



**OIT**

**Governor's  
Office of Information  
Technology**

## STATE OF COLORADO

# OIT CUSTOMER SATISFACTION SURVEY

*INFORMATION TECHNOLOGY SERVICES: BASELINE SERVICE DELIVERY SURVEY  
RESULTS—FISCAL YEAR 2009-2010*

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## INTRODUCTION

The Governor's Office of Information Technology (OIT) has been operating and delivering technology services and innovation across 17 Executive Branch agencies per Senate Bill 08-155, which transferred all Information Technology (IT) functions to OIT, effective July 1, 2008.

A priority within OIT is the development of a consistent service delivery philosophy across all Executive Branch agencies. Part of this philosophy involves the development of Service Level Agreements with each agency and measuring the satisfaction of the existing technology service delivery. An essential first-step in the Project Charter for the LOB Services band is to determine baseline "service delivery" expectations and requirements by and between the Executive Branch Agencies and OIT.

## PROJECT DESCRIPTION

The Agency Services organization within OIT is responsible for the service delivery of all enterprise and "line-of-business" systems and applications. Agency Services management initiated a Customer Satisfaction Survey that addresses many facets of technology service delivery. The Executive Branch agencies invited to participate in the baseline study included the Colorado Historical Society, the Departments of Agriculture, Corrections, Health Care Policy & Financing, Human Services, Labor & Employment, Local Affairs, Military & Veterans Affairs, Natural Resources, Personnel & Administration, Public Health and Environment, Public Safety, Regulatory Agencies, Revenue, Transportation, and the Governor's Offices of Economic Development and Energy.

## METHODOLOGY

The Governor's Office of Information Technology Agency Services contacted the author of this report regarding the research project in April 2010. Work ensued over the next two months to clarify the main purposes of the study and the survey objectives, identify the target populations and specify inclusion and exclusion criteria, develop and pilot the survey instrument, and determine a survey method that would work well for the purposes of the research.

## TYPE OF STUDY

The Governor's Office of Information Technology LOB Services decided to implement the baseline study by targeting populations, not samples, within each agency. Each Agency's Chief Information Officer identified survey participants. Members of the targeted populations included staff in non-supervisory, supervisory and managerial positions.

## RESEARCH PURPOSE, OBJECTIVES & INSTRUMENTATION

The Governor's Office of Information Technology, in coordination with the Colorado Department of Regulatory Agencies (DORA), Division of Registrations—Office of Examination Services, conducted the *Information Technology Services: Baseline Service Delivery Survey (IT Services Satisfaction Survey)* inquiry to determine baseline service delivery metrics for each Agency's pre-consolidation IT Services Group offerings for the 2009-2010 fiscal year.

The *ITS Services Satisfaction Survey* study aimed to measure opinions about service quality in each of the following categories as they relate to the business functions of the agencies:

1. Helpdesk Support Services
2. Hardware and Software: Equipment, Applications & Support
3. Information systems: Network Services & Operations
4. Intranet Services
5. Electronic Mail & Calendaring Services
6. Telephone and Voice Services

Opinions about service offerings were collected using Likert opinion scales representing a 1-5 continuum, with 1 indicating “not at all satisfied with a service”, and 5 signifying “very satisfied”. There were no neutral options. Respondents were instructed to select a “Cannot Evaluate” response option for any service in which they were not familiar enough to rate their level of satisfaction. The survey instrument is provided in Appendix A.

## PROCEDURE

Members of each agency’s targeted population received an e-mail describing the survey goals, requesting their participation in the study and providing them a link to take the *IT Services Satisfaction Survey*. Individuals were instructed to complete the survey in one sitting (i.e., to not exit the survey until completing it). All respondents were completely anonymous. The survey was developed and administered using Vovici Online Survey Software solutions (<http://www.vovici.com/>).

## RECEIPT & TREATMENT OF THE DATA

The *IT Services Satisfaction Survey* was posted from July 1, 2010 through July 30, 2010. Survey responses were exported and analyzed using IBM PASW SPSS Statistics Software, version 18.0.2 (<http://www.spss.com/>). Results from the SPSS analyses were exported and graphed using Microsoft® Office Excel® 2007. Various checks were performed to ensure that the data were read accurately.

Respondents were required to answer each item in the *IT Services Satisfaction Survey*. The software, however, could not prevent individuals from closing their browser session once they began the survey. A total of 628 responses were received on the first three questions, which asked participants to indicate state agency, type of position and the percentage of their job that required them to use Information Technology Systems and Services. Forty respondents (6.4%) did not complete the remaining survey questions after answering Q1–Q3.

The number of total employees, targeted survey population, respondents and response rate for individuals who responded to at least Q1–Q3 of the *IT Services Satisfaction Survey* are summarized in Table 1. The actual numbers of respondents by agency are provided throughout this report to assist the reader in noting the presence of relatively large or small numbers of respondents. The reader should

exercise caution to not “over-interpret” information based on relatively few numbers of respondents as such data are likely to be unstable estimates of the opinions of their respective agency.

TABLE 1. IT SERVICES SATISFACTION SURVEY RESPONSE RATES BY AGENCY

Agency	Total N	Targeted N	Responses	%Response
Historical Society	120	15	8	53%
Agriculture	250	240	75	31%
Corrections	6500	—	0	0%
HCPF	225	50	23	46%
Human Services	5500	60	21	35%
Labor & Employment	1400	10	8	80%
Local Affairs	207	200	72	36%
Military Affairs	45	43	25	58%
Natural Resources	1550	1485	221	15%
Personnel & Admin.	—	—	51	—
Public Health & Env't.	1550	1485	25	2%
Public Safety	1230	30	8	27%
Regulatory Agencies	600	97	85	88%
Revenue	1550	—	0	0%
Transportation	3300	—	3	—
Governor's Office	—	—	3	—
<b>Total</b>	<b>24,027</b>	<b>3,715</b>	<b>628</b>	<b>17%</b>

## RESULTS

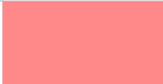
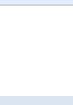
### Q1: SURVEY RESPONDENTS BY AGENCY

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Colorado Historical Society		1.3%	8
Department of Agriculture		11.9%	75
Department of Corrections		0.0%	0
Department of Health Care Policy and Financing		3.7%	23
Department of Human Services		3.3%	21
Department of Labor & Employment		1.3%	8
Department of Local Affairs		11.5%	72
Department of Military & Veterans Affairs		4.0%	25
<b>Department of Natural Resources</b>		<b>35.2%</b>	<b>221</b>
Department of Personnel & Administration		8.1%	51
Department of Public Health and Environment		4.0%	25
Department of Public Safety		1.3%	8
Department of Regulatory Agencies		13.5%	85
Department of Revenue		0.0%	0
Department of Transportation		0.5%	3
Governor's Office		0.5%	3
<b>Totals</b>		<b>100.0%</b>	<b>628</b>

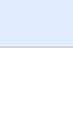
## Q2: CURRENT POSITION WITH STATE

(Respondents could only choose a **single** response)

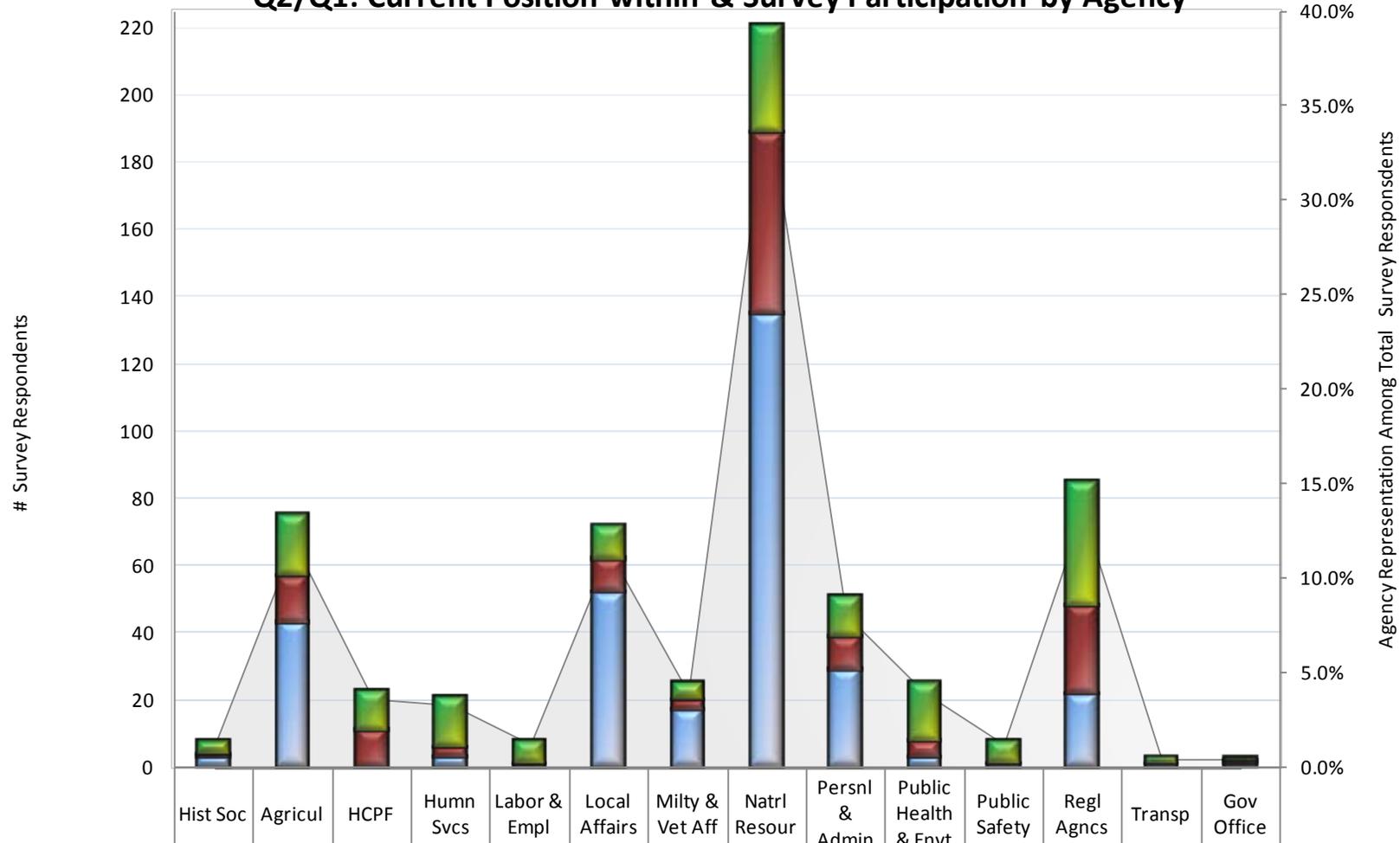
Response	Chart	Frequency	Count
<b>Non-Supervisory position</b>		<b>49.4%</b>	<b>310</b>
Supervisory position		22.1%	139
Managerial position		28.5%	179
<b>Totals</b>		<b>100.0%</b>	<b>628</b>

## Q3: PERCENTAGE OF JOB REQUIRING USE OF IT SYSTEMS & SERVICES

(Respondents could only choose a **single** response)

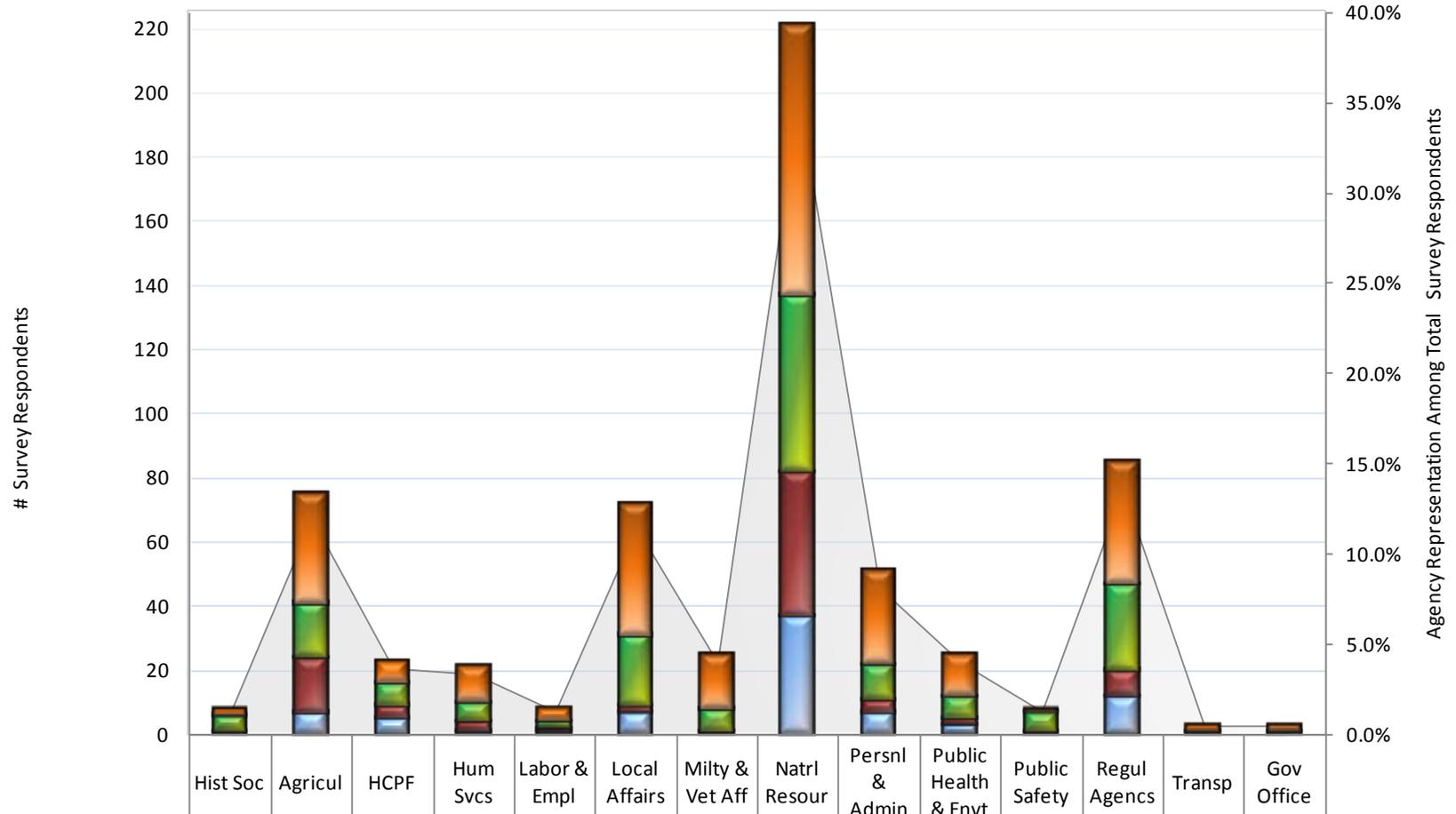
Response	Chart	Frequency	Count
25% of the time or less		12.7%	80
26%-50% of the time		14.2%	89
51%-75% of the time		27.7%	174
<b>76%-100% of the time</b>		<b>45.4%</b>	<b>285</b>
<b>Totals</b>		<b>100.0%</b>	<b>628</b>

**Q2/Q1: Current Position within & Survey Participation by Agency**



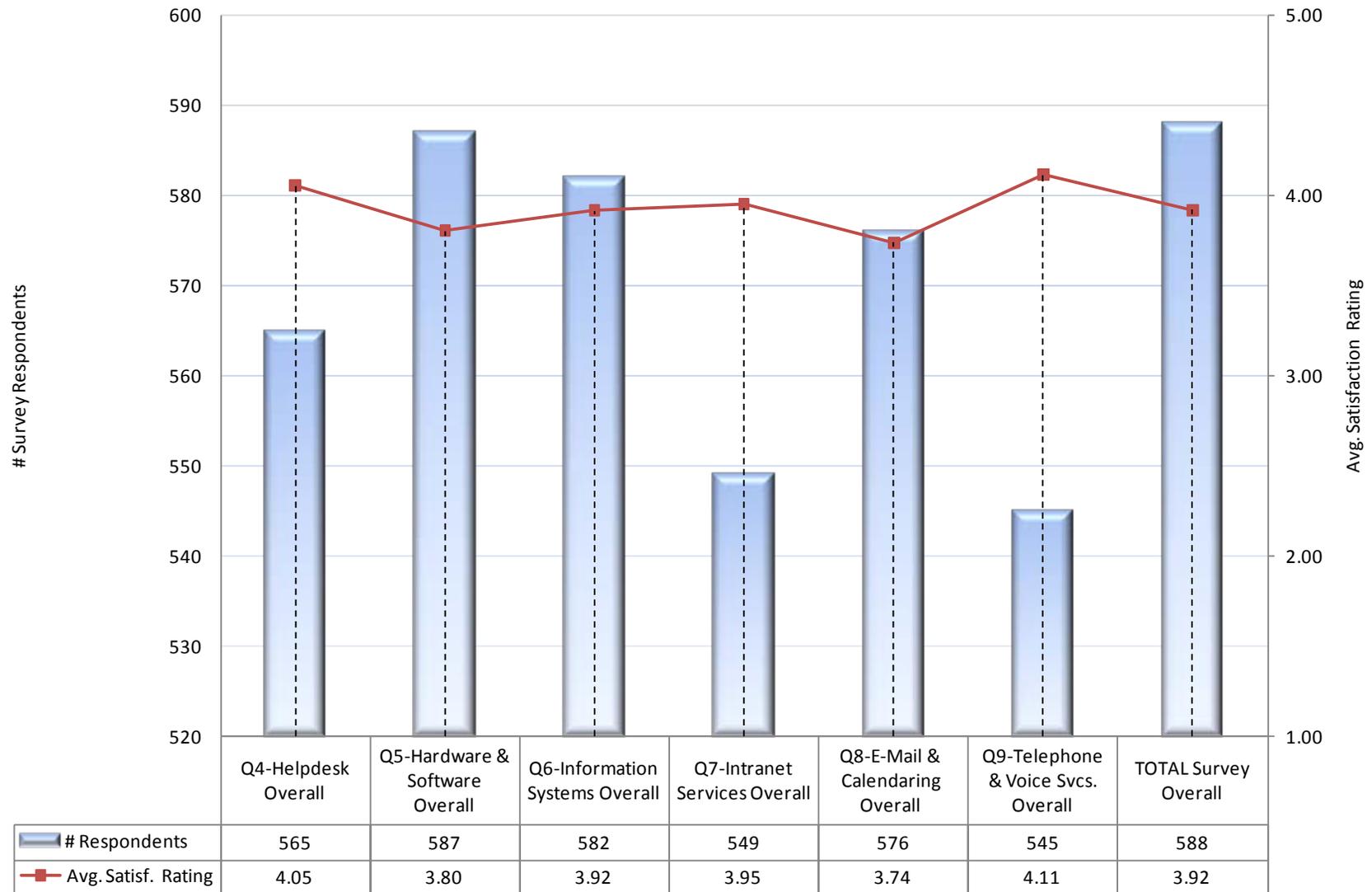
□ % of Tot Resps	1.3%	11.9%	3.7%	3.3%	1.3%	11.5%	4.0%	35.2%	8.1%	4.0%	1.3%	13.5%	0.5%	0.5%
■ # Mangr Resp	4	18	12	15	7	10	5	32	12	17	7	37	2	1
■ # Supvr Resp	1	14	11	3	1	10	3	54	10	5	0	26	0	1
■ # Non Spvr Resp	3	43	0	3	0	52	17	135	29	3	1	22	1	1
SUM OF RSPNDTS	8	75	23	21	8	72	25	221	51	25	8	85	3	3

**Q3/Q1: Percentage of Job Requires IT & Survey Participation by Agency**

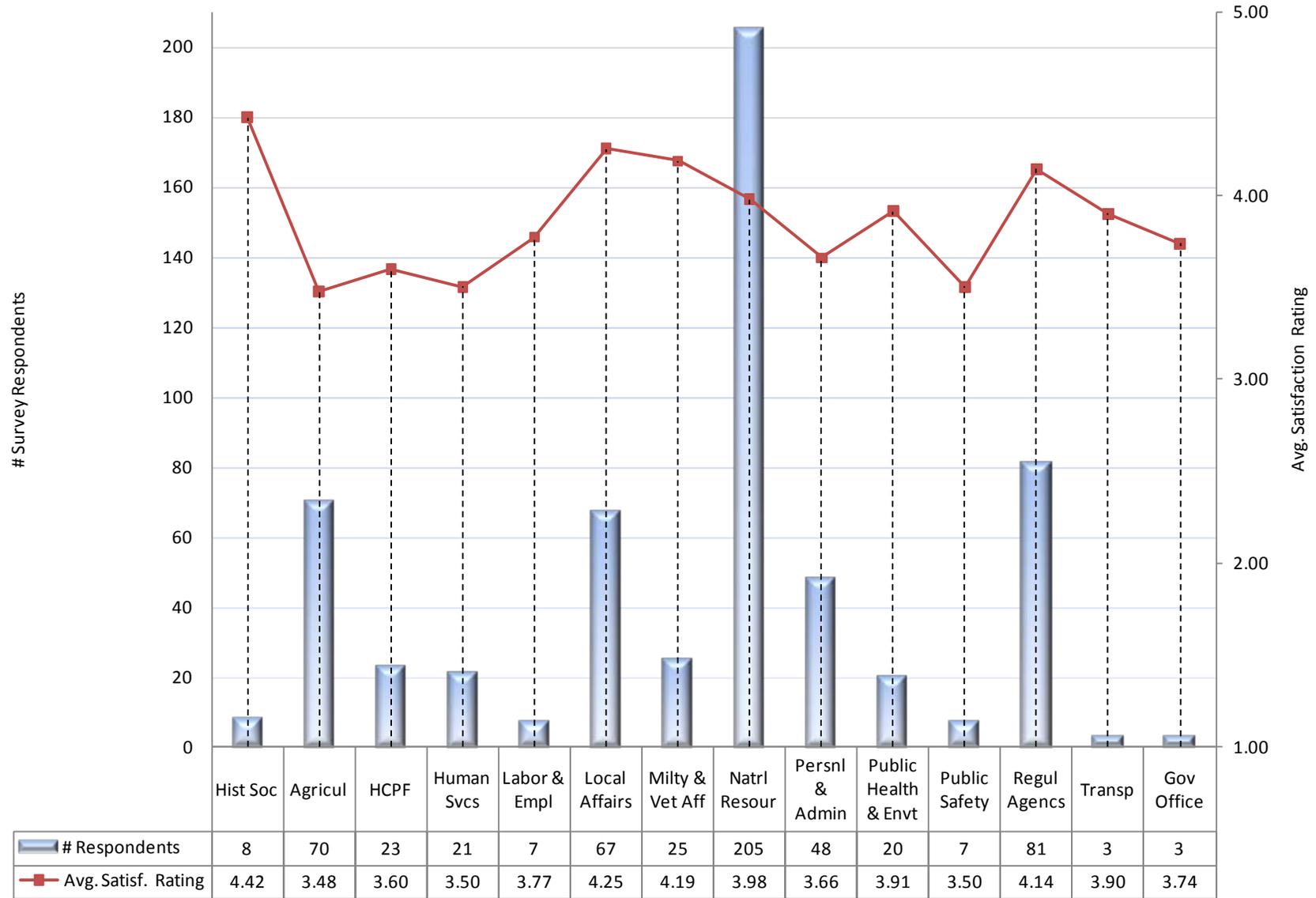


□ % of Tot Resps	1.3%	11.9%	3.7%	3.3%	1.3%	11.5%	4.0%	35.2%	8.1%	4.0%	1.3%	13.5%	0.5%	0.5%
■ 76%-100%	2	34	7	11	4	41	17	84	29	13	1	38	2	2
■ 51%-75%	5	17	7	6	2	22	7	55	11	7	6	27	1	1
■ 26%-50%	1	17	4	3	1	2	1	45	4	2	1	8	0	0
■ 25% or less	0	7	5	1	1	7	0	37	7	3	0	12	0	0
SUM OF RESPNDTS	8	75	23	21	8	72	25	221	51	25	8	85	3	3

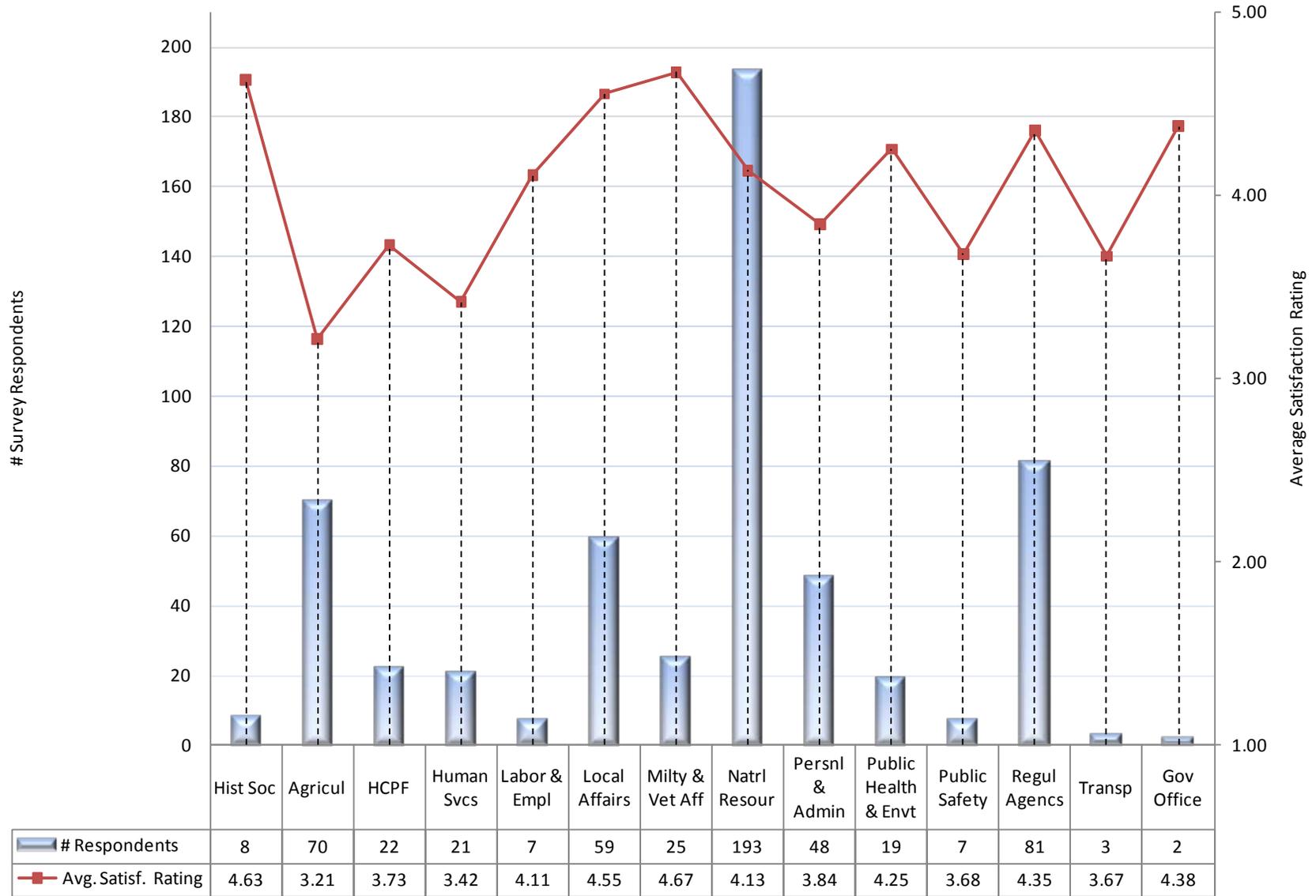
### Customer Satisfaction Survey: All Respondents By Category & Total OVERALL



### Total Survey: OVERALL Satisfaction

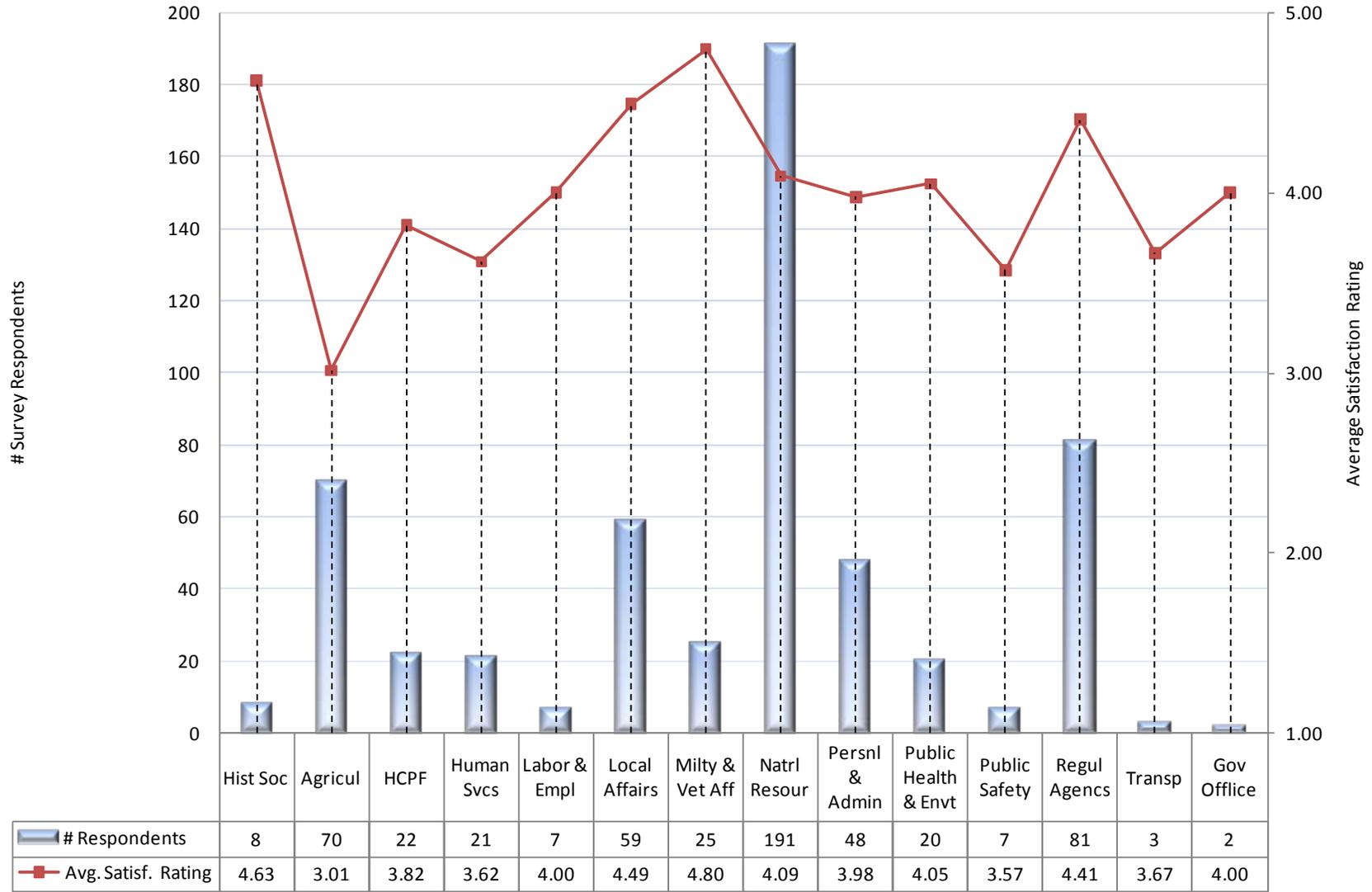


### Q4: Helpdesk Support Services OVERALL

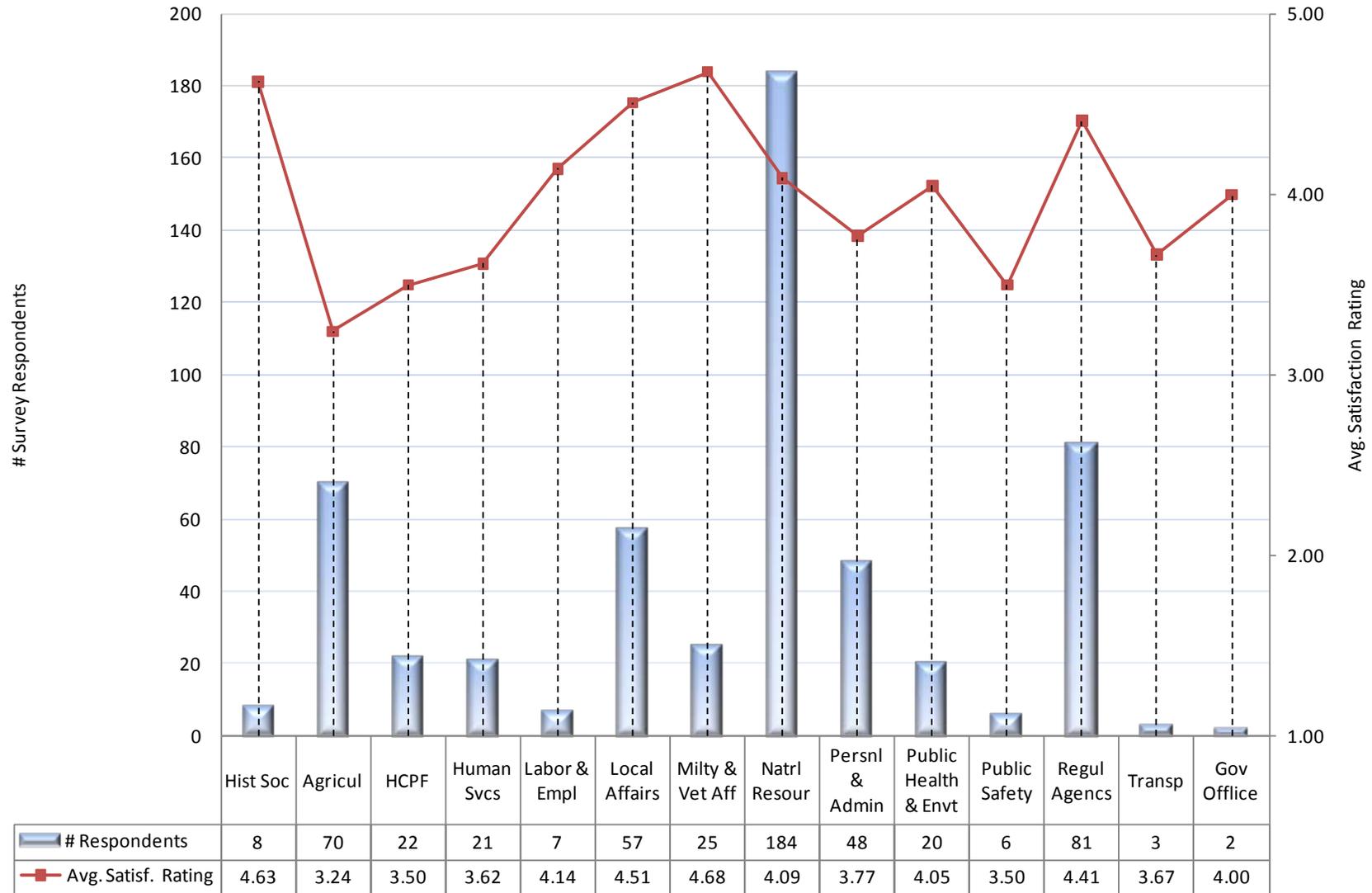


### Q4: Helpdesk Support Services

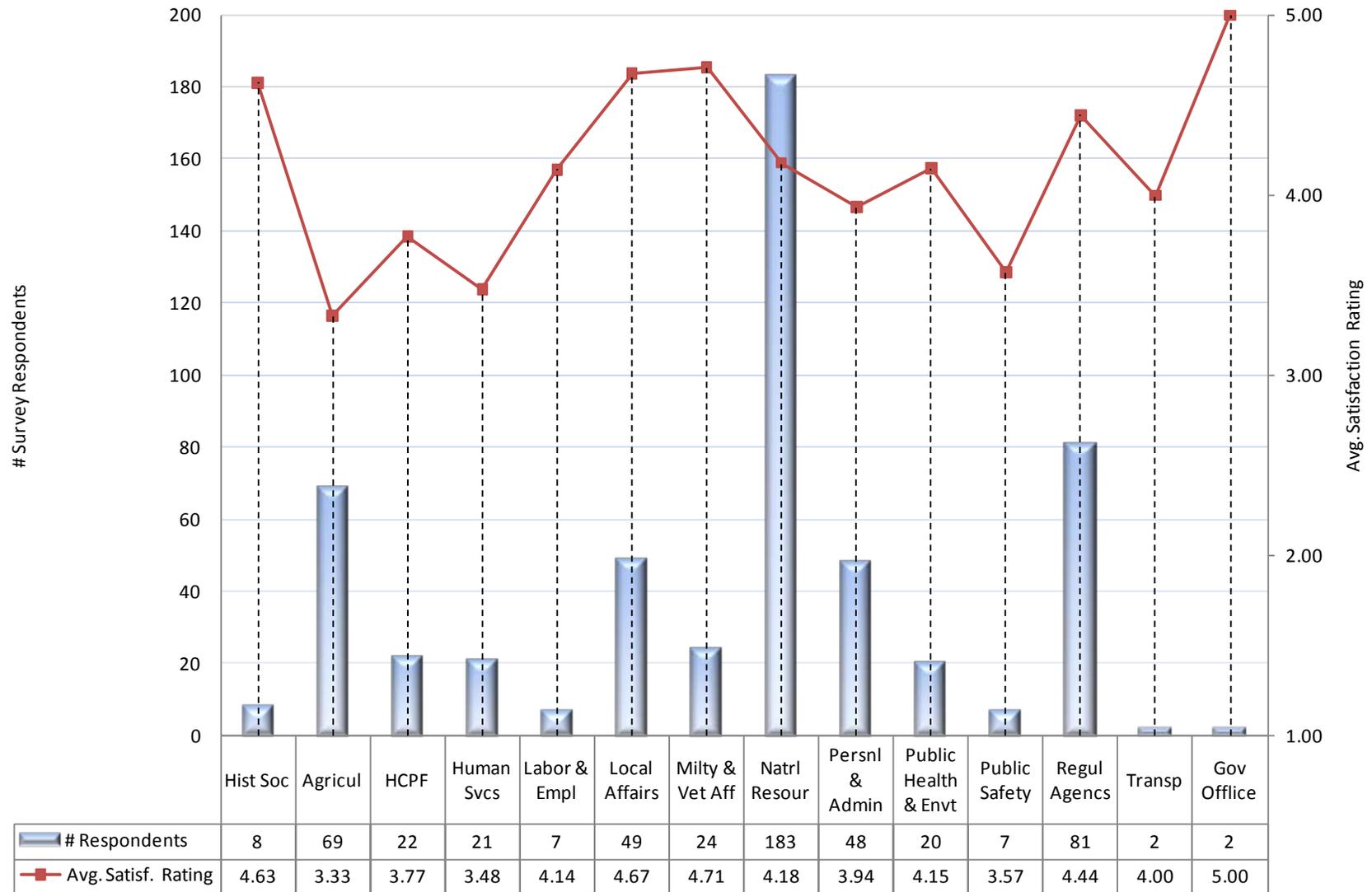
#### a. Responded in Timely Manner to Requests & Kept Me Informed



### Q4: Helpdesk Support Services b. Honored Commitments & Followed-Up as Necessary



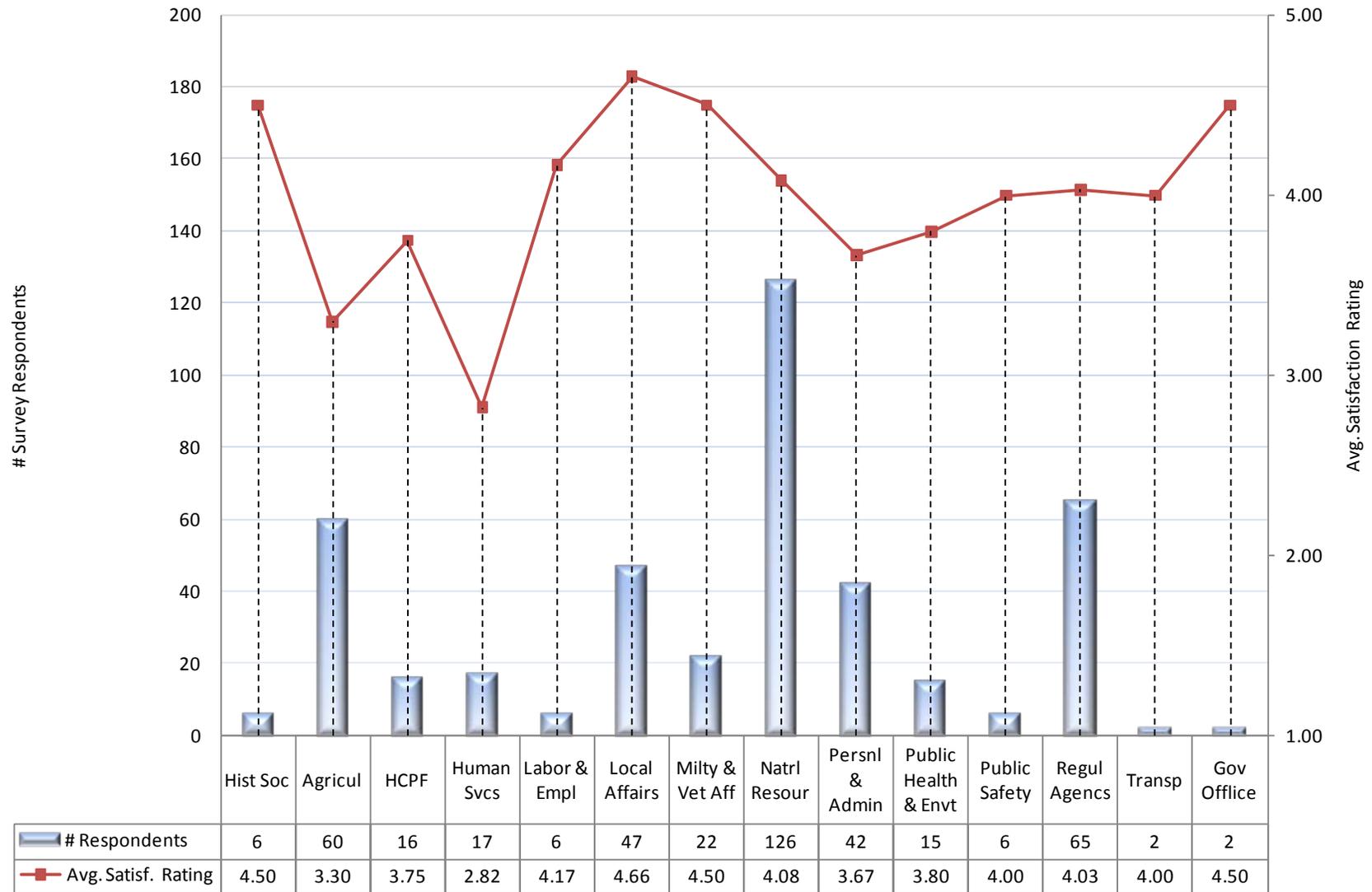
## Q4: Helpdesk Support Services c. Resolved My Helpdesk Requests



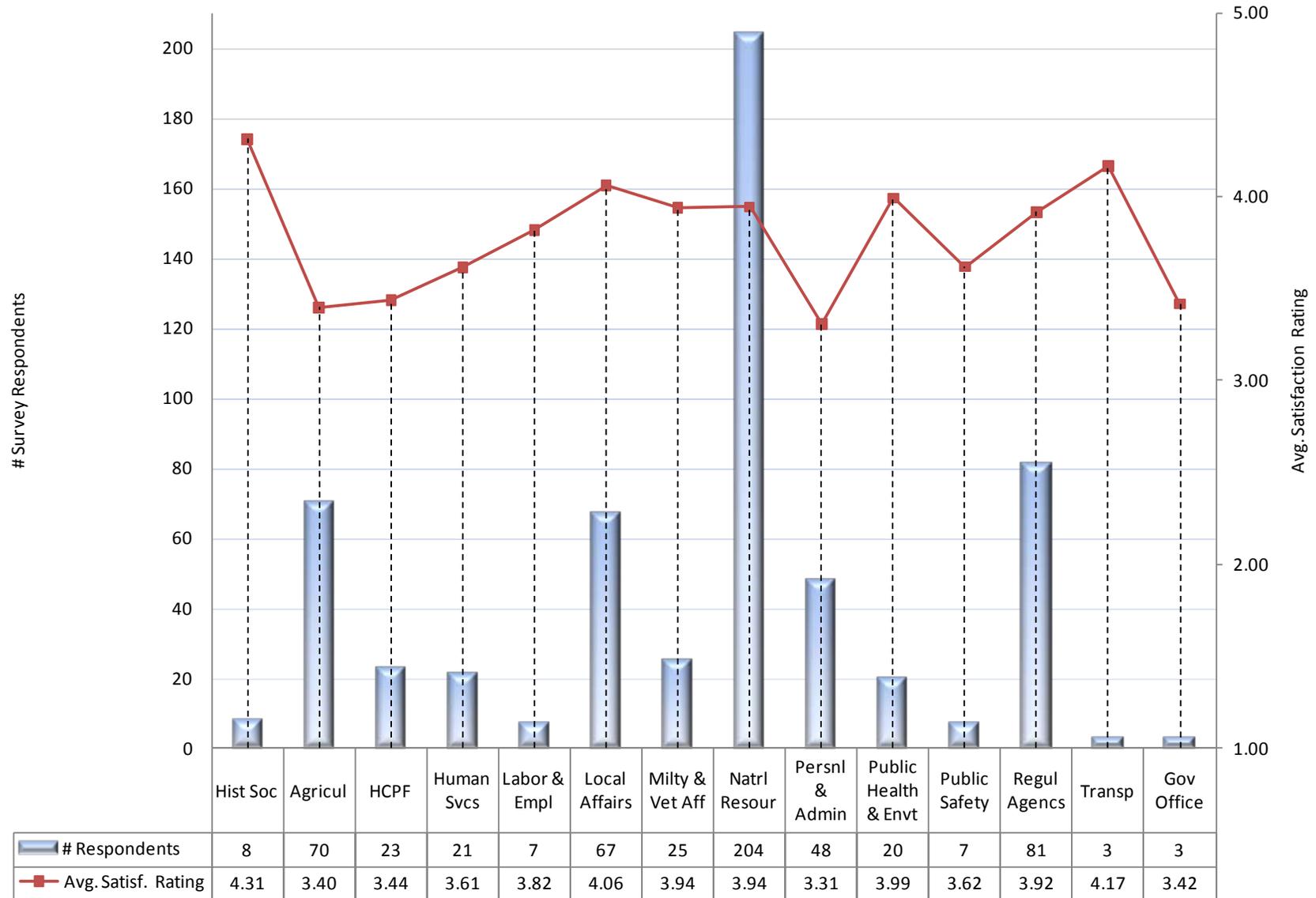
### Q4-D: HELPDESK SUPPORT SERVICES-EMERGENCY SITUATIONS & INTERIM SOLUTIONS

## Q4: Helpdesk Support Services

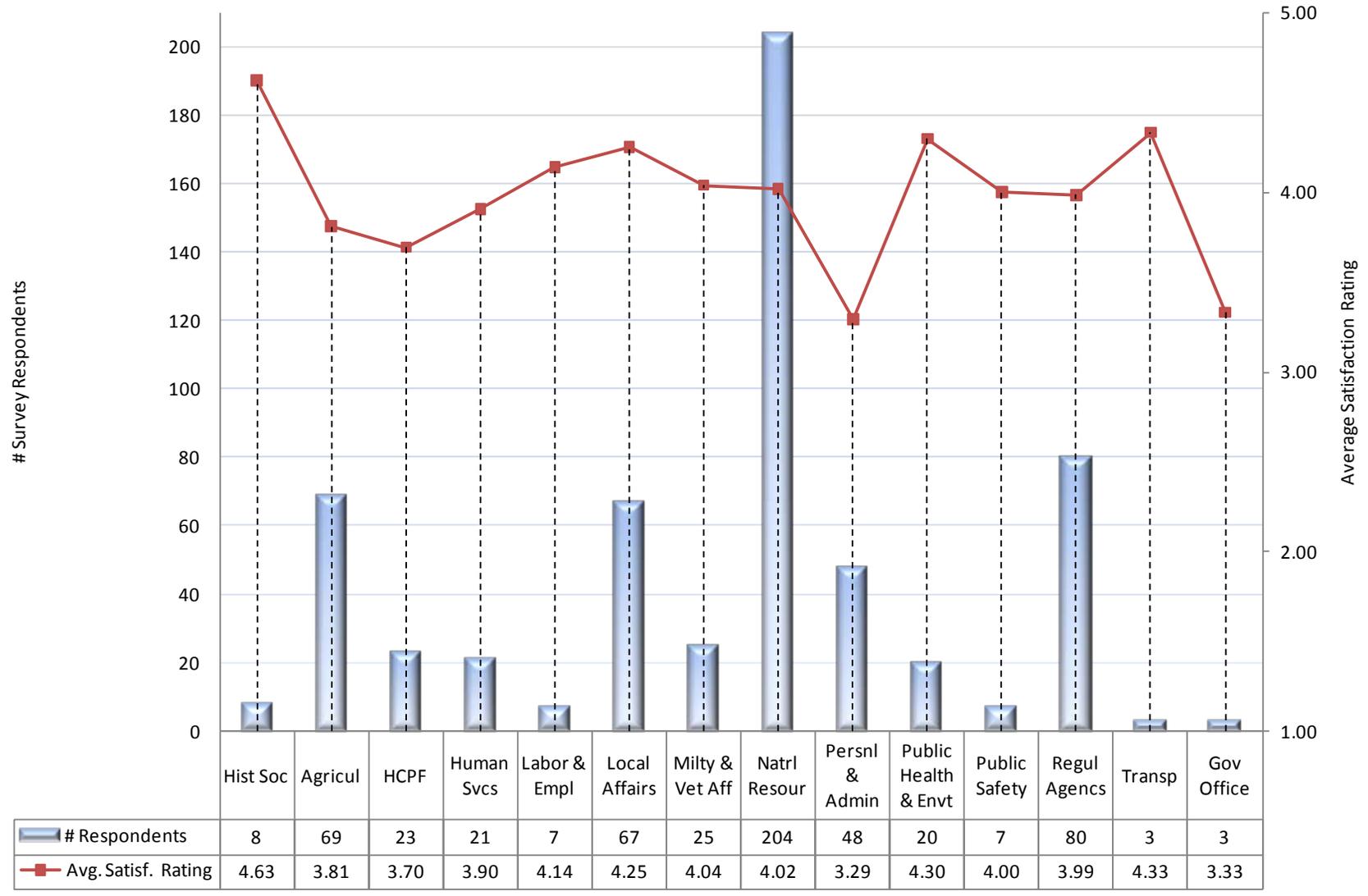
### d. Adapted to Emergency Situations & Provided Interim Solutions



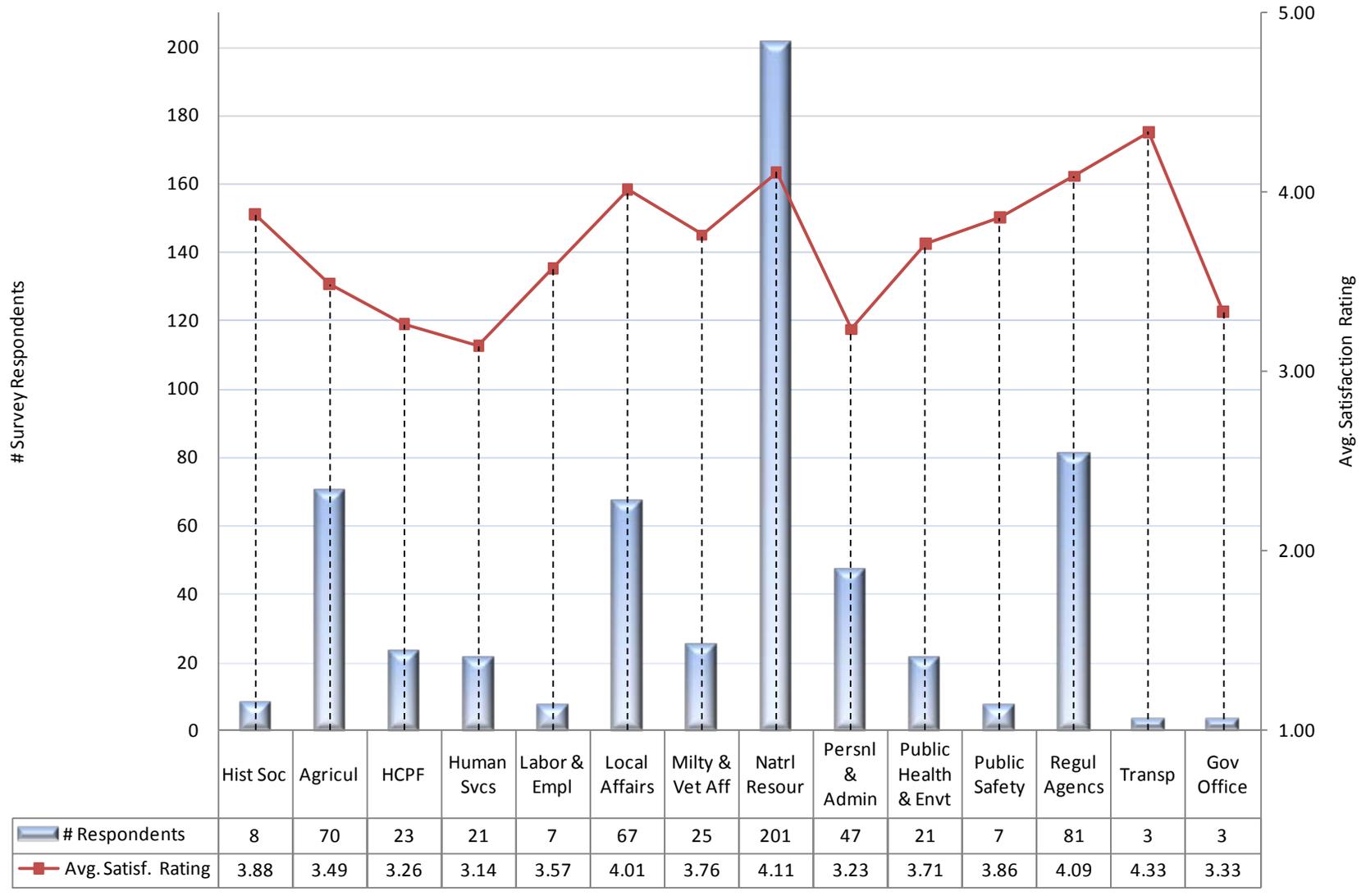
### Q5: Hardware & Software-Equipment, Applications, Support OVERALL



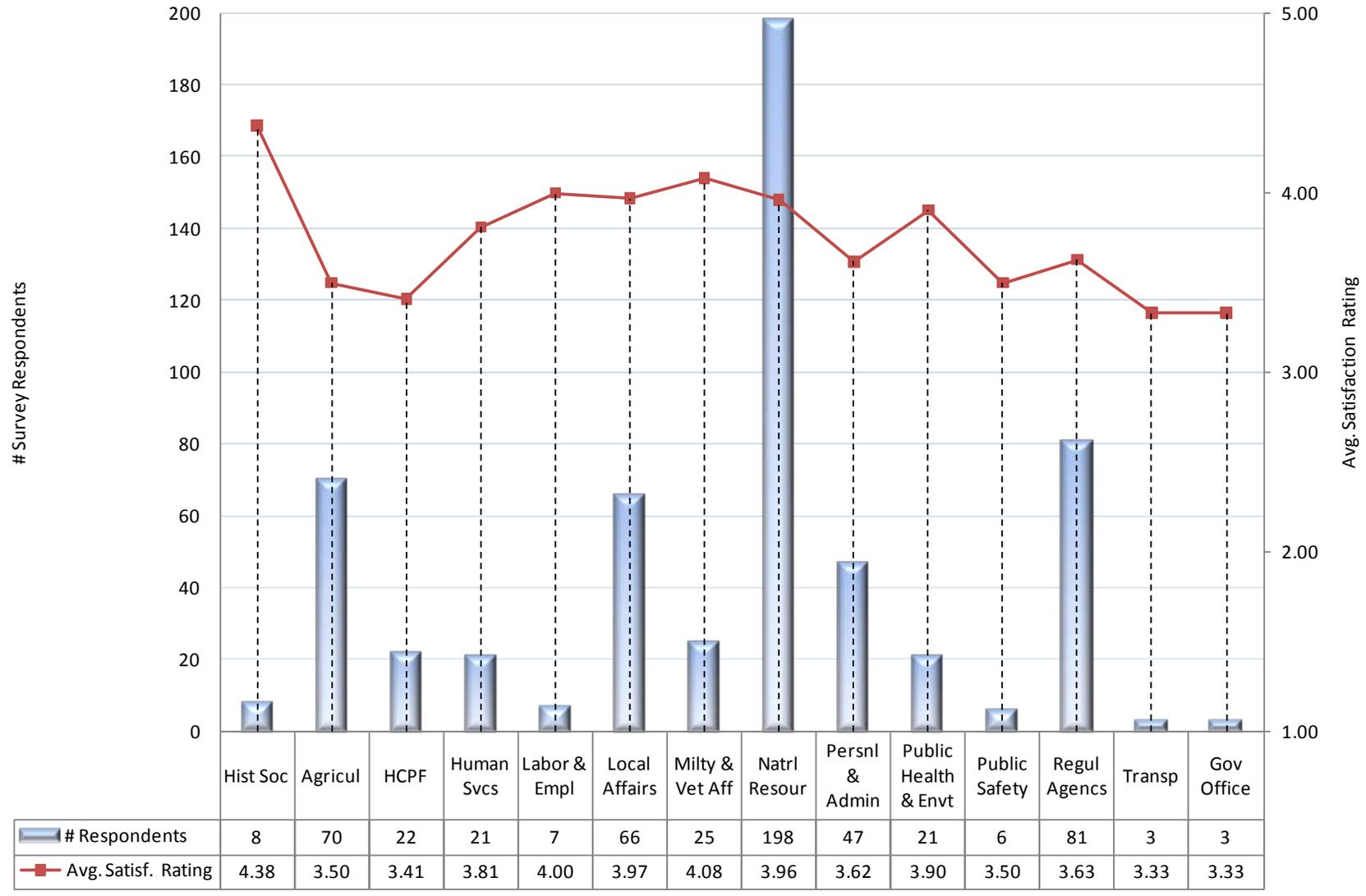
### Q5: Hardware & Software: Equipment, Applications & Support a. Adequacy of Computer Equipment to Do My Job



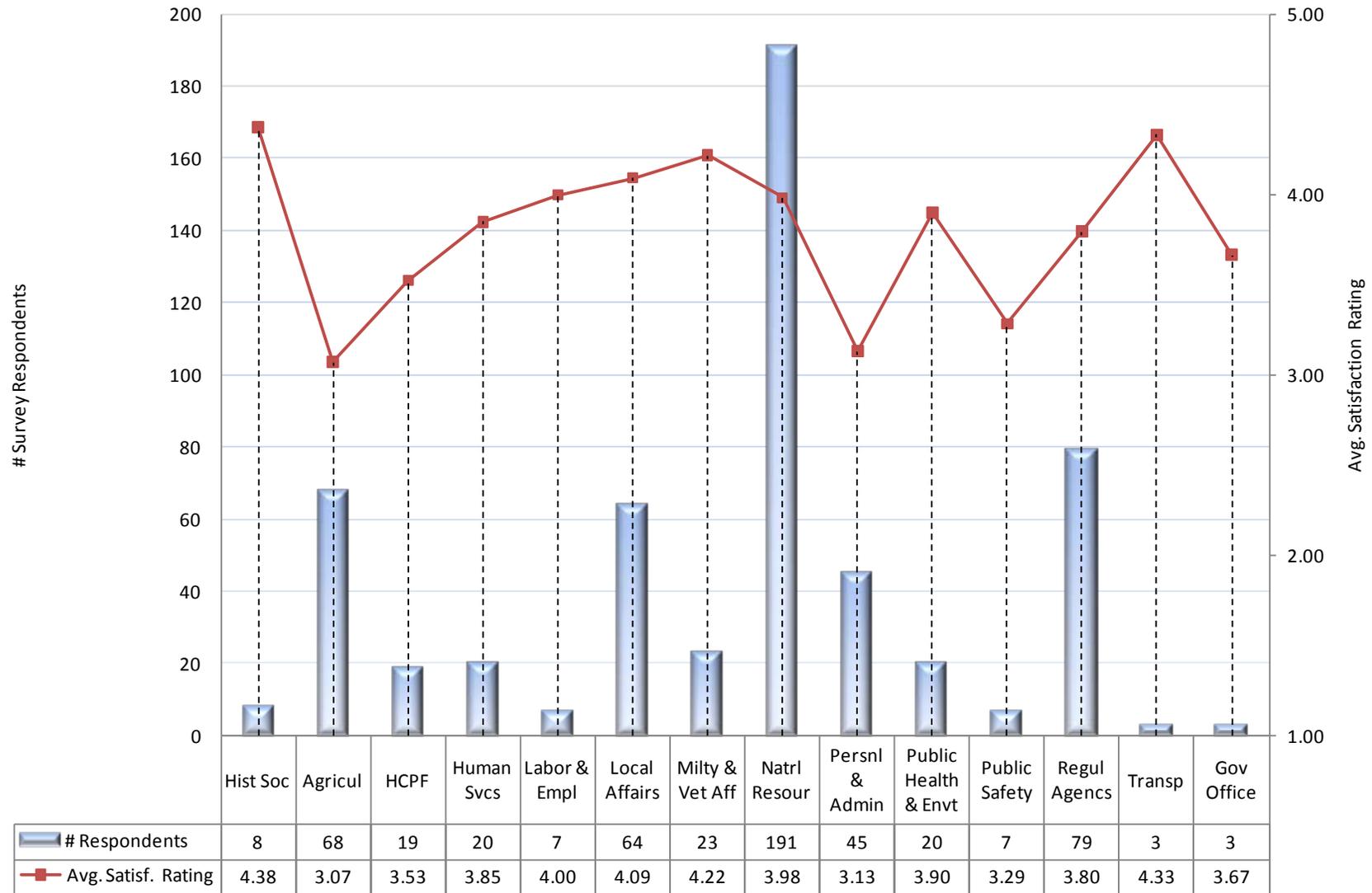
### Q5: Hardware & Software: Equipment, Applications & Support b. Adequacy of Software Applications to Do My Job



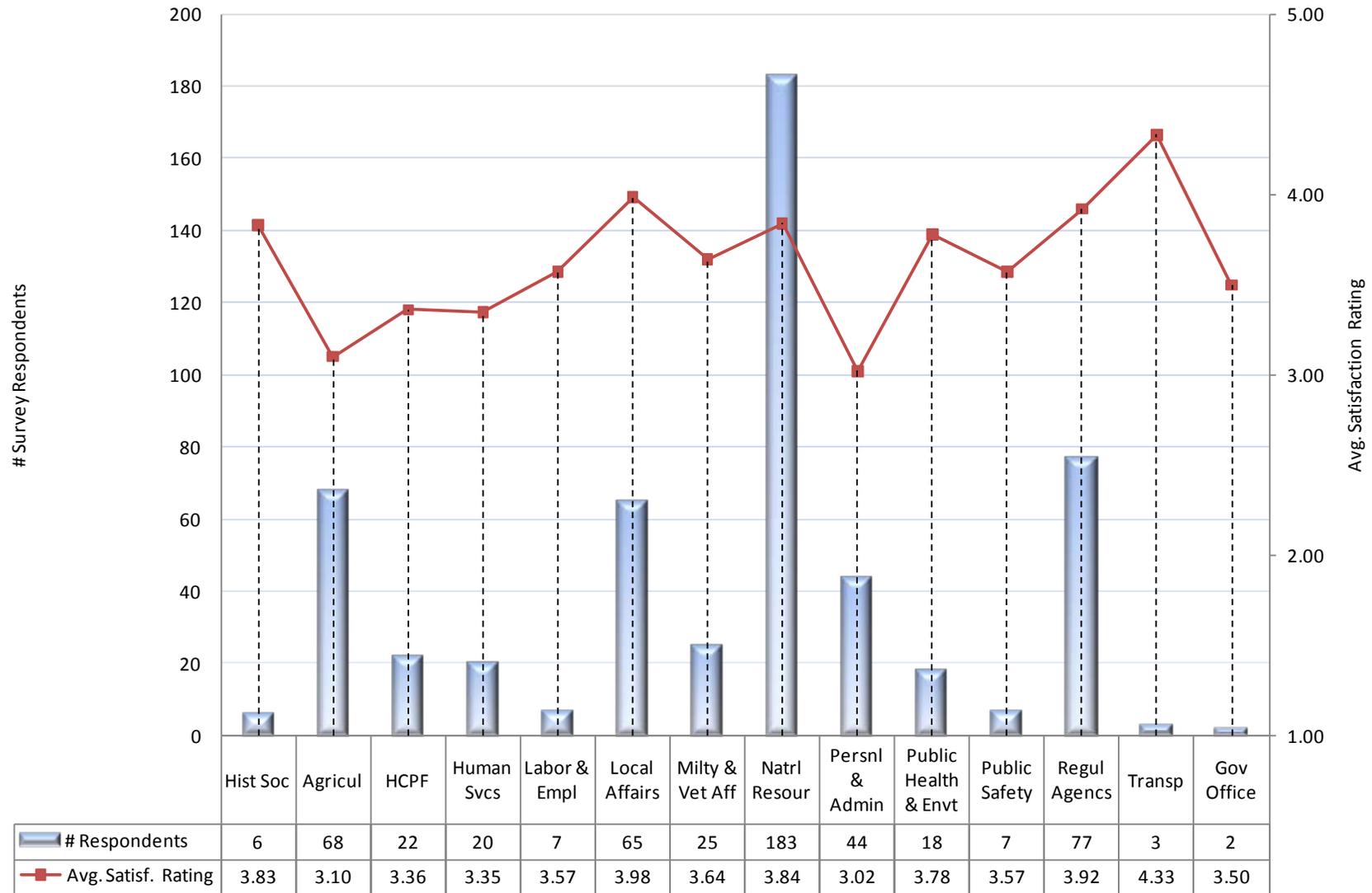
### Q5: Hardware & Software: Equipment, Applications & Support c. Adequacy of Printers, Copiers, Scanners, Fax Machines



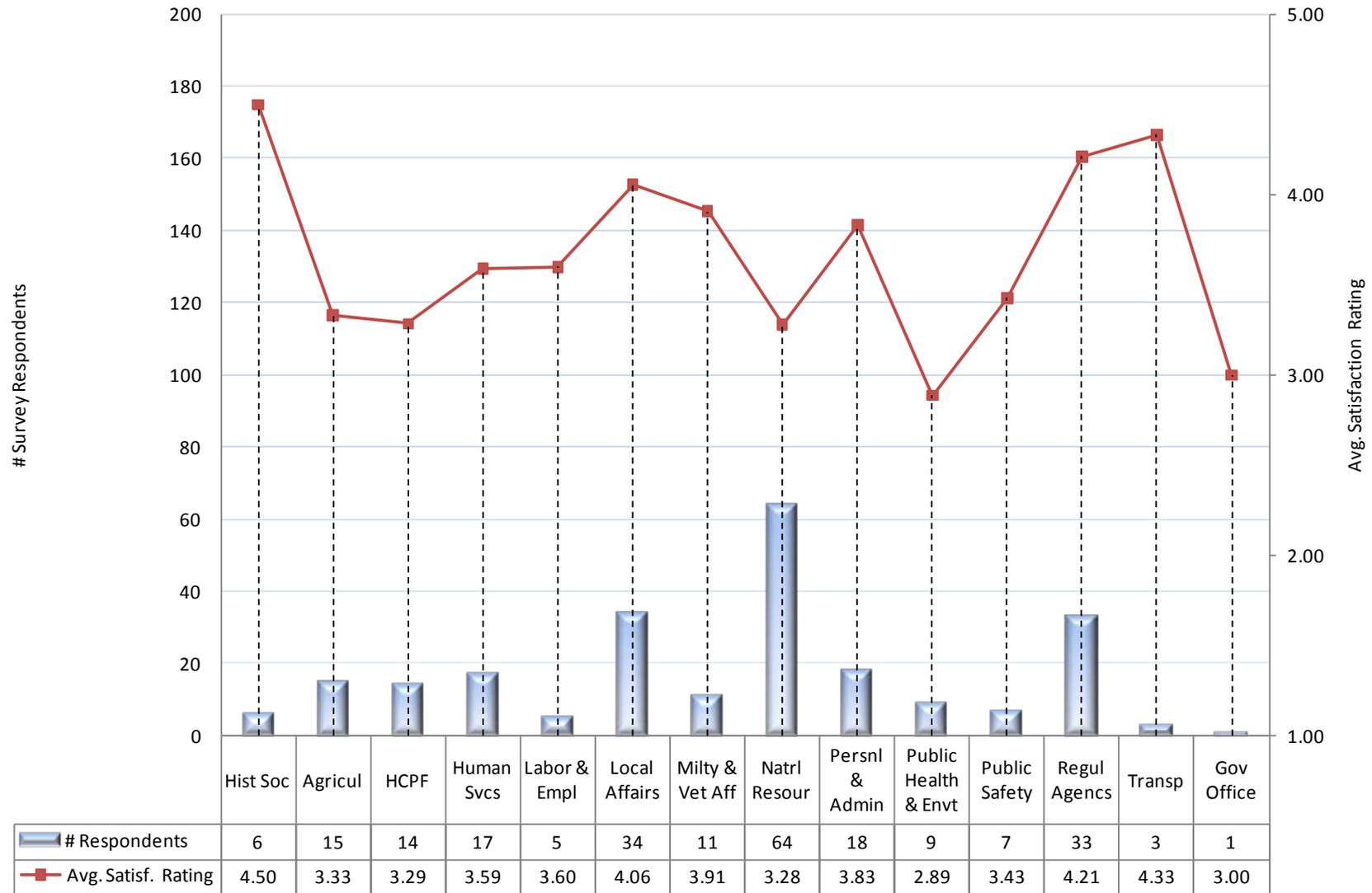
### Q5: Hardware & Software: Equipment, Applications & Support d. Maintenance, Replacement & Management of Computer Equipment



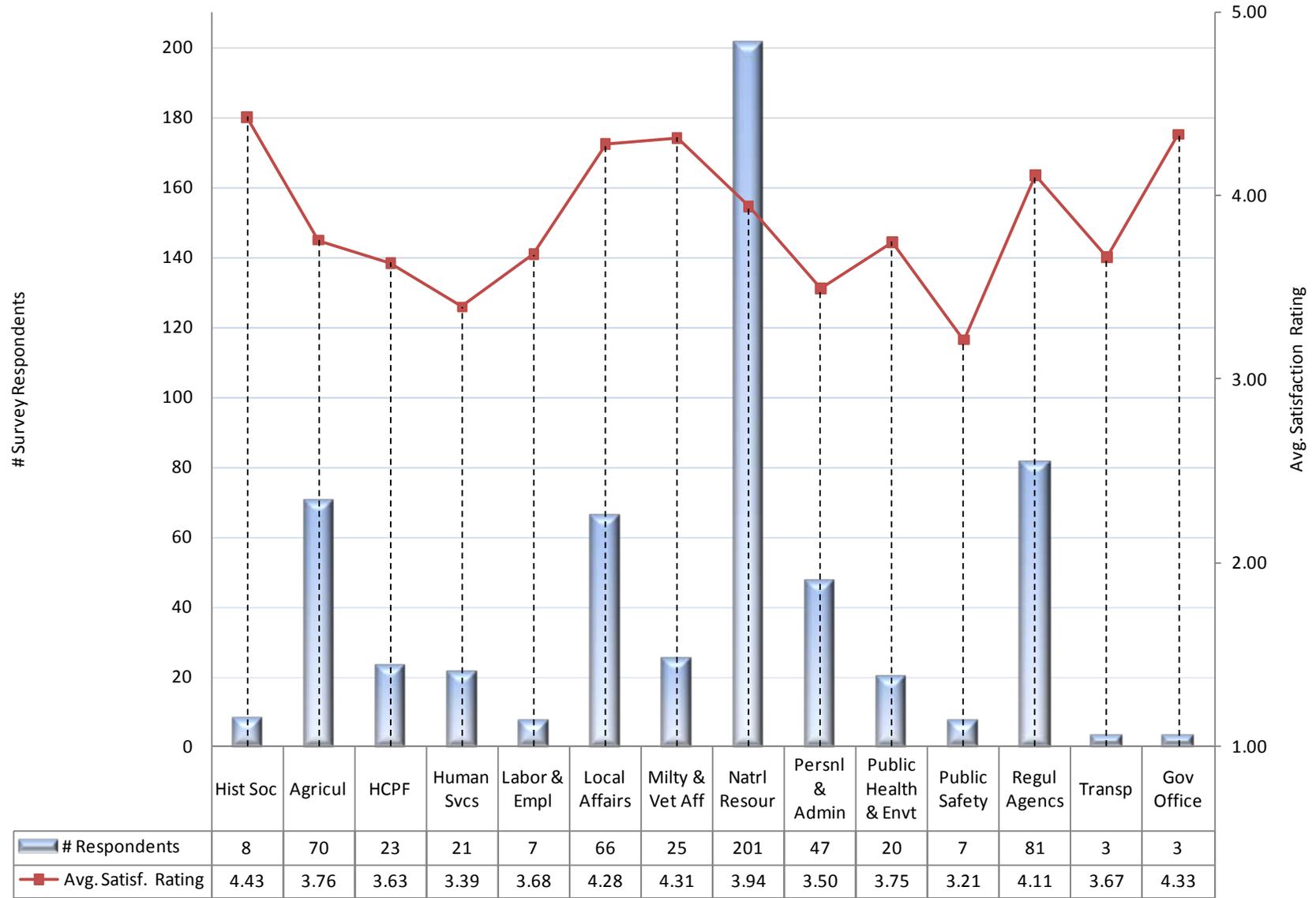
### Q5: Hardware & Software: Equipment, Applications & Support e. Maintenance, Replacement & Management of Software Applications



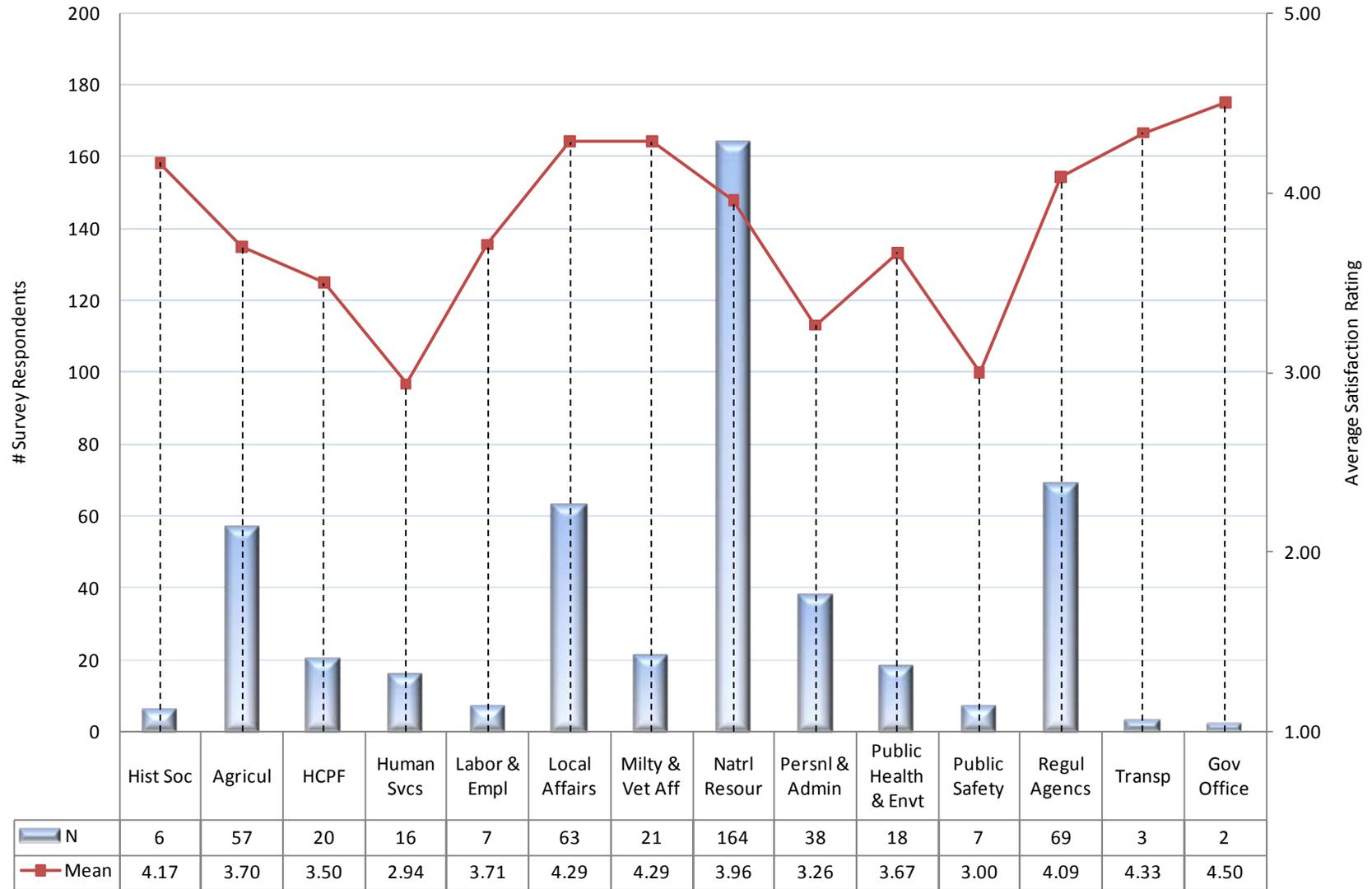
### Q5: Hardware & Software: Equipment, Applications & Support f. Adequacy of Mobile Hand-Held Wireless Comp. Equip. & Supp. Svcs.



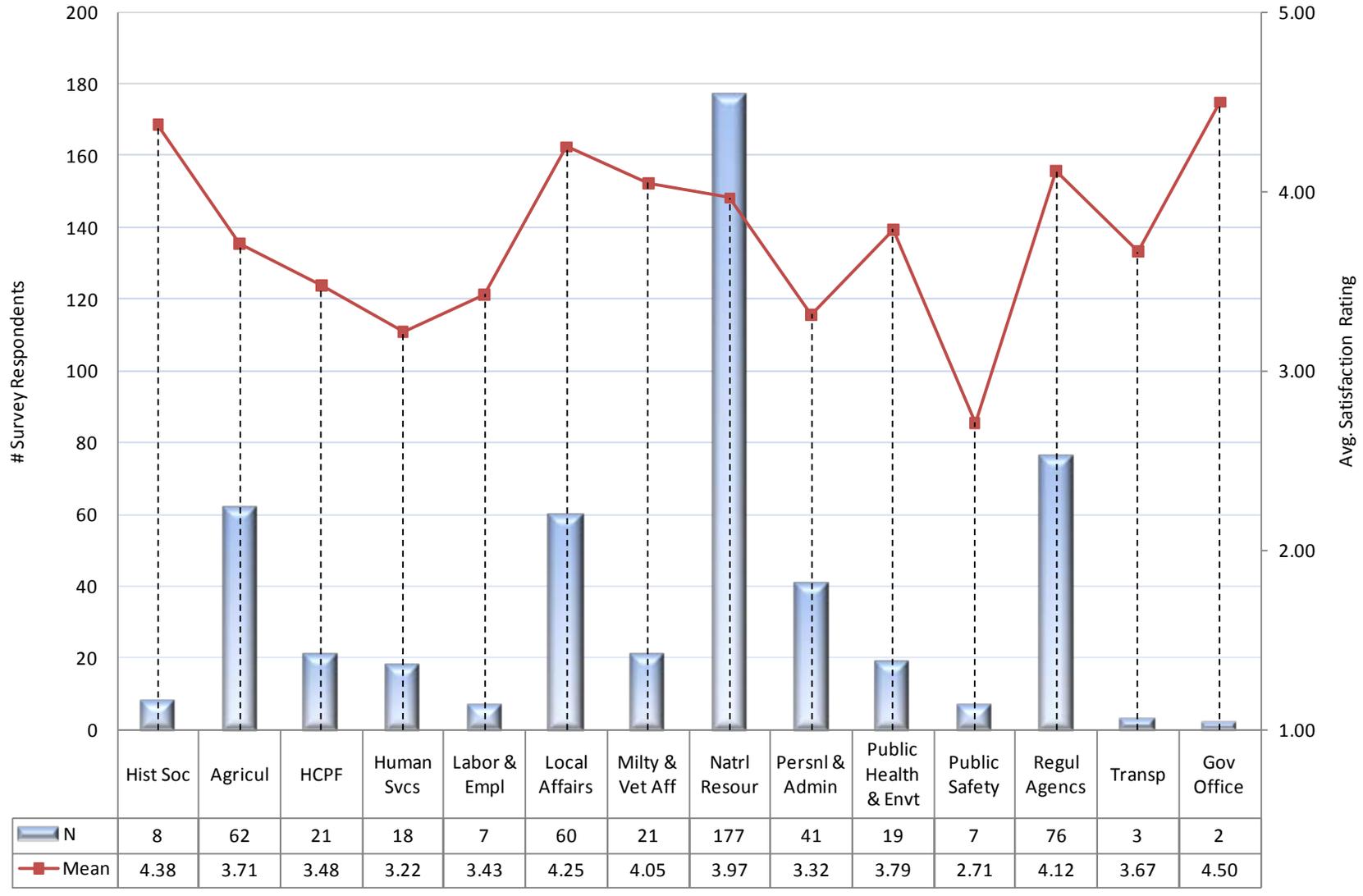
### Q6: Information Systems-Network Services & Operations OVERALL



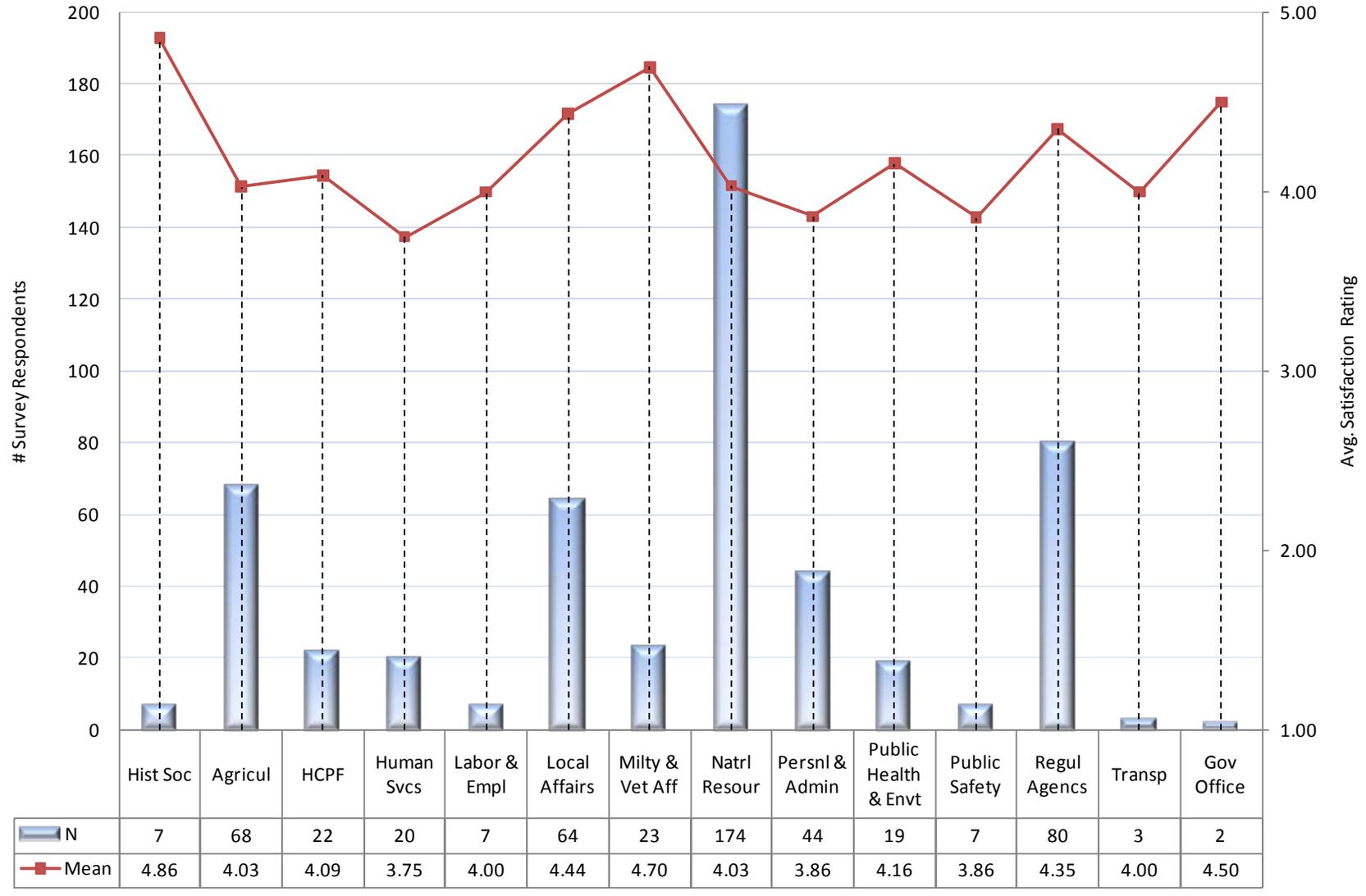
### Q6: Information Systems: Network Services & Operations a. Network Accounts: Timely Setup, Accurate & Appropriate Mgmt.



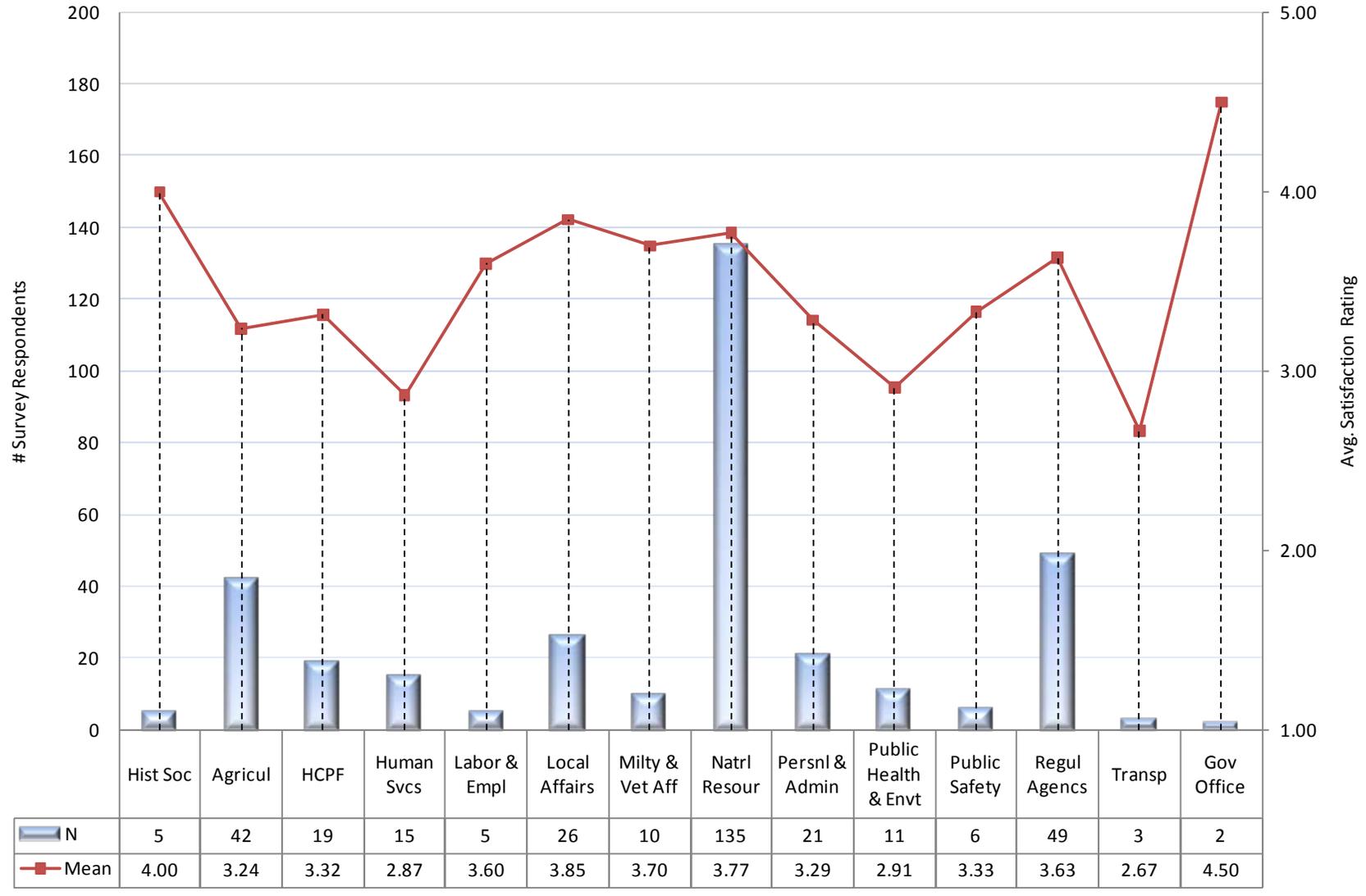
### Q6: Information Systems: Network Services & Operations b. Availability of Info. Systems, Programs & Work Files on Network Drives



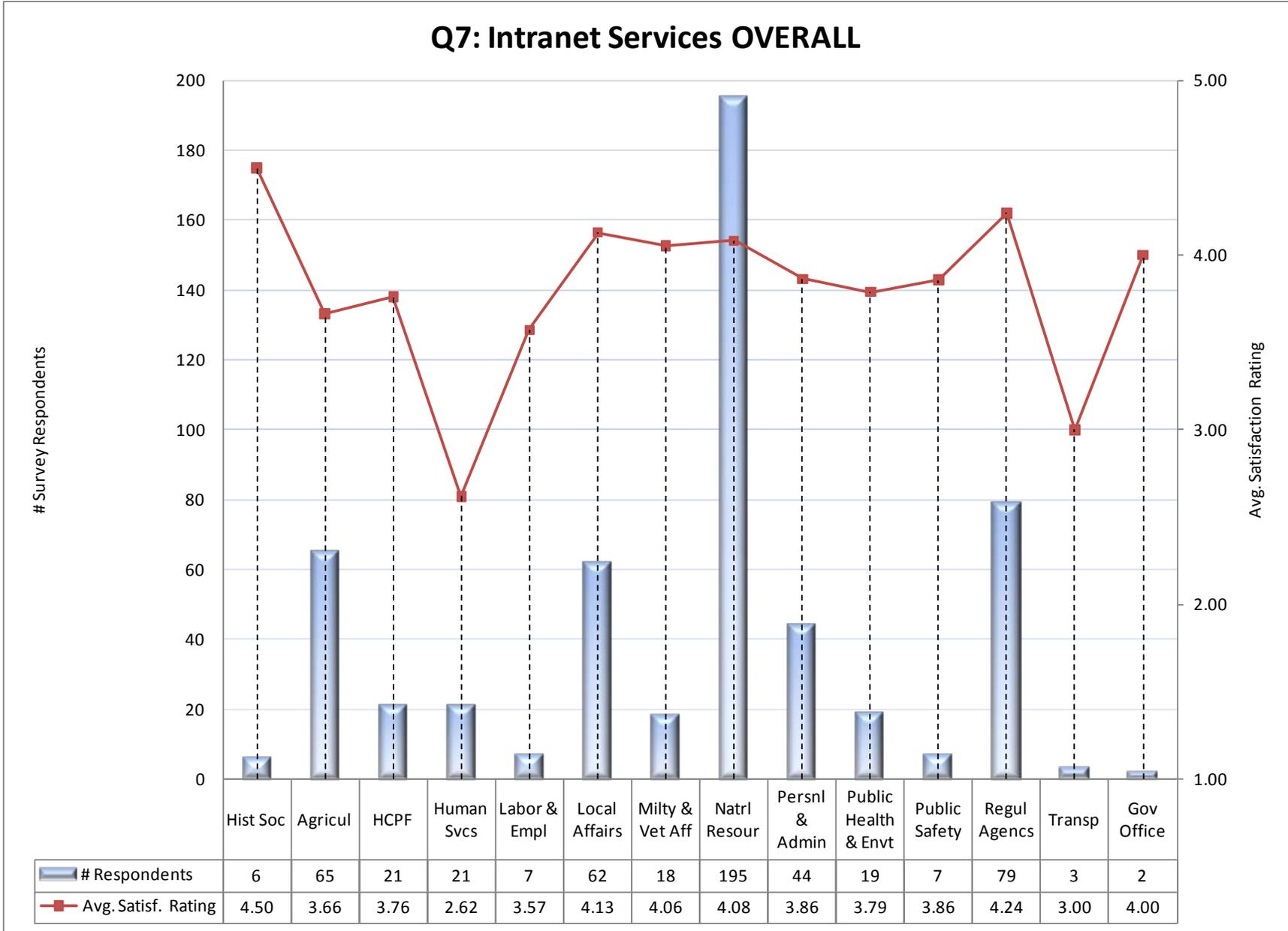
### Q6: Information Systems: Network Services & Operations c. Security of My Files on Network Drives



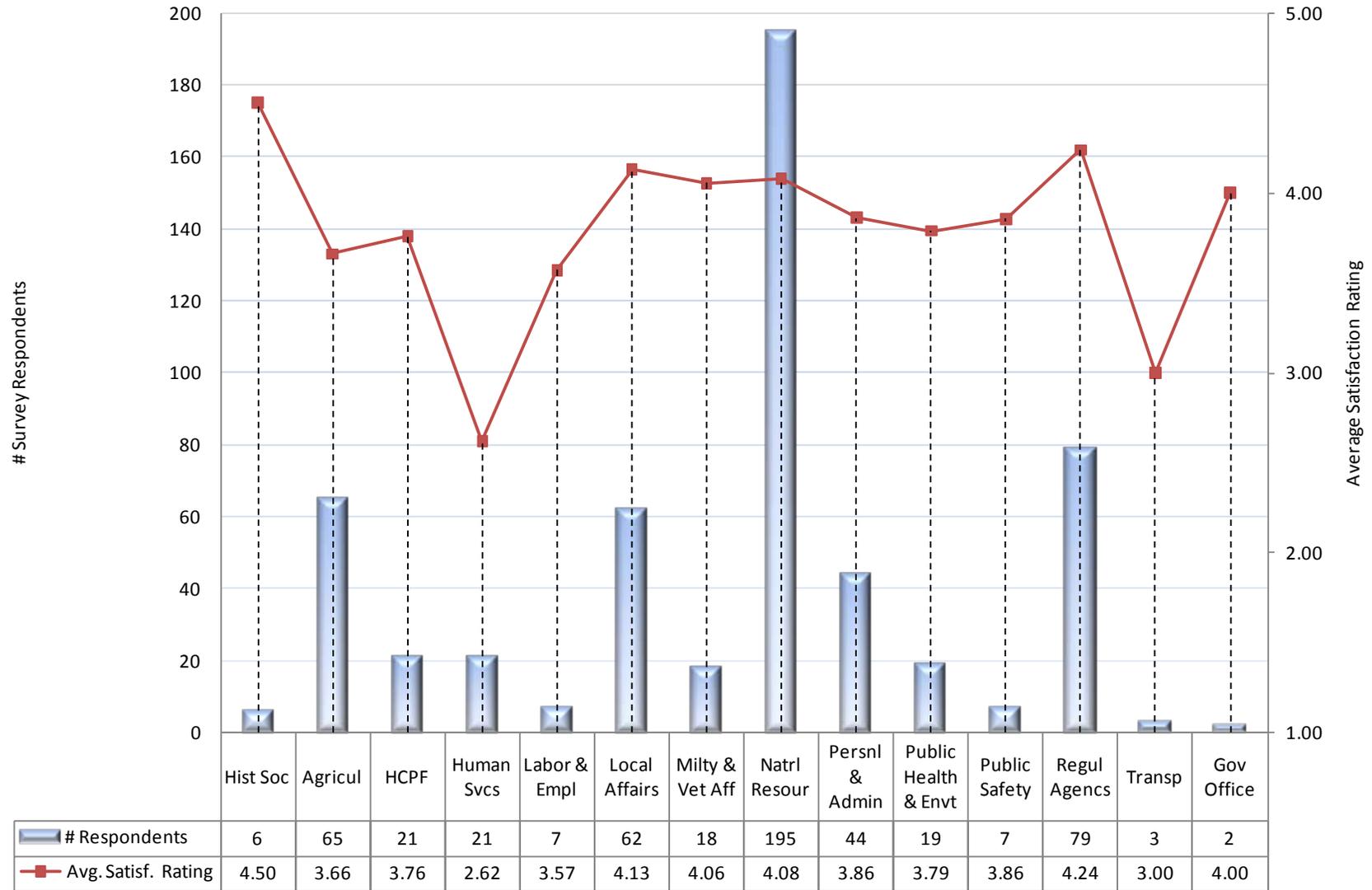
### Q6: Information Systems: Network Services & Operations d. Wireless Network Access (Availability, Reliability, Speed)



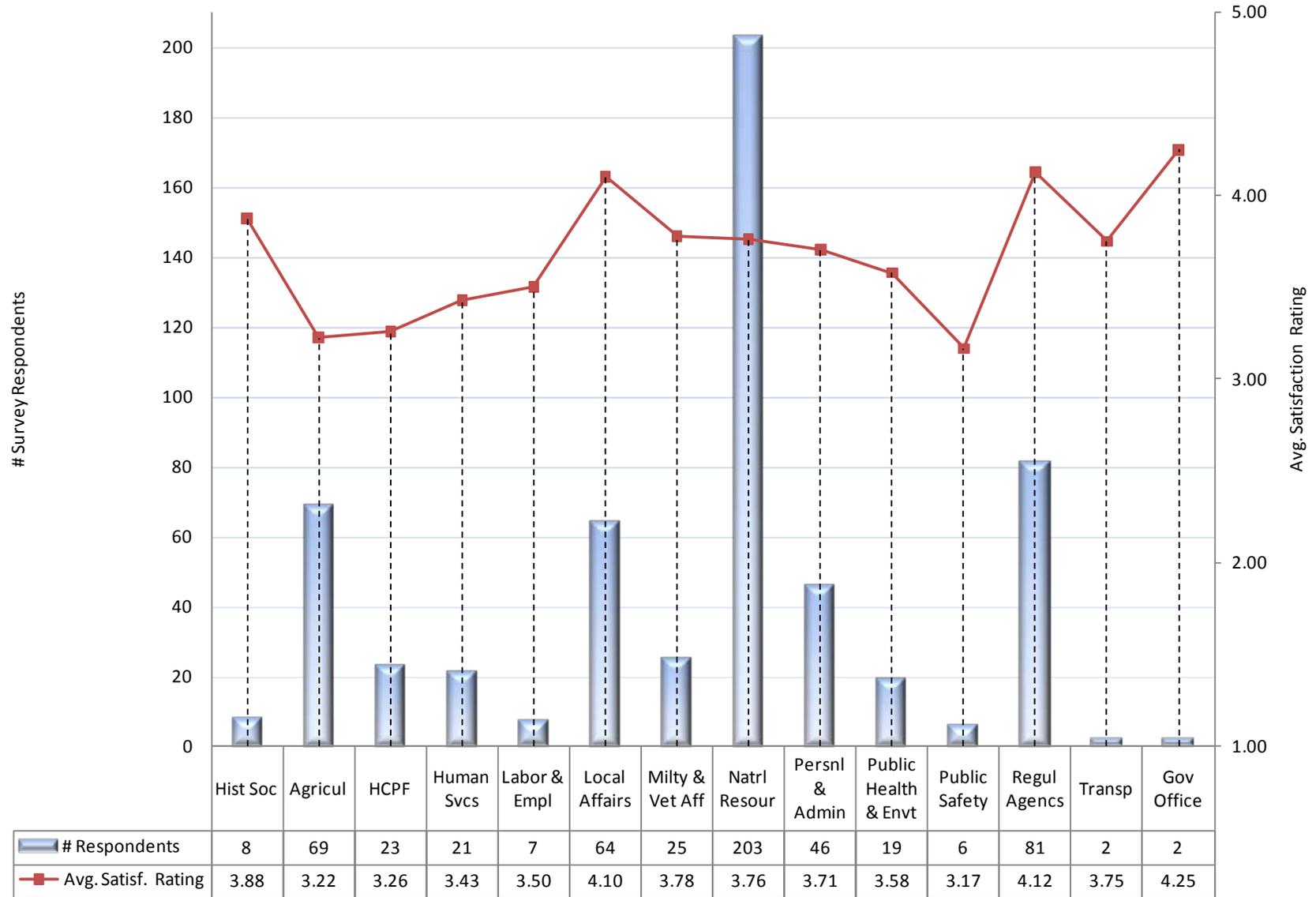
Q7: INTRANET SERVICES-OVERALL BY AGENCY



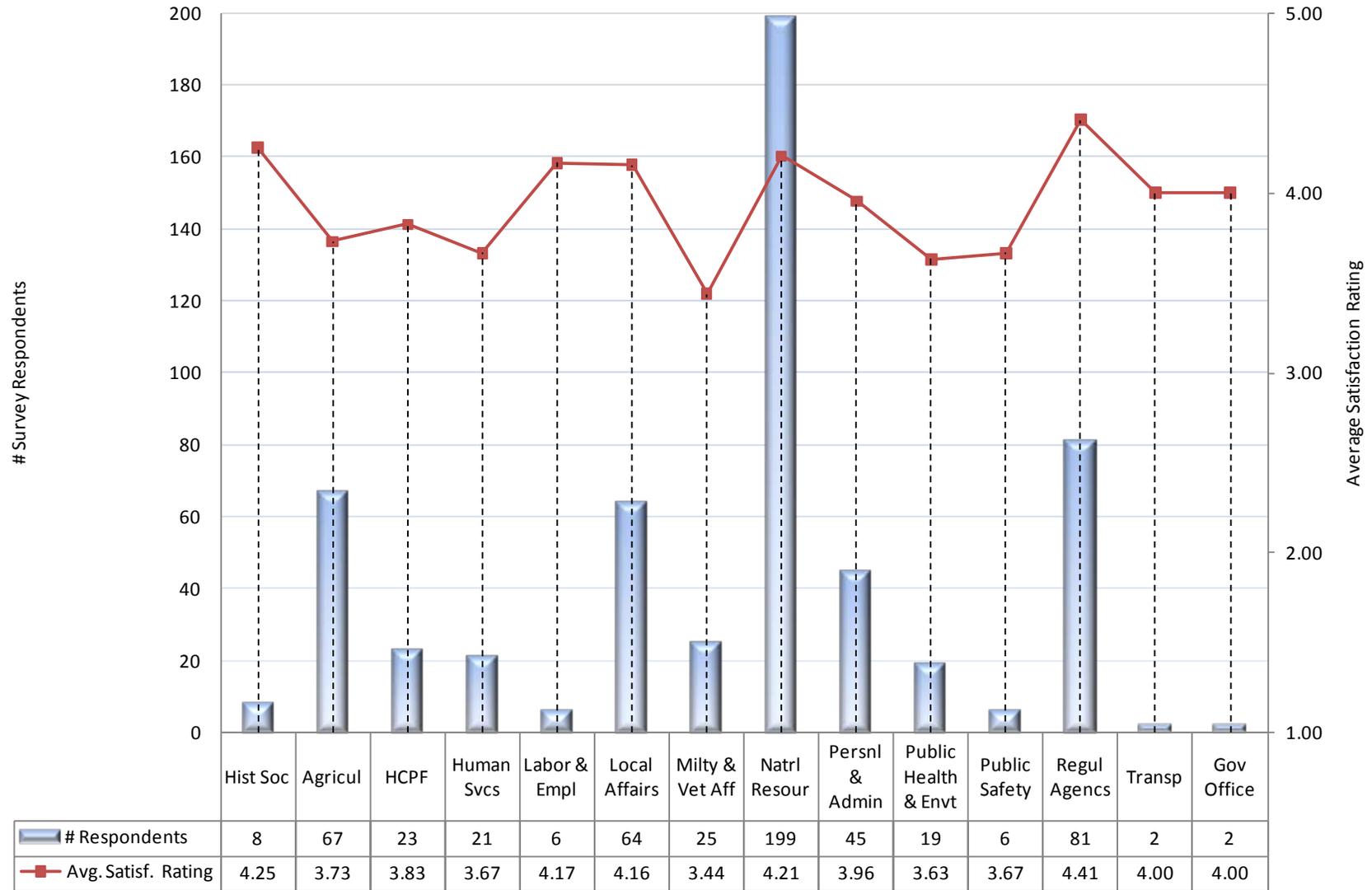
### Q7: Intranet Services a. Availability of Your Agency's Intranet Services



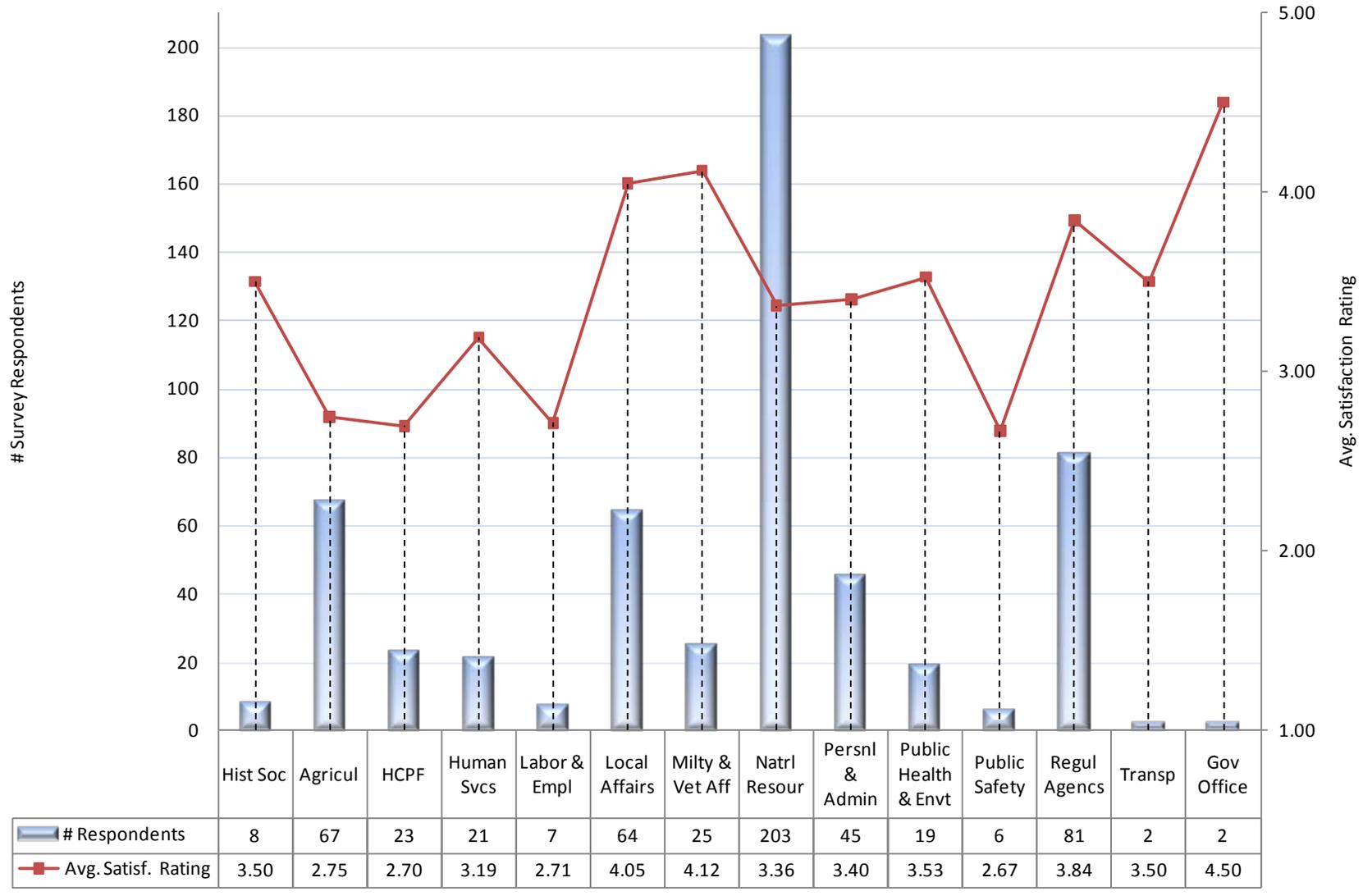
### Q8: Electronic Mail & Calendaring Services OVERALL



### Q8: Electronic Mail & Calendaring Services a. Availability of E-Mail/Calendar Services

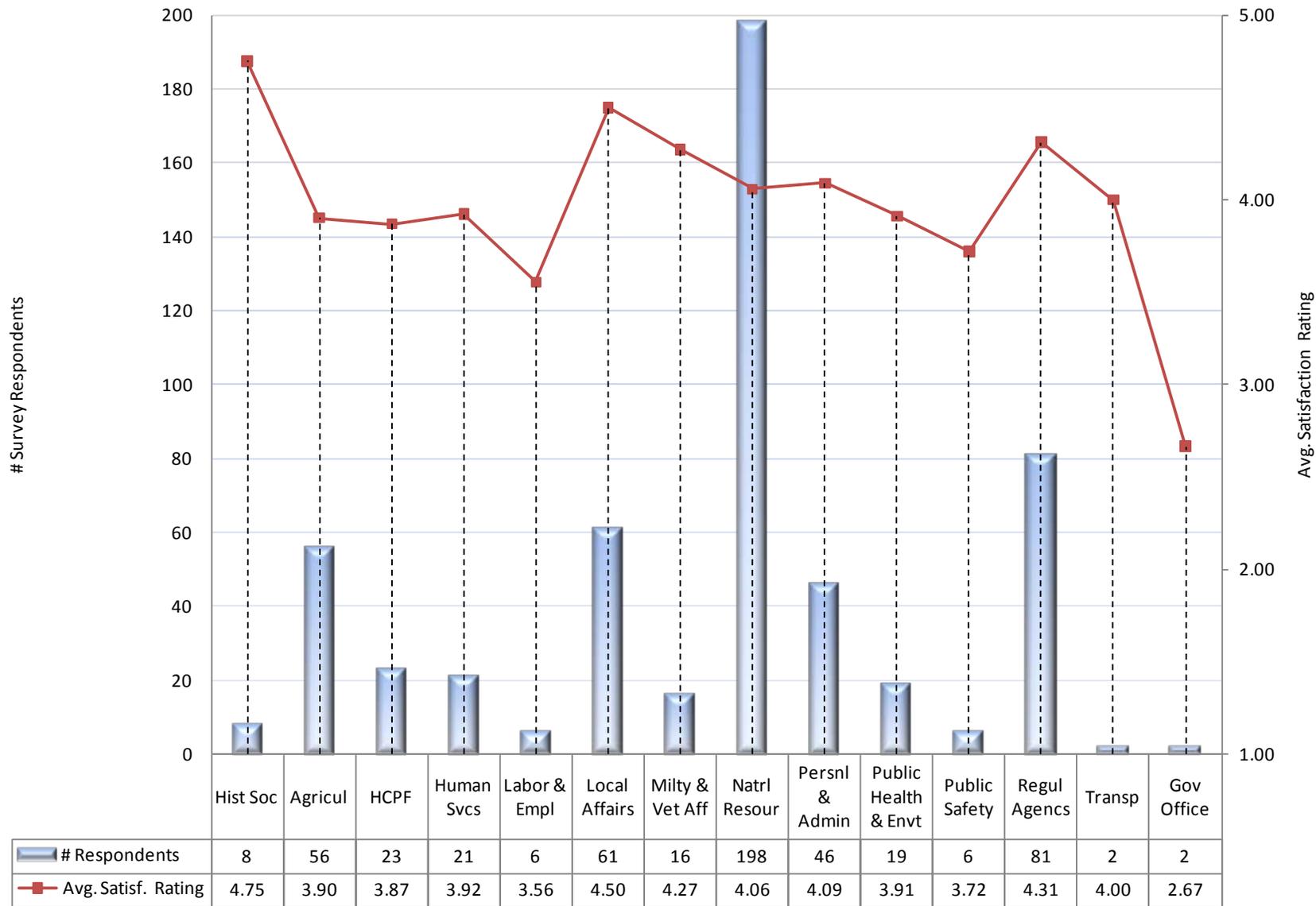


### Q8: Electronic Mail & Calendaring Services b. Adequacy of Size of E-Mail Mailbox in Meeting Business Needs

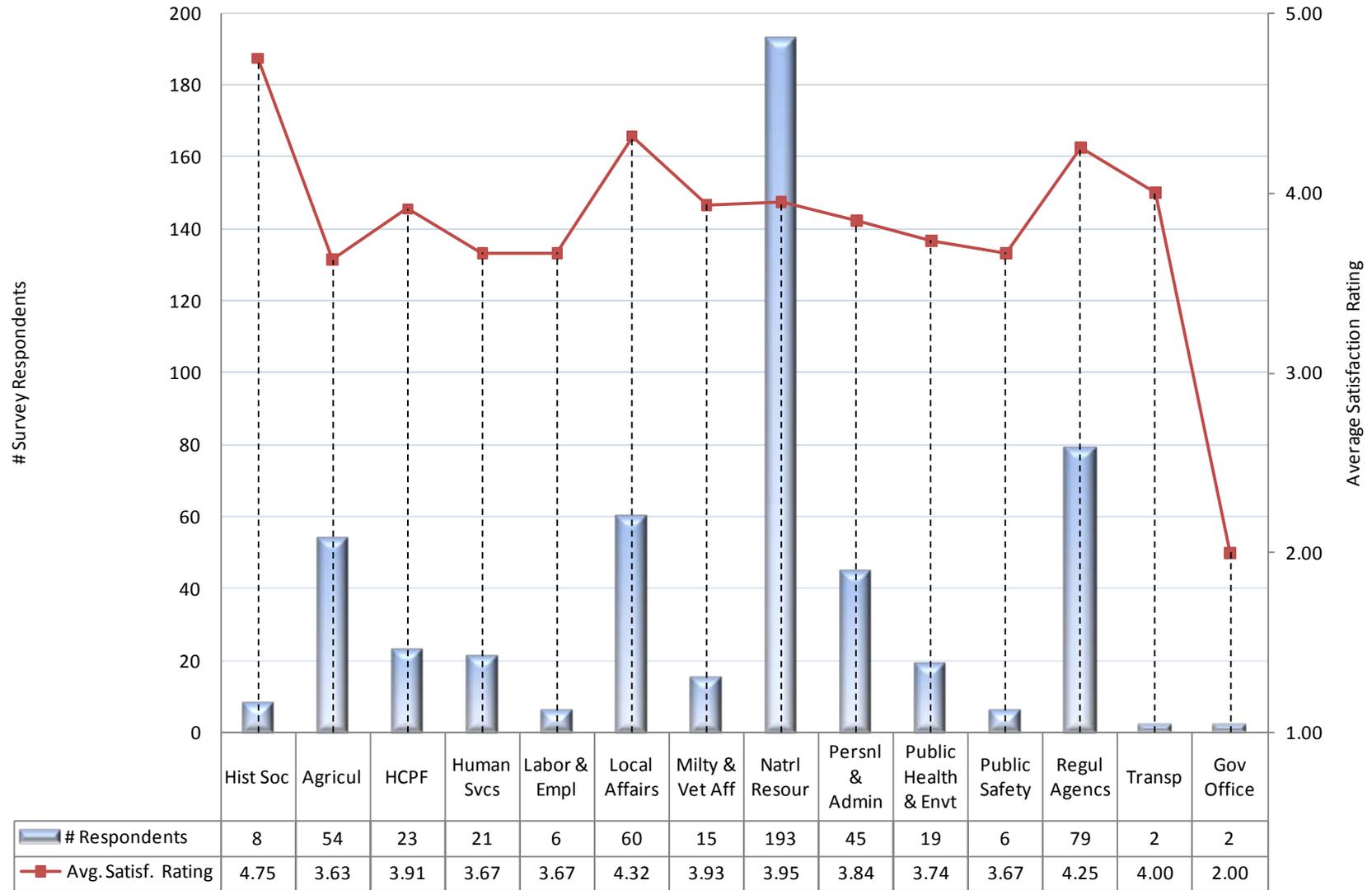


Q9 A-C: TELEPHONE & VOICE SERVICES-OVERALL BY AGENCY

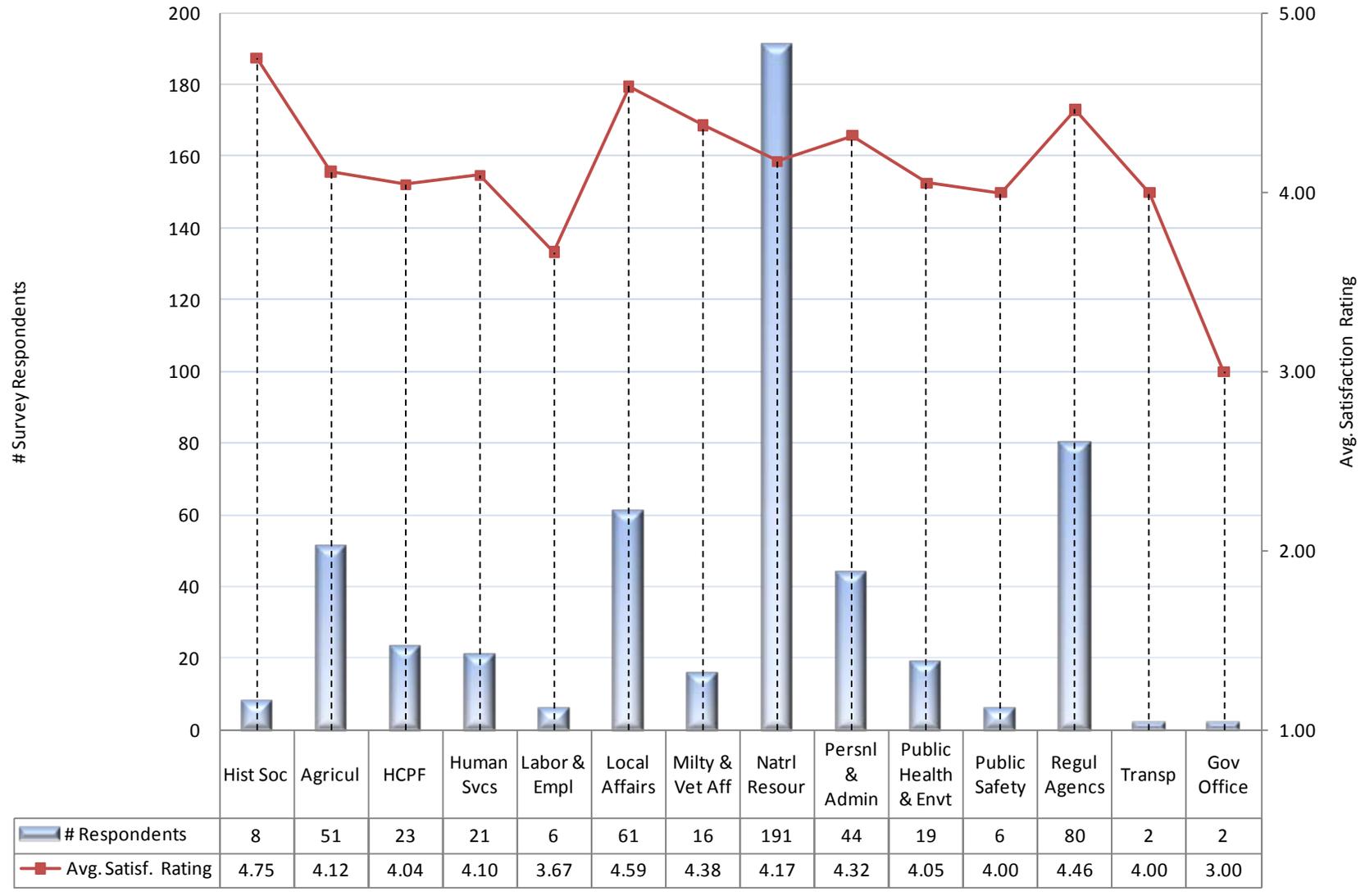
Q9: Telephone & Voice Services OVERALL



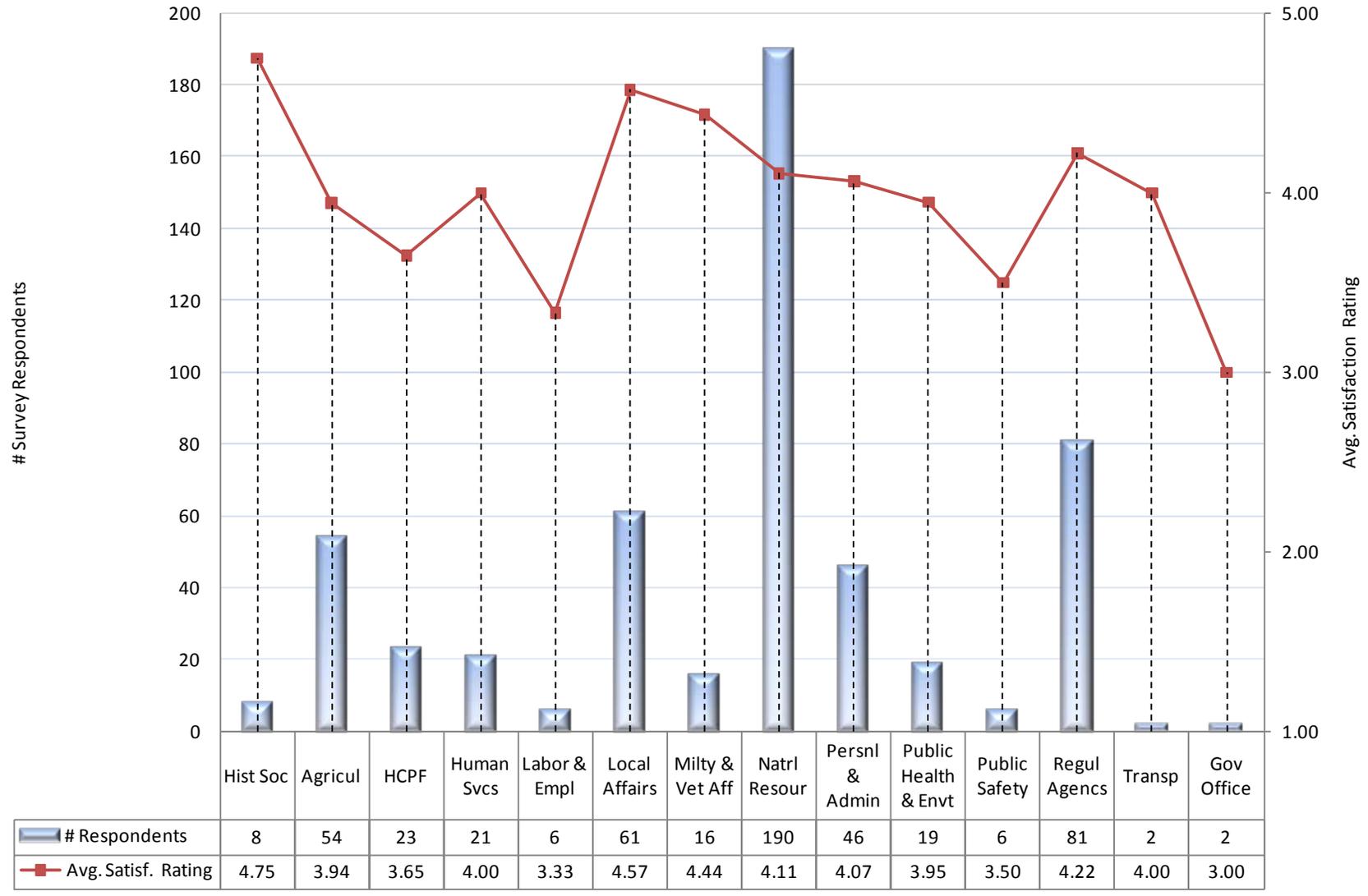
### Q9: Telephone & Voice Services a. Telephone Equipment Meets My Business Needs



### Q9: Telephone & Voice Services b. Local & Long Distance Telephone Services Meet My Business Needs



### Q9: Telephone & Voice Services c. Office Voicemail Capabilities Meet My Business Needs



Q4. PLEASE INDICATE YOUR SATISFACTION WITH THE FOLLOWING **HELPDESK SUPPORT SERVICES** YOU RECEIVED OVER THE PAST YEAR FROM YOUR AGENCY'S IT SERVICES GROUP.

	Helpdesk Support Services					
	1	2	3	4	5	Cannot Evaluate
a. Responded in a timely manner to my requests and kept me informed (created tracking tickets; scheduled service calls; communicated effectively with me)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Honored commitments to me and followed-up as necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Resolved my Helpdesk requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Adapted to emergency situations and provided interim solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5. PLEASE INDICATE YOUR SATISFACTION WITH THE FOLLOWING **HARDWARE AND SOFTWARE: EQUIPMENT, APPLICATIONS & SUPPORT** YOU RECEIVED OVER THE PAST YEAR FROM YOUR AGENCY'S IT SERVICES GROUP.

	Hardware and Software: Equipment, Applications & Support					
	1	2	3	4	5	Cannot Evaluate
a. Adequacy of computer equipment to do my job (PCs, laptops, monitors, keyboard, mouse)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Adequacy of software applications to do my job (off-the-shelf office productivity software [Word, Excel, etc.]; software unique to specific job functions, or in-house custom developed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Adequacy of printers, copiers, scanners, fax machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Maintenance, replacement and management of computer equipment (PCs, laptops, monitors, keyboards, mouse)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Maintenance, replacement and management of software applications to do my job (off-the-shelf office productivity software; software unique to specific job functions, or in-house custom developed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Adequacy of mobile hand-held wireless computer equipment and support services (Blackberries, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6. PLEASE INDICATE YOUR SATISFACTION WITH THE FOLLOWING INFORMATION SYSTEMS: NETWORK SERVICES & OPERATIONS YOU RECEIVED OVER THE PAST YEAR FROM YOUR AGENCY'S IT SERVICES GROUP.**

	Information Systems: Network Services & Operations					
	1	2	3	4	5	Cannot Evaluate
a. Network Accounts: Timely setup, accurate and appropriate management of user accounts, groups, resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Availability of Information Systems, programs, and work files that reside on network drives, versus those installed or stored locally on the hard drive of your PC or laptop (includes onsite and remote access)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Security of my files on network drives (e.g., confidence that my work is protected from unauthorized users)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Wireless network access (availability, reliability, speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q7. PLEASE INDICATE YOUR SATISFACTION WITH THE INTRANET SERVICES YOU RECEIVED OVER THE PAST YEAR FROM YOUR AGENCY'S IT SERVICES GROUP. INTRANET SERVICES REFERS TO INTERNAL PRIVATE WEB SITES FOR USE BY AGENCY EMPLOYEES.**

	Intranet Services					
	1	2	3	4	5	Cannot Evaluate
a. Availability of agency's Intranet Services	<input type="checkbox"/>					

**Q8. PLEASE INDICATE YOUR SATISFACTION WITH THE FOLLOWING ELECTRONIC MAIL & CALENDARING SERVICES YOU RECEIVED OVER THE PAST YEAR FROM YOUR AGENCY'S IT SERVICES GROUP.**

	Electronic Mail & Calendaring Services					
	1	2	3	4	5	Cannot Evaluate
a. Availability of E-Mail/Calendar services (Microsoft Exchange-Outlook, GroupWise)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Adequacy of the size of your email mailbox in meeting business requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q9. PLEASE INDICATE YOUR SATISFACTION WITH THE FOLLOWING TELEPHONE & VOICE SERVICES YOU RECEIVED OVER THE PAST YEAR FROM YOUR AGENCY'S IT SERVICES GROUP.**

	Telephone & Voice Services					
	1	2	3	4	5	Cannot Evaluate
a. Telephone equipment meets my business needs (features, conferencing, set-up)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Local and long distance telephone services meet my business needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Office voicemail capabilities meet my business needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>