

# USDA Food Safety and Inspection Service

## OCIO SERVICE DESK QUESTIONNAIRE

### FINAL

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#### Introduction

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The USDA Food Safety and Inspection Service would like your feedback on your most recent experience with our OCIO Service Desk.

This survey is authorized by the Office of Management and Budget Control Number 1090-0007 which expires on March 31, 2015. It will take approximately 6 to 8 minutes to complete. Your participation in the survey is voluntary, and your responses will be anonymous and only reported in aggregate.

We will not ask for any Personally Identifiable Information (PII) and ask that you please do not provide any such information in any open-ended responses.

B1. How did you contact us?

1. Called toll-free number
2. Submitted ticket online (Footprints)
3. E-mailed service desk
4. Directly contacted CIO/Deputy CIO
5. Other (please specify)

B2. How many times have you contacted us about this particular issue?

1. First time
2. Two times
3. Three times
4. Four or more times

B3. Did you use any other methods such as searching the Internet, reviewing training materials or Tech Tips to resolve your issue before you contacted the service desk?

1. Yes
2. No
3. Don't remember

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#### Automated Phone System

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**ONLY IF B1=1 CALLED TOLL-FREE NUMBER ASK Q1-Q3**

Now, please think about your most recent call to us and the automated system that initially answered your call.

Q1. How easy was it to understand the automated answering system menu and instructions?

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Please use a scale from 1 to 10, where 1 is “Not very easy” and 10 is “Very easy.” Select “NA” if this question does not apply.

Q2. How easy was it navigating through the menu options?

Please use a scale from 1 to 10, where 1 is “Not very easy” and 10 is “Very easy.” Select “NA” if this question does not apply.

Q3. How easy was it to find the menu choice that fit your question or need?

Please use a scale from 1 to 10, where 1 is “Not very easy” and 10 is “Very easy.” Select “NA” if this question does not apply.

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Footprints

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**ONLY IF B1=2 SUBMITTED TICKET ONLINE (FOOTPRINTS) ASK Q4-Q6**

Now, please think about your most recent contact with us and when you submitted a ticket online using Footprints.

Q4. How easy was it to use Footprints to submit the ticket online?

Please use a scale from 1 to 10, where 1 is “Not very easy” and 10 is “Very easy.” Select “NA” if this question does not apply.

Q5. How clear were the instructions on how to submit the ticket?

Please use a scale from 1 to 10, where 1 is “Not very clear” and 10 is “Very clear.” Select “NA” if this question does not apply.

Q6. How timely was the call back from the Service Desk after you submitted your ticket? Please use a scale from 1 to 10, where 1 is “Not very timely” and 10 is “Very timely.” Select “NA” if this question does not apply.

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Representative

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Q7. How easy was it to reach a representative? Please use a scale from 1 to 10, where 1 is “Not very easy” and 10 is “Very easy.” Select “NA” if this question does not apply.

Q8. During your most recent request, was it necessary to speak to more than one representative to handle your issue?

1. Yes
2. No
3. Don't remember

**IF Q8=1 YES THEN GO TO Q12-Q19**

**IF Q8=2 NO OR 3 DON'T REMEMBER THEN CONTINUE TO Q9-Q11 AND SKIP TO Q20**

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Representative - Single Rep (ONLY ASK Q9-11 TO Q8=2 NO OR 3 DON'T REMEMBER)

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Now we would like to ask a few questions about the representative who helped you during your most recent request.

Q9. How thorough was the representative in finding out about the nature of your problem? Please use a scale from 1 to 10, where 1 is "Not very thorough" and 10 is "Very thorough." Select "NA" if this question does not apply.

Q10. How knowledgeable was the representative about your issue? Please use a scale from 1 to 10, where 1 is "Not very knowledgeable" and 10 is "Very knowledgeable." Select "NA" if this question does not apply.

Q11. How clear was the representative's explanation in response to your questions? Please use a scale from 1 to 10, where 1 is "Not very clear" and 10 is "Very clear." Select "NA" if this question does not apply.

**SKIP TO Q20**

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**Representative - Multiple Reps (ONLY ASK Q12-19 TO Q8=1YES)**

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Now we would like to ask a few questions about the Service Desk representative who initially helped you during your most recent request.

Q12. Were you transferred directly to another representative or did you receive a call back?

1. Transferred directly
2. Received a call back
3. Don't remember

**IF Q12=2 RECEIVED A CALL BACK ASK Q13 ELSE SKIP TO Q14**

Q13. How timely was the call back? Please use a scale from 1 to 10, where 1 is "Not very timely" and 10 is "Very timely." Select "NA" if this question does not apply.

Q14. Think about the first representative who helped you. How thorough was the representative in finding out about the nature of your problem? Please use a scale from 1 to 10, where 1 is "Not very thorough" and 10 is "Very thorough." Select "NA" if this question does not apply.

Q15. How knowledgeable was the first representative about your issue? Please use a scale from 1 to 10, where 1 is "Not very knowledgeable" and 10 is "Very knowledgeable." Select "NA" if this question does not apply.

Q16. How clear was the first representative's explanation in response to your questions? Please use a scale from 1 to 10, where 1 is "Not very clear" and 10 is "Very clear." Select "NA" if this question does not apply.

The following questions are about the Service Desk representative(s) who helped you after your issue was escalated.

Q17. Think about the representative(s) who helped you after your issue was escalated. How thorough was the representative(s) in finding out about the nature of your problem? Please use a scale from 1 to 10, where 1 is "Not very thorough" and 10 is "Very thorough." Select "NA" if this question does not apply.

Q18. Again, think only about the representative(s) who helped you after your issue was escalated. How knowledgeable was the representative(s) about your issue? Please use a

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scale from 1 to 10, where 1 is “Not very knowledgeable” and 10 is “Very knowledgeable.” Select “NA” if this question does not apply.

Q19. How clear was this representative’s explanation in response to your question(s)? Please use a scale from 1 to 10, where 1 is “Not very clear” and 10 is “Very clear.” Select “NA” if this question does not apply.

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### Resolution

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Q20. Did you get all the information you needed from the Service Desk?

1. Yes
2. No
3. Don’t know

Q21. At the completion of your contact(s) with the Service Desk, did you feel your issues were resolved?

1. Yes
2. No
3. Don’t know

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### ACSI Benchmark Questions

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Q22. Using a scale from 1 to 10 where 1 means “Very dissatisfied” and 10 means “Very satisfied,” please rate your satisfaction with the service you received from the OCIO Service Desk.

Q23. Now, using a scale from 1 to 10 where 1 means “Falls short of expectations” and 10 means “Exceeds expectations,” please rate the service you received from the OCIO Service Desk.

Q24. Now imagine an ideal customer service experience. How well did your recent experience with the OCIO Service Desk compare with that ideal service experience, where 1 means “Not very close to the ideal” and 10 means “Very close to the ideal”?

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### Open-ended Comment

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Q25. Lastly, please feel free to provide any comments such as suggestions on how we can improve our service as well as letting us know what things you think we do well. *Please do not provide any Personally Identifiable Information (PII) in your response.*

Those are all of the questions we have. Thank you for your time.