakeholders are satisfied but unenthusiastic about IT. Detractors are unhappy stakeholders who can damage your reputation.



IT Relationship Satisfaction

Relationships are a key driver in stakeholder management. It is important that the business feels IT understands their needs and is getting enough communication.

Relationship	Satisfaction	Last Year
Needs Satisfaction with IT's understanding of your needs.	81%	7% ↑
Execution Satisfaction with the way IT executes your requests and meets your needs.	80%	6% ↑
Communication Satisfaction with IT communication.	76%	8% ↑

Business Satisfaction and Importance for Core Services

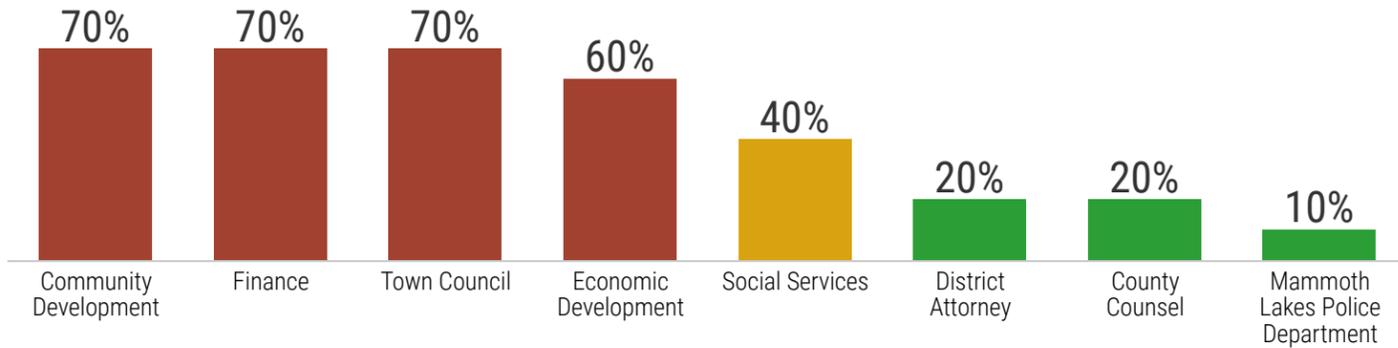
The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

Core Service	Satisfaction	Importance Ranking	Last Year
Data Quality Satisfaction with delivering GIS and managing County data assets	83%	6 th	11% ↑
Devices Satisfaction with providing & maintaining desktop, laptop, & mobile devices	83%	2 nd	5% ↑
IT Innovation Leadership Satisfaction with opportunities to improve business operations with technology	83%	9 th	12% ↑
IT Policies Satisfaction with On/Off-Boarding, security, governance, etc.)	83%	11 th	11% ↑
Business Apps Satisfaction with having access to the right applications and tools	82%	5 th	4% ↑
Work Orders Satisfaction with ability to resolve customer issues in a timely manner	82%	1 st	12% ↑
Requirements Gathering Satisfaction with understanding customer needs for project planning	81%	10 th	11% ↑
Service Desk Satisfaction with quality of engagement, communication skills, & overall knowledge)	81%	3 rd	12% ↑
Network & Comm. Infrastructure Satisfaction with network, storage, & communication systems	79%	7 th	4% ↑
Projects Satisfaction with delivering technology implementations effectively	79%	4 th	8% ↑
Client-Facing Technology Satisfaction with delivering quality web, social, & citizen engagement tools	75%	8 th	20% ↑
Analytical Capability and Reports Satisfaction with assisting departmental needs in producing reports	74%	12 th	14% ↑

Capacity Metrics

Overall Capacity Constraint by Department

Different departments have different demands from IT and often tend to be constrained by IT from meeting their goals.



Showing 8 of 18 departments

Capacity Needs

To what extent is your group constrained and prevented from reaching your strategic goals by IT capacity?



Overall Dependency

"To what extent does your ability to deliver results depend on effective IT services?"



Overall Shadow IT

"To what extent do you look externally and purchase IT services & applications without corporate IT involvement, due to a lack of internal IT capacity?"



Projects Capacity Satisfaction

Satisfaction with the ability to get IT capacity to complete Projects

Capacity Satisfaction	Last Year	IT Support Breakdown: Satisfaction	Support Score
76%	8% ↑		+36%

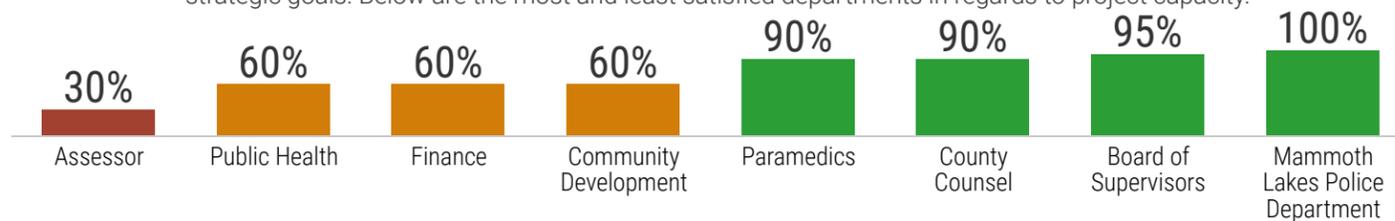
Ability to Deliver Effective Projects

Satisfaction with completed IT Projects ability to meet your business needs

Value Satisfaction	Last Year	IT Support Breakdown: Value	Support Score
82%	8% ↑		+63%

Projects Capacity Satisfaction By Department

Project capacity satisfaction indicates if departments are provided enough capacity to complete significant IT projects to meet strategic goals. Below are the most and least satisfied departments in regards to project capacity.



Showing 8 of 18 departments (1 department answered N/A)

Work Orders Capacity Satisfaction

Satisfaction with the ability to get IT capacity to complete Work Orders

Capacity Satisfaction	Last Year	IT Support Breakdown: Satisfaction	Support Score
80%	11% ↑		+48%

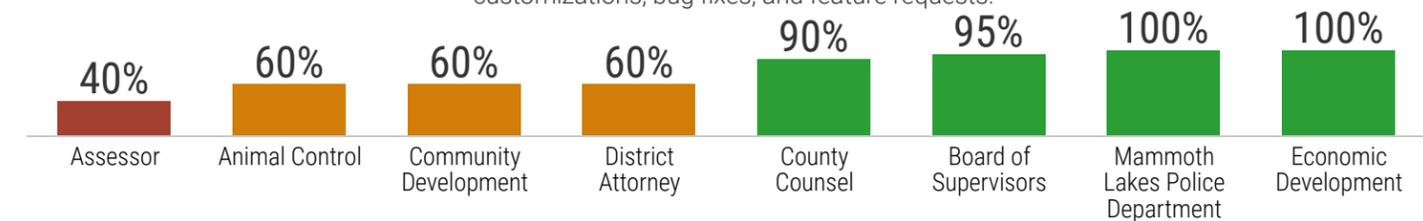
Ability to Deliver Effective Work Orders

Satisfaction with completed IT Work Orders ability to meet your business needs

Value Satisfaction	Last Year	IT Support Breakdown: Value	Support Score
85%	13% ↑		+74%

Work Orders Capacity Satisfaction By Department

Below are the most satisfied and least satisfied departments in regards to the capacity they receive from IT to complete small customizations, bug fixes, and feature requests.



Showing 8 of 18 departments

Overall Metrics

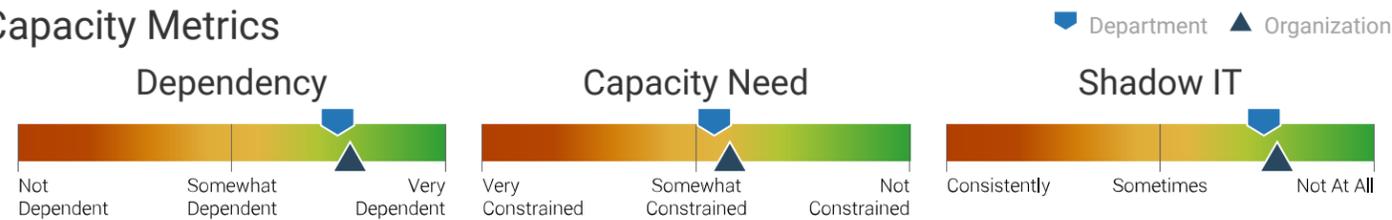
Overall Satisfaction and Value are key indicators of the overall impression of the IT department. These metrics let the IT leader determine at a glance if they are meeting the needs of the business.



IT Capacity and Value

Projects			Work Orders		
Capacity Satisfaction	Compared to Org.	Last Year	Capacity Satisfaction	Compared to Org.	Last Year
76%	0%	8% ↑	78%	2% ↓	15% ↑
Value Satisfaction	Compared to Org.	Last Year	Value Satisfaction	Compared to Org.	Last Year
81%	1% ↓	8% ↑	83%	2% ↓	16% ↑

Capacity Metrics



IT Relationship Satisfaction

Relationship	Satisfaction	Compared to Org.	Last Year
Needs Satisfaction with IT's understanding of your needs	79%	2% ↓	5% ↑
Execution Satisfaction with the way IT executes your requests and meets your needs	78%	2% ↓	5% ↑
Communication Satisfaction with IT communication	74%	2% ↓	8% ↑

Business Satisfaction and Importance for Core Services

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.

Core Service	Satisfaction	Compared to Org.	Importance Ranking	Last Year
Data Quality Satisfaction with delivering GIS and managing County data assets	83%	0%	10 th	14% ↑
IT Innovation Leadership Satisfaction with opportunities to improve business operations with technology	82%	1% ↓	8 th	13% ↑
Devices Satisfaction with providing & maintaining desktop, laptop, & mobile devices	81%	2% ↓	2 nd	5% ↑
Requirements Gathering Satisfaction with understanding customer needs for project planning	80%	1% ↓	9 th	14% ↑
Work Orders Satisfaction with ability to resolve customer issues in a timely manner	80%	2% ↓	1 st	15% ↑
Business Apps Satisfaction with having access to the right applications and tools	79%	3% ↓	4 th	1% ↑
IT Policies Satisfaction with On/Off-Boarding, security, governance, etc.)	79%	4% ↓	11 th	12% ↑
Projects Satisfaction with delivering technology implementations effectively	79%	0%	5 th	9% ↑
Network & Comm. Infrastructure Satisfaction with network, storage, & communication systems	78%	1% ↓	6 th	5% ↑
Service Desk Satisfaction with quality of engagement, communication skills, & overall knowledge)	78%	3% ↓	3 rd	14% ↑
Client-Facing Technology Satisfaction with delivering quality web, social, & citizen engagement tools	76%	1% ↑	7 th	25% ↑
Analytical Capability and Reports Satisfaction with assisting departmental needs in producing reports	72%	2% ↓	12 th	16% ↑

Overall Metrics

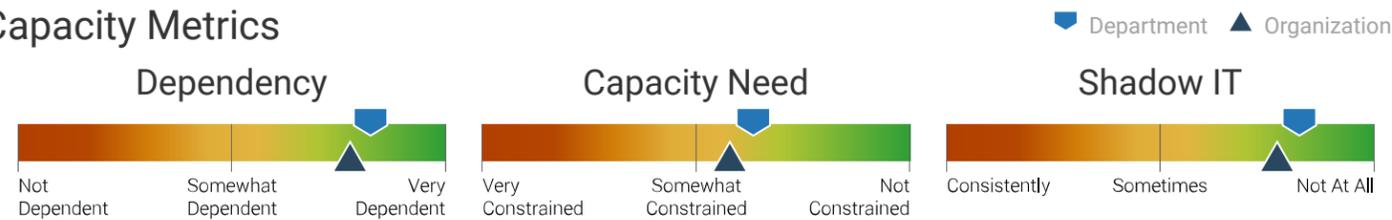
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IT Capacity and Value

Projects			Work Orders		
Capacity Satisfaction	Compared to Org.	Last Year	Capacity Satisfaction	Compared to Org.	Last Year
73%	3% ↓	4% ↑	84%	4% ↑	3% ↑
Value Satisfaction	Compared to Org.	Last Year	Value Satisfaction	Compared to Org.	Last Year
82%	0%	5% ↑	89%	4% ↑	6% ↑

Capacity Metrics



IT Relationship Satisfaction

Relationship	Satisfaction	Compared to Org.	Last Year
Needs Satisfaction with IT's understanding of your needs	83%	2% ↑	9% ↑
Execution Satisfaction with the way IT executes your requests and meets your needs	84%	4% ↑	8% ↑
Communication Satisfaction with IT communication	79%	3% ↑	6% ↑

Business Satisfaction and Importance for Core Services

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.

Core Service	Satisfaction	Compared to Org.	Importance Ranking	Last Year
Devices Satisfaction with providing & maintaining desktop, laptop, & mobile devices	92%	9% ↑	2 nd	9% ↑
Business Apps Satisfaction with having access to the right applications and tools	88%	6% ↑	10 th	10% ↑
IT Policies Satisfaction with On/Off-Boarding, security, governance, etc.)	88%	5% ↑	12 th	4% ↑
Service Desk Satisfaction with quality of engagement, communication skills, & overall knowledge)	87%	6% ↑	4 th	8% ↑
Work Orders Satisfaction with ability to resolve customer issues in a timely manner	86%	4% ↑	1 st	4% ↑
IT Innovation Leadership Satisfaction with opportunities to improve business operations with technology	83%	0%	8 th	6% ↑
Analytical Capability and Reports Satisfaction with assisting departmental needs in producing reports	80%	6% ↑	11 th	10% ↑
Network & Comm. Infrastructure Satisfaction with network, storage, & communication systems	80%	1% ↑	7 th	1% ↑
Requirements Gathering Satisfaction with understanding customer needs for project planning	80%	1% ↓	9 th	1% ↑
Projects Satisfaction with delivering technology implementations effectively	77%	2% ↓	6 th	4% ↑
Data Quality Satisfaction with delivering GIS and managing County data assets	75%	8% ↓	3 rd	2% ↓
Client-Facing Technology Satisfaction with delivering quality web, social, & citizen engagement tools	71%	4% ↓	5 th	8% ↑