Section C - Additional Question		at your service Cus
Please give the following question a score and 10 means totally agree.	between 1 and 10, where 1 means totally disagree	Please tal complete
 I would recommend ICT Solutions to a Guidance notes are clear and under The service provided is consistent ICT Solution's staff are competent and ICT Solution's contracts are easily und 	standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constraint of the standable Image: Constrated able Image: Constandable	Introduction and guidance The purpose of this survey is to find out what is improve und how satisfied or dissatisfied you are as a
 Contract levels represent value for mo It is easy to do business with us (ICT Sc 		We need everyone to answer the questionnaire has encourage this, <i>the Quality Assurance team</i> guard identity of everyone who completes it.
Section D - About Yourself The purpose of the following questions is to differing views and needs. Please answer the questions below by pla	o help us understand if different customers have	The questionnaire is anonymous and there are non- we want are your opinions. Please answer all five s questionnaire should take no longer than 15 minute
I. Type of customer		
Primary/Special < 100 pupils	Primary/Special>100 Secondary Other	How to complete Section A (Importance)
Type of contract Bronze Silver Gold Silver Position in school:	er+F.S. Tech. Gold+F.S. Tech Bespoke None	Some topics are more important than others, and good idea of customers' priorities. First of all, read the following page before deciding the level of im you. Score each topic using the following scale.
Headteacher Secretary	ICT Co-ordinator Other	
		For example, look at the topic 5, Asset Manager. extremely important you should place an 'X' in boy below:
		5. Asset Manager
If you would be willing to help us t	further, please enter location code here	Please complete Section A on importance first. The scoring your satisfaction on a scale of 1-10 as show
		\sim $ $ \langle
Thank you very much for taking Your views are	g the time to complete this questionnaire e very much appreciated.	

ICT Solutions Customer Survey 2003

Please take a few minutes of your time to complete this questionnaire

rvey is to find out what is **important** and **unimportant** to d or dissatisfied you are as a customer of ICT Solutions.

answer the questionnaire honestly and in order to Quality Assurance team guarantees to protect the

nonymous and there are no right or wrong answers; all nions. Please answer **all five sections.** The take no longer than 15 minutes to complete.

e important than others, and we would like to get a ners' priorities. First of all, read through all the topics on efore deciding the level of importance of each topic to

3 4 5 6 7 8 9 10

the topic 5, Asset Manager. If you believe this is you should place an 'X' in box number 10 as shown

> 9 10 7 8 6 X

tion A on importance first. Then complete Section B, on on a scale of 1-10 as shown on pages 2 and 3.



Section A - Importance

Please indicate how Important you feel are the topics listed below, as a customer of ICT Solutions by placing an 'X' in the appropriate box using the scoring guide below. If the topic does not apply to you please mark the box labelled N/A.

	Scoring Guide	Extremely Extremely Unimportant Important	
			N/A
1.	Help Desk		
2.	ICT Equipment Repair Service		
3.	Phoenix Support		
4.	Installation/support of new software		
5.	Asset Manager		
6.	Field Support Technician		
7.	Installation of new equipment		
8.	Product research and information		
9.	Product procurement		
10.	Training		
	Project Management (NGfL & Broadband)		

Section B - Satisfaction

Please indicate how satisfied or dissatisfied you are with the topics listed below, as a customer of ICT Solutions by placing an 'X' in the appropriate box using the scoring guide below. If the topic does not apply to you please mark the box labelled N/A.

Scoring Guide		mely atisfiec	ł							emely isfied	
	1	z	3	4	5	6	7	8	9	10	N/A
1. Helpdesk											
1.1 Availability of helpdesk											
1.2 Staff polite											H
1.3 Staff helpful		\square									\square
1.4 Communications answered promptly											
1.5 Communications unambiguous											
 2. Repair Service 2.1 Repairs completed to agreed time-scales 2.2 Standard of repairs 2.3 Information regarding progress of repairs 											



Section B - Satisfaction (continued) Scoring Guide 3. Phoenix Support 3.1 Functionality of product 3.2 Competency of support staff 3.3 Response time in answering queries 4. Installation/support of new software 4.1 Recommended software meets your needs 4.2 Ease of transition from old to new 4.3 Support of recommended software 5. Asset Manager 5.1 Functionality of software provided 5.2 On-site inventory by ICT Staff 5.3 Support of the asset package 6. Field Support Technician (if applicable) 6.1 Competency of Field Support Technician 6.2 Interpersonal skills 7. Installation of new equipment 7.1 Competency of engineers 7.2 Scheduling of work (timing) 8. Product Research & Information 8.1 New and emerging technologies explained 8.2 Application of technology explained 8.3 Guidance clear and concise 9. Product Procurement (Purchasing) 9.1 Specifications provided 9.2 Prices and options presented 9.3 Competency and knowledge of staff 10. Training 10.1 Suitability of training venue 10.2 Professionalism of staff presenting material 10.3 Handouts and guidance material 10.4 Pre-course information provided 10.5 Course/s meet your needs 11. Project Management (NGfL, Broadband, etc 11.1 Initial visits to explain process 11.2 Planning of work 11.3 Feedback from project staff 11.4 Work of sub-contractors (cabling/electrical work, etc)

11.5 Overall outcome of project

As a customer taking all things into consideration, how satisfied or dissatisfied are you with ICT Solutions?

Extremely Dissatisfied 1 2 3 4 5 6 7 8	Extremely Satisfied 9 1 D N/A
	9 10
1 2 3 4 5 6 7 8	9 1 0
	9 10