Virginia Information Technologies Agency

Summary of Customer Survey Results

General

A customer survey was conducted during May 2015 to determine a baseline from which improvements in Customer Service could be measured. The results of the survey have been compiled. Surveys were sent to 1658 customers and 386 responded. This represents a 24% response rate. 75.9% of the customers surveyed were Telco Coordinators and 42.9% were Billing Contacts. There were nine questions asked; the responses are summarized below.

Question 1 - What type of VITA telecommunications services customer is your organization?

40.2 % of the telecommunications services customers surveyed were from state agencies and 39.4% represented local government (other than schools).

Answer Options	Response Percent	Response Count
State agency	40.2%	138
Institution of higher education	6.4%	22
Local government (Other than schools)	39.4%	135
Primary and secondary education (Schools K-12)	9.6%	33
Federal government	4.4%	15
Other (please specify)		35

answered question	343
skipped question	32

Question 2 – Below are the different methods for accessing your telecommunications bill. Check only the options that you currently use to access your VITA telecommunications bill.

87.3% use a Paper Bill to access their VITA telecommunications bill while 20.4% used Online Bill Browser (View and Download).

Answer Options	Response Percent	Response Count
Paper bill	87.3%	317
Online Bill Browser (View and download)	20.4%	74
Accessing file stored on the mainframe	4.7%	17
File Transfer Protocol (FTP) to your server	3.3%	12
	answered question	363
	skipped question	12

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Question 3 - Satisfaction with VITA for the VITA-managed services:

- 60% of customers who responded to the question were somewhat or extremely satisfied with VITA's ability to obtain competitive telecommunications rates from carriers.
- The customers were asked to rate their level of satisfaction with each of the following telecommunications service ordering processes/attributes (If the process/attribute does not apply, select N/A for Not Applicable).
- 54% of customers who responded to the question were somewhat or extremely satisfied with VITA's ability to offer a wide selection of telecommunications products and services.
- 71% were somewhat or extremely satisfied with telecommunications inquires/issues to VITA handled in a timely/professional manner.

Answer Options	Extremely satisfied	Somewhat satisfied	Not satisfied	Extremely dissatisfied	N/A	Response Count
Telecommunication Service Request (TSR) submission process	78	95	20	8	85	286
Timeliness of receipt of confirmation of a telecommunications service order	88	88	16	7	88	287
Customer's ability to check the status of an order (OGTS)	54	68	35	11	111	279
Order accuracy (did customer get what they requested)	86	95	5	4	92	282
Resolution of any telecommunication ordering discrepancies	61	84	14	9	116	284
Ability to provide our management and staff with the telecommunications ordering reports	49	51	19	7	155	281
General level of satisfaction	77	111	22	9	67	286
				answered question		288
				skipped question		87

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Question 4 - Satisfaction with VITA for the telecommunications service ordering processes/attributes:

- 60% were somewhat or extremely satisfied with the Telecommunication Service Request (TSR) submission process
- 61% were somewhat or extremely satisfied with the Timeliness of receipt of confirmation of a telecommunications service order
- 44% were somewhat or extremely satisfied with the Customer's ability to check the status of an order (OGTS)
- 64% were somewhat or extremely satisfied with the Order accuracy (did customer get what they requested)
- 51% were somewhat or extremely satisfied with the Resolution of any telecommunication ordering discrepancies
- 36% were somewhat or extremely satisfied with the Ability to provide our management and staff with the telecommunications ordering reports
- 66% were somewhat or extremely satisfied with the General level of satisfaction

Please rate your level of satisfaction with each of the following telecommunications service ordering processes/attributes (If the process/attribute does not apply, select N/A for Not Applicable).						
Answer Options	Extremely satisfied	Somewhat satisfied	Not satisfied	Extremely dissatisfied	N/A	Response Count
Telecommunication Service Request (TSR) submission process	78	95	20	8	85	286
Timeliness of receipt of confirmation of a telecommunications service order	88	88	16	7	88	287
Customer's ability to check the status of an order (OGTS)	54	68	35	11	111	279
Order accuracy (did customer get what they requested)	86	95	5	4	92	282
Resolution of any telecommunication ordering discrepancies	61	84	14	9	116	284
Ability to provide our management and staff with the telecommunications ordering reports	49	51	19	7	155	281
General level of satisfaction	77	111	22	9	67	286
					answered question	288
					skipped question	87

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Question 5 - Satisfaction with VITA for the telecommunications billing processes/attributes:

- 90% were somewhat or extremely satisfied with the accuracy of the VITA telecommunications bill
- 85% were somewhat or extremely satisfied with the timely receipt/availability of the VITA telecommunications bill
- 79% were somewhat or extremely satisfied with an appropriate level of detail in the VITA telecommunications bill
- 77% were somewhat or extremely satisfied with the clarity and/or ease of use of the VITA telecommunications bill
- 29% were somewhat or extremely satisfied with the ability to download an electronic copy of the VITA telecommunications bill
- 51% were somewhat or extremely satisfied with the ability to extract the appropriate level of detail from VITA telecommunications bill for analysis purposes
- 42% were somewhat or extremely satisfied with the process for initiating a dispute of the VITA telecommunications bill
- 43% were somewhat or extremely satisfied with VITA's process for resolving a telecommunications bill dispute
- 40% were somewhat or extremely satisfied with the ability to provide our management and staff with the telecommunications billing reports
- 77% were somewhat or extremely satisfied with a general level of satisfaction

Please rate your level of satisfaction with each of the following telecommunications billing processes/attributes (If the process/attribute does not apply, select N/A for Not Applicable).						
Answer Options	Extremely satisfied	Somewhat satisfied	Not satisfied	Extremely dissatisfied	N/A	Response Count
Accuracy of the VITA telecommunications bill	149	107	10	4	16	286
Timely receipt/availability of the VITA telecommunications bill	144	99	22	7	13	285
Appropriate level of detail in the VITA telecommunications bill	128	96	36	7	16	283
Clarity and/or ease of use of the VITA telecommunications bill	119	96	39	12	15	281
Ability to download an electronic copy of the VITA telecommunications bill	40	42	30	13	158	283
Ability to extract the appropriate level of detail from VITA telecommunications bill for analysis purposes	71	74	42	13	84	284

Answer Options	Extremely satisfied	Somewhat satisfied	Not satisfied	Extremely dissatisfied	N/A	Response Count
Process for initiating a dispute of the VITA telecommunications bill	47	71	19	11	133	281
VITA's process for resolving a telecommunications bill dispute	53	70	17	9	135	284
Ability to provide our management and staff with the telecommunications billing reports	51	63	29	7	132	282
General level of satisfaction	94	126	32	8	24	284
					answered question	288
					skipped question	87

Question 6 – How important is it for you to be able to download the VITA bill detail data in a file format that you designate:

50% of the customers reported an important rating (4 or 5) to be able to download the VITA bill detail data in a file format that you designate.

Question 7 – How important is it to be able to define and maintain your own activity codes (agency use codes).

43% of the customers reported an important rating (4 or 5) to be able to define and maintain your own activity codes (agency use codes).

On a scale of 1 to 5 (1 being least important; 5 being most important), please rate the following statements.							
Answer Options	1	2	3	4	5	N/A	Response Count
How important is it for you to be able to download the VITA bill detail data in a file format that you designate.	39	18	48	38	105	39	287
How important is it to be able to define and maintain your own activity codes (agency use codes).	43	23	44	46	78	52	286
						answered question	288
						skipped question	87

Question 8 – Does your organization upload the VITA bill data electronically into an internal agency application for your internal agency purposes (cost-allocation, inventory management, etc.)? If you answered yes, please proceed to the next question. If you answered no, please submit survey now.)

89% of the organizations do not upload the VITA bill data electronically into an internal agency application for your internal agency purposes (cost-allocation, inventory management, etc.)?

Answer Options	Response Percent	Response Count
Yes	11.0%	31
No	89.0%	250
	answered question	281
	skipped question	94

Question 9 – If yes to question number eight, was the internal application developed in-house or is it a third party solution?

For the 11.0% that respond yes to uploading the VITA bill date electronically into an internal agency application, 47% developed the application in-house.

Answer Options	Response Percent	Response Count
Developed the application in-house	47.2%	17
Procured a third party solution (may include Common off-the-Shelf (COTS) software, Software-as-a-Service (SaaS), Managed Service, etc.)	16.7%	6
Don't know	36.1%	13
Please type the name of your internal application		13
	answered question	36
	skipped question	339