

1. Service Desk Satisfaction Survey

Service Desk Satisfaction Survey

Submit

Save

Cancel

Help us improve by taking our short satisfaction survey related to your recent incident

How satisfied are you with overall quality of the service you received from us? (1 - Very Dissatisfied, 5 - Very Satisfied)



0



1



2



3



4



5

How satisfied were you with the quality of the agent who dealt with your request? (1 - Very Dissatisfied, 5 - Very Satisfied)



0



1



2



3



4



5

How much did information in our Knowledge Base Articles help you to resolve your query? (1 - Not much help at all, 5 - Very helpful)



0



1



2



3



4



5

Do you have any other comments, questions or concerns?

Submit

Save

Cancel

2. IHS ServiceNow Experience Survey

IHS ServiceNow Experience Survey

SubmitSaveCancel

✱ 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)

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

✱ Were you adequately prepared for using ServiceNow as a fulfiller with the provided training? *

(1=low - 5=high)

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

✱ Does the ServiceNow system provide a user friendly interface and dashboard that enhances your experience as a fulfiller? *

(1=low - 5=high)

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

✱ As a result of this ServiceNow implementation, have you experienced an improvement in job productivity tracking and reporting? *

(1=low - 5=high)

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

✱ 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)

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

✱ As a result of this ServiceNow implementation, have you experienced improvement of visibility and collaboration across IT support tiers? *

(1=low - 5=high)

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

What ServiceNow functionality do you feel 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?

Please provide any additional feedback

SubmitSaveCancel

3. Service Desk Satisfaction Survey (Web)

Service Desk Satisfaction Survey (Web)

SubmitSaveCancel

How easy was it to request what you needed from Web Services?

-- choose --

Was the wait time to receive service acceptable?

-- choose --

Did you receive the product or service that you expected?

-- choose --

Did you feel you were appropriately involved and informed as work progressed?

-- choose --

Do you have any specific recommendations for us to improve our current process

SubmitSaveCancel

4. EMSP Customer Service Satisfaction Survey

1. Overall Satisfaction with the Enterprise Mobile Services Program (EMSP) customer support:

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	--------------	-------------------	-----

2. Please rate your experience with the ease of navigating Mobile Service Requests in ServiceNow

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	--------------	-------------------	-----

3. Please rate your experience with the helpfulness of the EMSP Knowledge Base Articles or Training Videos available in ServiceNow

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
----------------	-----------	--------------	-------------------	-----

3. If you answered Dissatisfied or Very Dissatisfied as a response to any of the survey questions, please describe the issue you encountered:

--

5. How can we improve the Mobile Service request and support processes?

--