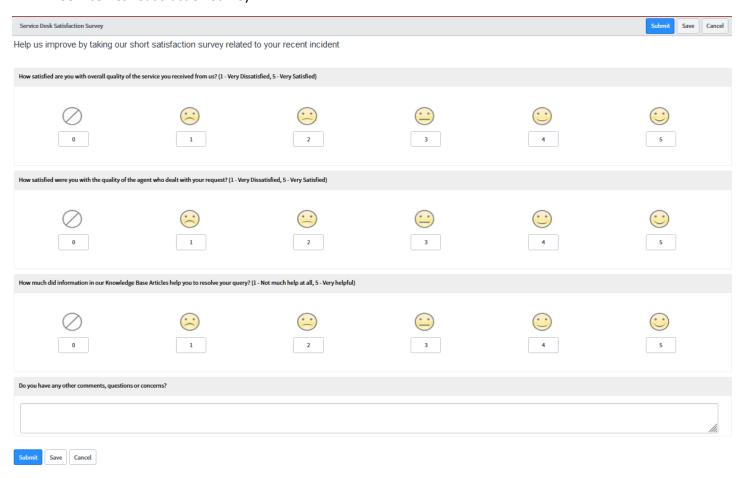
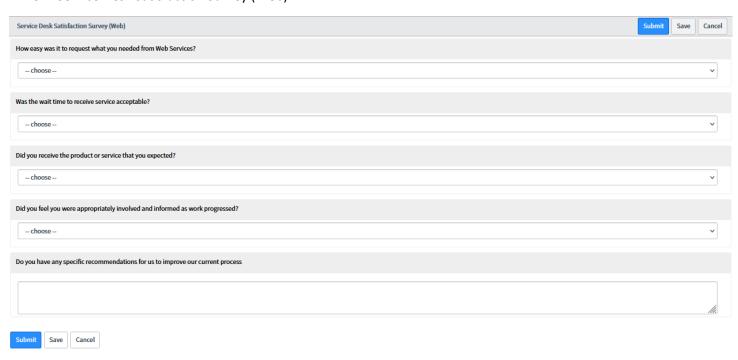
1. Service Desk Satisfaction Survey



2. IHS ServiceNow Experience Survey

| IHS ServiceNow Experience Survey | Submit | Save | Cancel | ^ |
|---|--------|------|--------|---|
| * Would you say the ServiceNow implementation has positively impacted IHS end user support? * | | | | |
| Agree | | | | |
| Disagree | | | | |
| * Do you feel like your input was recognized and considered for the ServiceNow Implementation? * | | | | |
| ○ Yes | | | | |
| ○ No | | | | |
| | | | | |
| * Did the ServiceNow Go-live support availability met your expectations? * Yes | | | | |
| ○ No | | | | |
| ○ Not Sure | | | | |
| | | | | |
| * Compared to your previous tool and process, how well has ServiceNow met or exceeded your expectations? * (1=low - 5=high) | | | | |
| $\bigcirc 1 \bigcirc 2 \bigcirc 3 \bigcirc 4 \bigcirc 5$ | | | | |
| | | | | |
| * Were you adequately prepared for using ServiceNow as a fulfiller with the provided training? * | | | | |
| (1=low - 5=high) | | | | |
| $\bigcirc \ 1 \ \bigcirc \ 2 \ \bigcirc \ 3 \ \bigcirc \ 4 \ \bigcirc \ 5$ | | | | |
| * Does the ServiceNow system provide a user friendly interface and dashboard that enhances your experience as a fulfiller? * | | | | |
| (1=low - 5=high) | | | | |
| $\bigcirc \ 1 \ \bigcirc \ 2 \ \bigcirc \ 3 \ \bigcirc \ 4 \ \bigcirc \ 5$ | | | | |
| | | | | |
| * As a result of this ServiceNow implementation, have you experienced an improvement in job productivity tracking and reporting? * (1=low-5=high) | | | | |
| | | | | |
| | | | | |
| * As a result of this ServiceNow implementation, have you experienced improvement of IT service delivery consistency, quality and responsiveness across IHS?* | | | | |
| (1=low - 5=high) | | | | |
| | | | | |
| * As a result of this ServiceNow implementation, have you experienced improvement of visibility and collaboration across IT support tiers? * | | | | |
| (1=low - 5=high) | | | | |
| $\bigcirc \ 1 \ \bigcirc \ 2 \ \bigcirc \ 3 \ \bigcirc \ 4 \ \bigcirc \ 5$ | | | | |
| What ServiceNow functionality do you feel improved your ability to provide support (i.e.: Knowledge, group escalations, notifications, etc.)? | | | | |
| what servicenow functionality do you reet improved your ability to provide support (i.e.: knowledge, group escalations, notifications, etc.)? | | | | |
| | | | | |
| | | | | |
| What do you think is the biggest challenge for making ServiceNow successful for IHS? | | | | |
| | | | | |
| | | | 11. | |
| Please provide any additional feedback | | | | |
| | | | | |
| | | | h. | |
| Submit Save Cancel | | | | |

3. Service Desk Satisfaction Survey (Web)



| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | N/A |
|--|-------------------|---------------------------|-------------------------|------------------------|
| . Please rate you | r experience with | the ease of navigating | Mobile Service Request: | s in ServiceNow |
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | N/A |
| . Please rate you vailable in Service | - | the helpfulness of the | EMSP Knowledge Base A | Articles or Training \ |
| Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | N/A |
| ne issue you encc | | Ty Dissutisfied as a resp | onse to any of the surv | ey questions, pieasc |
| ne issue you encc | | - Pissatisfica as a resp | onse to any or the surv | ey questions, piease |
| | ountered: | vice request and suppo | | cy questions, piease |
| , | ountered: | | | cy questions, pieds |
| he issue you enco | ountered: | | | ey question |

4. EMSP Customer Service Satisfaction Survey