

Results analysis of SOCITM Benchmarking User Satisfaction 2009 – data based on U.K.

Satisfaction Measures	CCBC score	Worst	Best	Quartile	Improvement
C1. The working relationships between those who use and those who support ICT	5.67	4.08	6.35	Top	Yes
C2. The political and senior management commitment to ICT in your organisation	5.26	3.99	5.88	Top 10%	Yes
C3. The amount of downtime	5.52	3.21	6.31	Top	Yes
C4. The technical competence of ICT support staff	5.94	4.69	6.44	Top	Yes
C5. The customer service skills of ICT support staff	5.91	4.26	6.35	Top 10%	New question in 2009
C6. The responsiveness of ICT staff to changing service user needs	5.55	3.90	6.24	Top	Yes
C7. The ease of contacting ICT support staff	6.06	3.00	6.45	Top 10%	Yes
C8. The speed of response to requests for assistance	5.54	3.26	6.43	Top	Yes
C9. The accuracy of problem diagnosis by ICT support staff	5.78	4.29	6.27	Top	Yes
C10. The ability of ICT support staff to fix problems	5.87	4.51	6.35	Top	New question in 2009
C11. ICT support staff understanding the users' business	5.40	3.92	5.91	Top 10%	Yes
C12. Communications channels between support and users of ICT	5.69	3.63	6.24	Top	Yes
C13. The resource plans for new systems and new developments	5.27	3.64	5.74	Top 10%	Yes
C14. The promptness of ICT support staff in processing requests for changes to existing systems	5.28	3.58	6.00	Top	Yes
C15. Lead times for the development and delivery of new systems	5.15	3.49	5.66	Top 10%	Yes
C16. The effectiveness of monitoring the ICT unit's performance in delivering services to users	5.33	3.67	6.08	Top 10%	Yes
C17. The fitness for purpose of hardware and software provided	5.53	3.56	5.94	Top 10%	Yes
C18. ICT management helps the organisation to modernise service deliver	5.47	3.61	6.05	Top 10%	New question in 2009
D1. How well have you been involved in influencing ICT developments?	3.52	2.64	4.03	Upper Median	Yes
D2. How well do you think that ICT meets your managerial needs? (Managers only)	5.02	3.60	5.55	Top	Yes
D3. How well do you think that ICT meets your operational needs?	5.18	3.60	5.81	Top 10%	Yes
D4. How well are you kept informed by your ICT unit?	4.41	3.22	5.50	Top	Yes
D5. How seriously is ICT systems and security is taken in your organisation?	5.97	4.47	6.31	Top 10%	New question in 2009
D6. Overall opinion of the quality of service offered by your ICT unit (KPI1)	5.53	3.87	6.34	Top	Yes
D7. How well do ICT systems support the delivery of high quality services to your customers?	5.30	3.57	5.98	Top 10%	Yes
D8. How has the quality of service from your ICT unit changed over the last year?	4.95	3.47	5.24	Top 10%	Yes
D9. Do you think your ICT unit gives value for money (VFM)?	5.16	3.25	5.98	Top 10%	Yes
D10. Are the computing needs of your job adequately provided for?	5.32	3.81	5.85	Top 10%	Yes

D11. Does the ICT provided in your organisation provide you with the ability to work flexibly?	4.27	3.29	5.98	Lower Median	New question in 2009
D12. How reliable are the computer systems in your organisation?	5.37	3.09	6.18	Top	Yes
D13. ICT function provides innovative solutions to changing business needs?	4.71	3.25	5.39	Top 10%	New question in 2009
D14. How well do you think that the ICT Unit is managed in your organisation?	5.22	3.68	6.35	Top	Yes
D15. ICT function supports the delivery of organisation's strategic objectives	5.05	3.55	5.84	Top	No
D16. How easy is it to access the information you need to do your job well?	5.46	3.98	5.70	Top 10%	New question in 2009

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