

End User Satisfaction Diagnostic



23% of organizations have end users who are satisfied with IT.

Ensure you are focused on the right things by systematically collecting feedback from end users about the core services that impact them.

Our **End User Satisfaction Diagnostic** will help you to:

- Measure satisfaction with IT performance
- Evaluate IT's core service capabilities
- Build/support an ongoing IT strategy



Your investment,
\$7,500

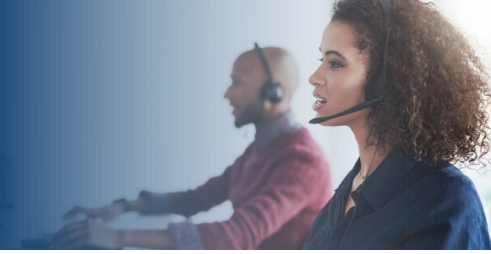
Diagnostics include a quantitative survey and a verbal presentation along with a written report of our findings. Most diagnostics can be completed in 2 to 4 weeks (longer for large organizations).

Find out what your users really think of IT's core services!

For more information about this diagnostic, contact:
Advisory@mssbta.com | 602-387-2100

MSS
Business Transformation Advisory

End User Satisfaction Diagnostic



Frequently Asked Questions:

Who does this survey go out to? All end users, ranging from front-line individual contributors to executives

How long will it take participants to complete the survey? 5-10 minutes

How many questions are there? 13 questions

What is the target participation rate? 50-60%

Are anonymous results available? Yes

How is the survey invitation sent? CIO sends survey link to participants

What preparatory documents are required?

- Work Order
- Department list
- Reviewed questions
- Reviewed invitation

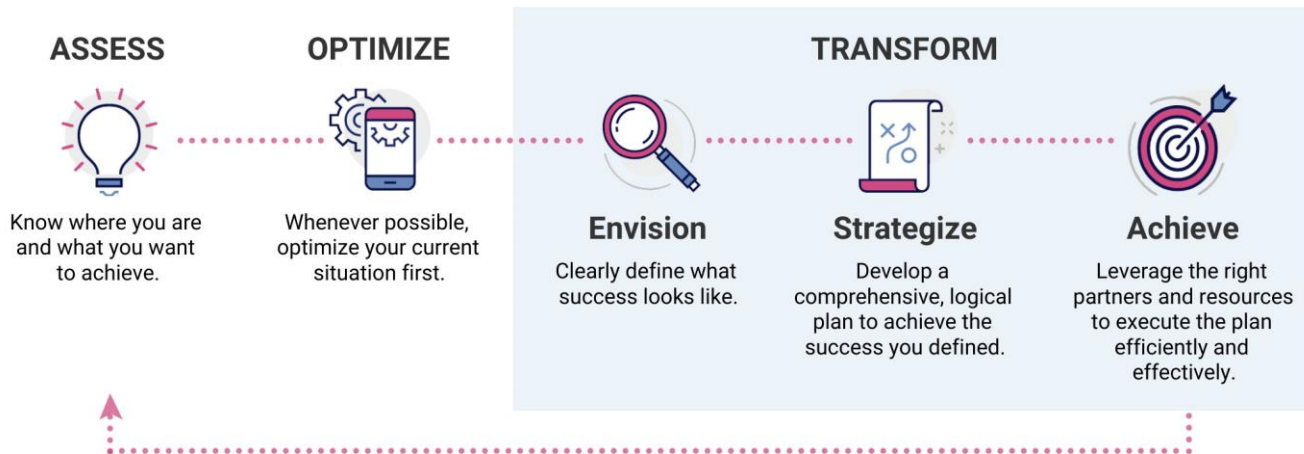
Can I customize the questions? Yes, but we cannot remove questions or change their core meaning

Is benchmarking data available? Yes

Is there a year-over-year comparison? Yes

MSS Business Transformation Advisory

- Providing consulting services to mid-sized, enterprise, and Public Sector clients since 1986
- Award-winning regional boutique consultancy headquartered in Phoenix, AZ
- Focused on helping clients align people, processes, and technology to improve business results



“MSSBTA truly stood on the customer’s side and escalated issues to vendors in a timely manner. The consultants understand how to get problems resolved.” - CIO