

2012 Information Services Survey

The Results Are In... The 3rd Annual Information Services departmental survey has been tabulated. The purpose of this survey is two-fold. First, we use it to gauge the effectiveness of our Team... did we respond quickly, were we able to resolve the issue, etc. Second, we use this as a tool to learn what our users want, such as training, upgraded services, and more. This is an opportunity for our users to tell us what we have done well, where we could use some improvement, changes that they have liked or disliked, and then provide any other suggestions that they feel relevant.

Most of the replies are as expected. Our Team works hard to provide outstanding service and most people agree. However, there are the occasional responses that express discontent in the way we handled certain situations. We cannot be perfect all the time, so we use those experiences as learning opportunities to achieve higher levels in the future.

The 2012 Survey period is from November 1, 2011 through October 31, 2012. During this time, the Information Service department accomplished the following major projects:

- E-911 Computer upgrade (All workstations, terminals, servers)
- E-911 Software, major upgrade (Upgrade CAD, installed new Mobile Data software for Sheriff)
- Munis upgrade to version 8.3
- RecTrac (major upgrade)
- Installed over a dozen Wireless Access Points
- AVG Anti-virus (major upgrade on all PCs)
- Implemented Munis Customer Self Service
- Installed a new broadband connection to the PSA Shop
- Upgraded our County Internet access by relocating our DNS servers from KimbaNet to GoDaddy
- Upgraded our server infrastructure to vmWare 5.0 (major upgrade)
- Prepared 42 Desktops and 23 Laptops for the annual County Surplus Auction
- Installed 55 new County PCs, 8 new PSA PCs, and 1 new Server

The five departments that requested our services the most this year (most to least) are: Sheriff, E911, Public Safety, Treasurer, and School Board. Combined, these departments accounted for approximately 41-percent of all service requests / incidents.

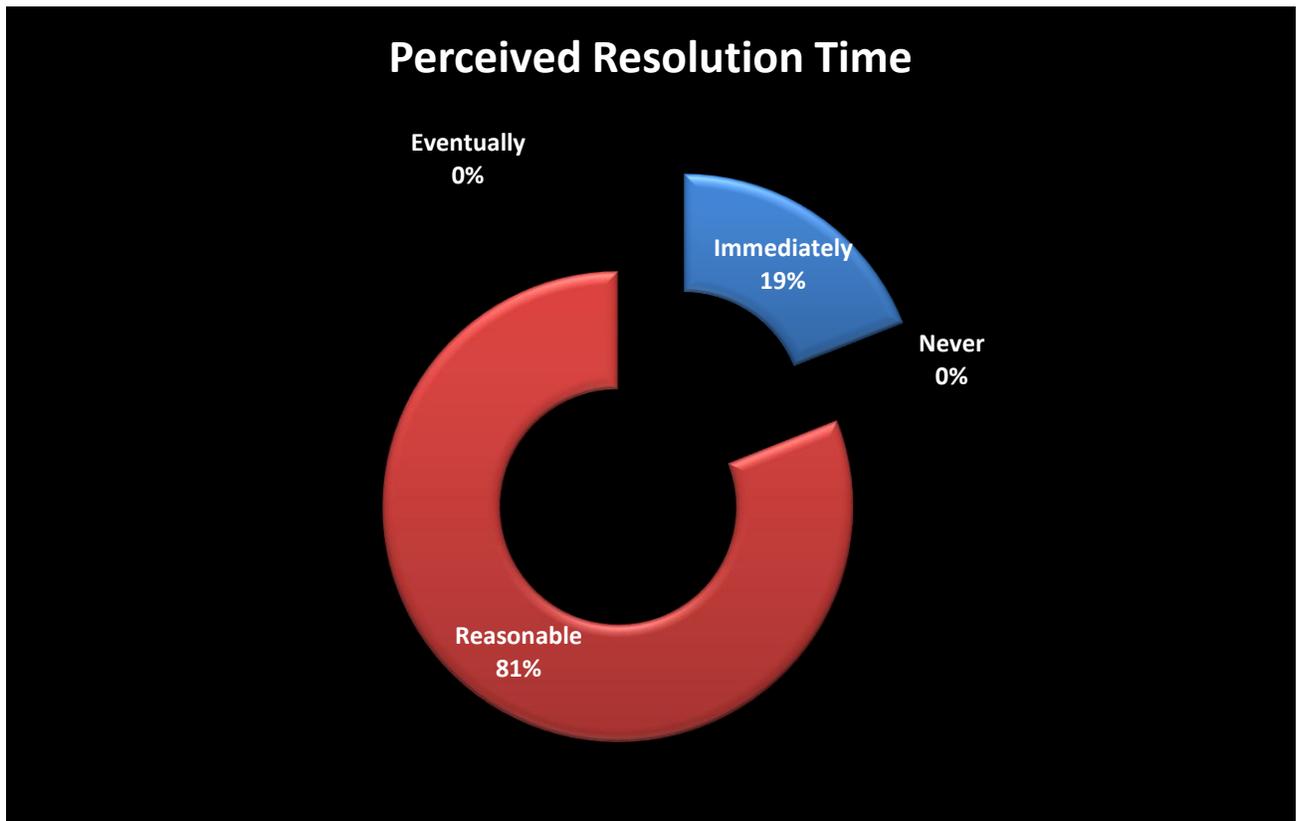
Following are the survey results. All names have been replaced by "XXXXXXX". Otherwise, all results are published exactly as they were submitted via the webform.

Question 1:

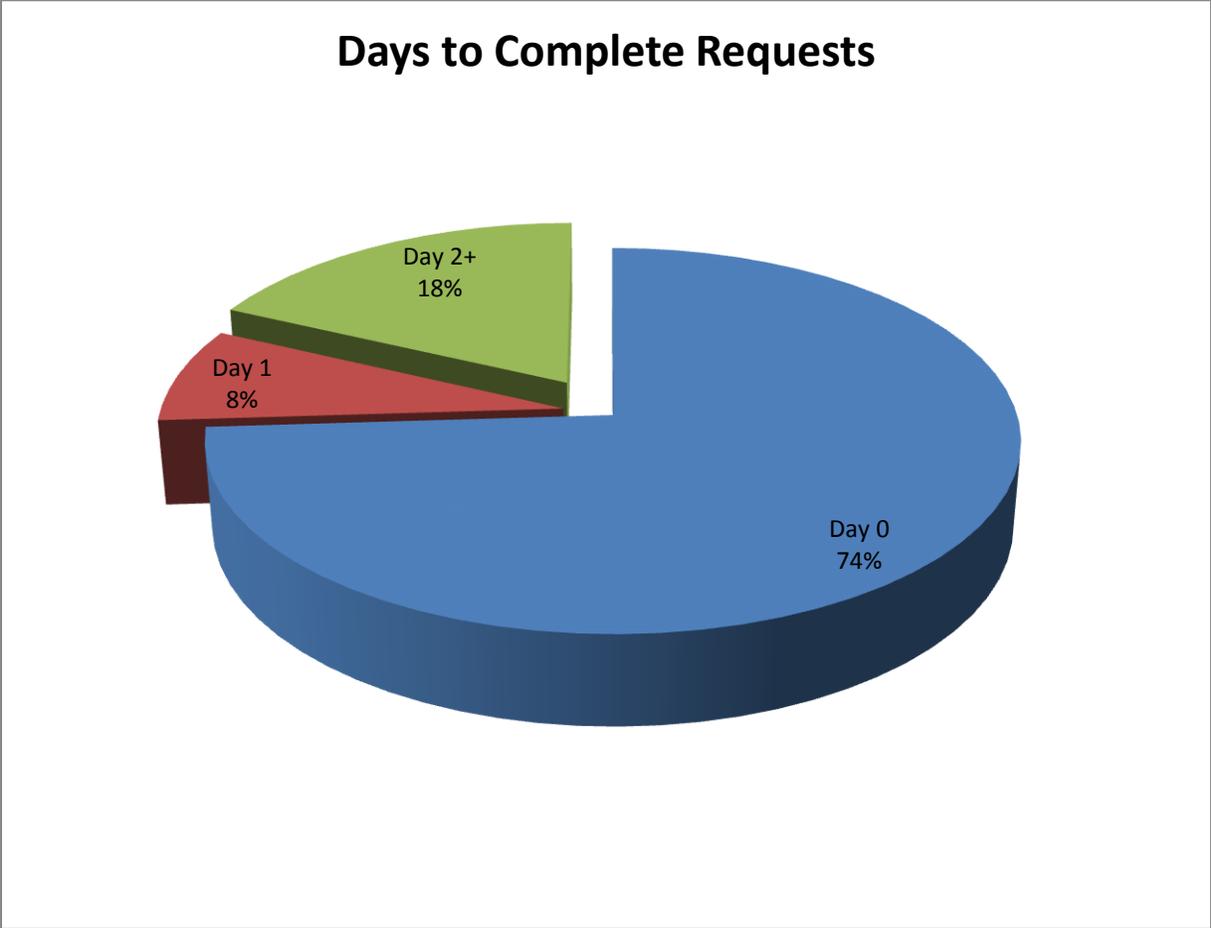
When you call upon the Information Service department, how long does it usually take to resolve your problem? (68-responses)

Choices:

- Immediately (19-percent)
- Within a reasonable time frame (81-percent)
- Eventually (0-percent)
- Never (0-percent)



According to our Incident Management System (TeamManager), the Team resolved 2517 incidents during this time period, of which 74-percent were resolved the same day and 8-percent were resolved the next day. The average incident was resolved in 1.6 days (including weekends).

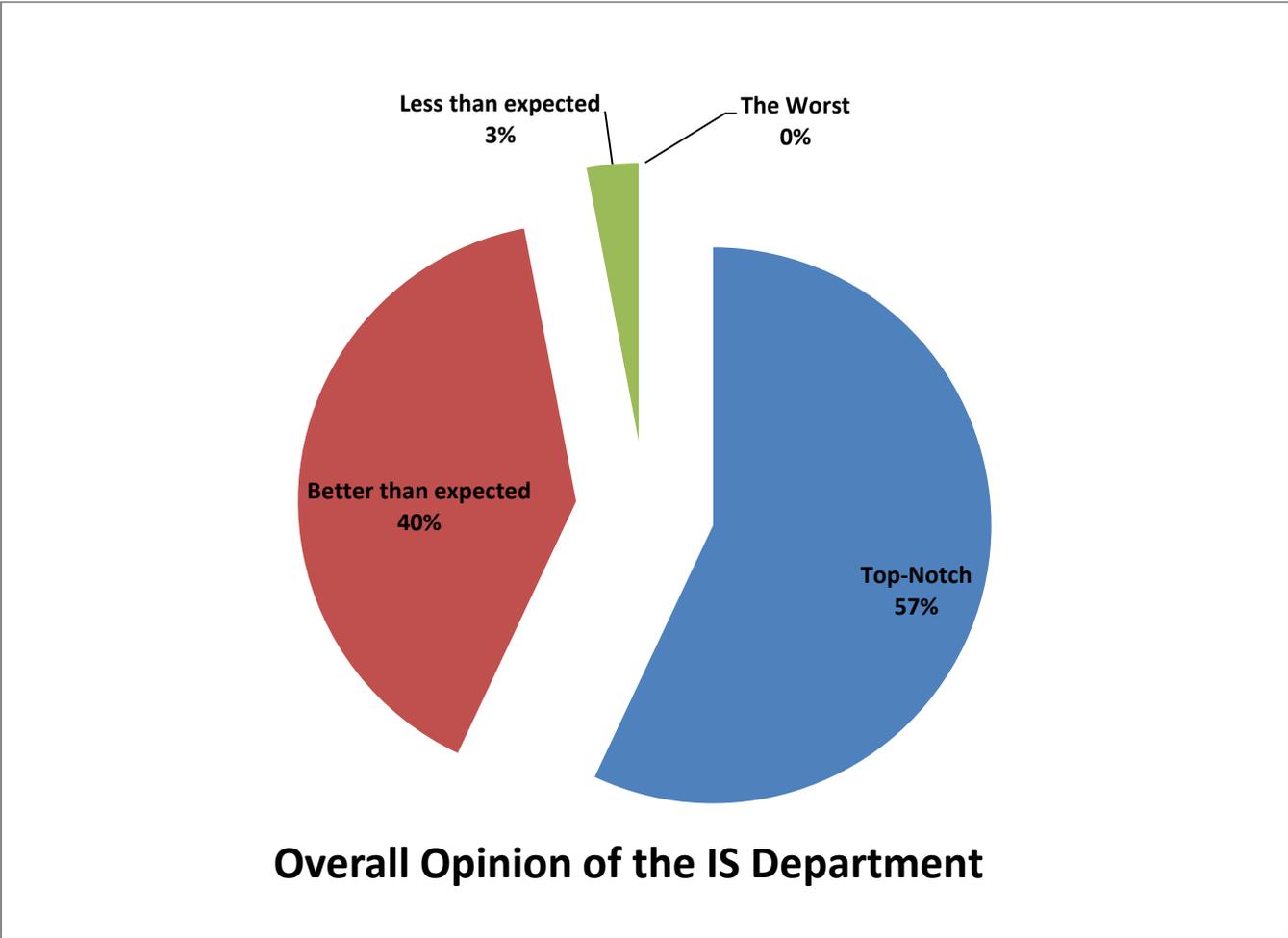


Question 2:

What is your overall opinion of the Information Services Department? (68-responses)

Choices:

- Top-notch (57-percent)
- Better than expected (40-percent)
- Less than expected (3-percent)
- The worst (0-percent)



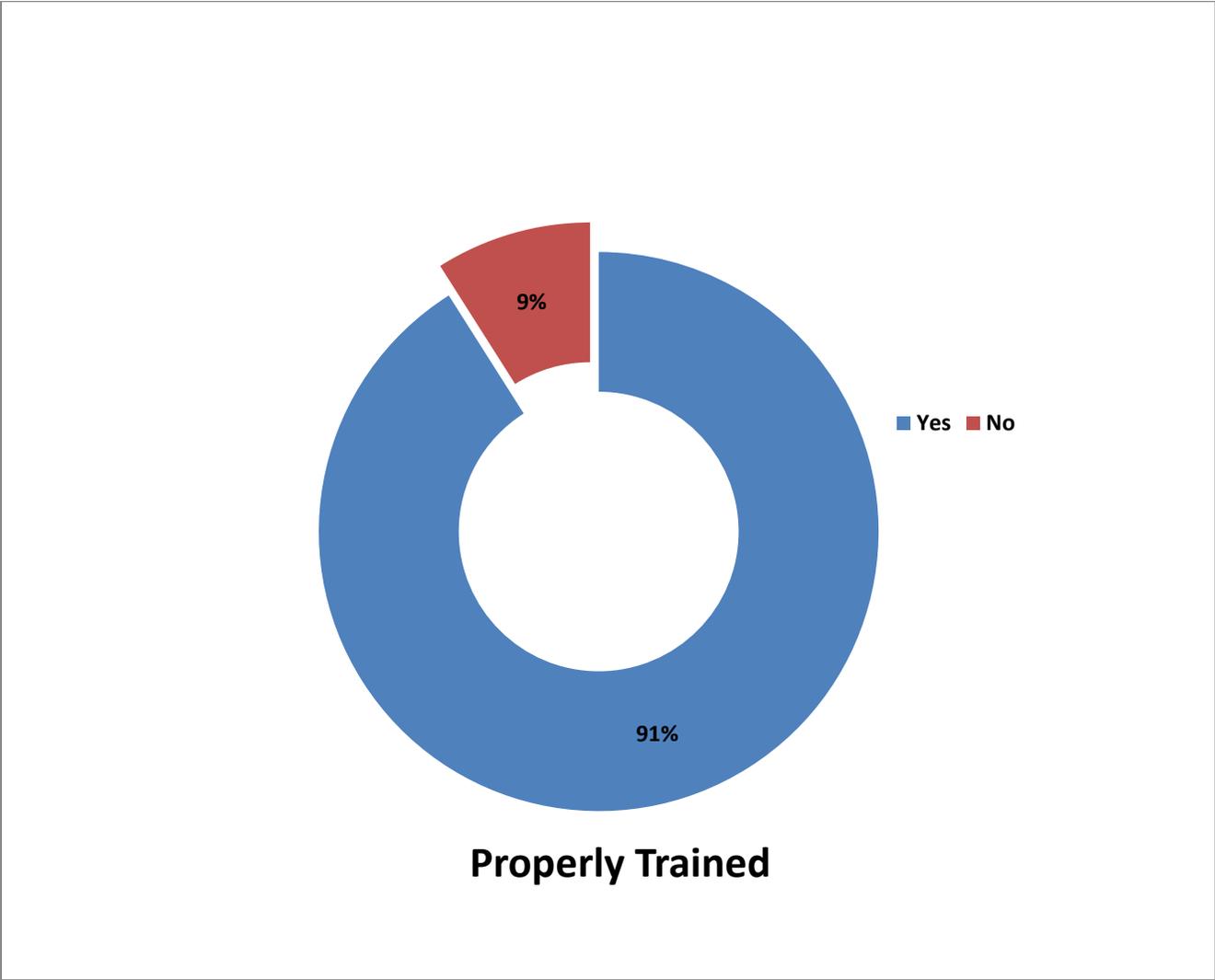
Question 3:

Do you feel properly trained to use your computer, software, and telephone? (68-responses)

Choices:

Yes (91-percent)

No (9-percent)



Question 4:

If you answered "NO" in regards to being properly trained, please provide details. (6-responses)

The no answer is qualified by the fact I feel I can do the basic "stuff" needed to function and use my computer.....but I don't have the background and/or training to use many of the additional bells and whistles that I know are on the system....which could make me a better computer user and help in aspects of my job duties and responsibilities.
Only with regards to webpage design & maintenance.
Most of the reason is my own fault. Just don't use computers as much as I should.
I think we need classes to keep us informed on updates
I feel trained, but believe there is a great deal that I don't know or utilize. Find myself asking other employees to help me with certain things. This is not IS' problem - I just find myself going to co-workers instead of calling IS. When I call IS, they are always more than willing to help me!
I could stand to learn more about windows, office, etc

Actions to improve this area:

We have designed and scheduled a class for updating the Henry County website on Wednesday, November 7th, and will repeat as requested.

We have scheduled an Introduction to Windows 8 seminar on November 15th. We will host regular seminars to discuss upcoming Technology trends.

Question 5:

Last year, it was suggested that we add more wireless access points, increase bandwidth to the PSA Shop, and extend support for mobile devices. We have been able to accomplish all of these requests because of your input. Please detail any suggestions you have to improve our computing experience? (21-responses)

<p>There is the need to begin a phase in process of replacing an certain number of computers each year in a systematic approach before all of a sudden we are faced with a massive must replace issue. I recommend this be done in a CIP process through the IS department to fairly judge that the most needed units are replaced rather than wants satisfied. I know these requests have been rejected each budget year in the past.</p>
<p>Thank you for the wireless access your office provided to the courthouse for use in the courtrooms. It has proved very useful and beneficial. In furthering the additional infrastructure in the courthouse, is it possible to add a few more wireless routers to the building so the majority of the building receives the signal? Oftentimes I, along with other co-worker(s), may use our tablets in our offices. The signal from the courtrooms, as one would expect, does not extend a tremendous distance from the courtrooms. The signal in our office is spotty, at best, and cannot be relied upon to freely move throughout the office and maintain a connection. If the resources are available, it wold be wonderful to have a connection throughout the building.</p>
<p>Thank you for the installation of WIFI in the magistrate office. It will be a much needed upgrade.</p>
<p>Possibly improve internet connection at the LSR WWTP. We have looked into in the past and it seemed to be fairly expensive. Not sure if things are still the same?</p>
<p>Offering various small classes quarterly or just periodically, for some of the folks in the building whom let's say are slightly challenged whether it be using Munis, excel, google, or just tips and tricks using Windows. Some departments have guru's in excel and others may have folks that do not know how to sum a column. Some of the Munis users don't use the .pdf option, maybe they don't know how. Obviously the ones whom don't know how to use it either have no one to teach them or have no interest in learning, but offering a class here and there would give them the opportunity to learn.</p>
<p>none</p>
<p>None</p>
<p>Keep upgrading software, computers and other hardware as much as possible.</p>
<p>Its working great for us, thank you</p>
<p>It would be nice if you could provide training (several classes) for preparing & maintaining webpages for those of us who have a need.</p>
<p>Your support when needed is nice and appreciated, but I think this might help eliminate some ongoing calls to IS.</p>
<p>i THINK AT ONE TIME YOU ALL WERE LOOKING AT PLACING A WIRELESS POINT AT THE MAGISTRATES OFFICE TO ALLOW THE FIELD PATROL UNITS TO DOWNLOAD DATA TO THE COMPUTER IN THE POLYGRAPH ROOM FROM THEIR PATROL VEHICLE. i HAD TALKED WITH ANN HYLTON AND SHE HAD CONVERSED WITH XXXXXX XXXXXX. IS THIS FEASIBLE? IF SO, WHERE ARE WE?</p>
<p>I have no issues with IS - appreciate all that you do and your help!</p>

I Have called IS about a problem with the new Verizon air cards not working properly on the new Dell Computers for the patrol cars. After doing some reserch online, I have found out through forums that the problem seems to be with the new operating system Windows 7. The old Air cards work great, but they are not always available. Is there a fix?

It would also be great to get a system that we would not have to use the aircards...such as a designated radio freq.

i cant believe it but i don't have any suggestions, you all are on top of it!!!!

Grant access to more network programs such as munis available from the web.

From what I have heard from those who have actually tried to use it, Windows 8 is HORRIBLE, MORE DIFFICULT TO DO THAN DO IT YOURSELF BRAIN SURGERY, AND SO COMPLICATED THAT EINSTEIN COULD NOT FIGURE OUT HOW TO USE IT. Windows 7 has probably slowed down productivity at least 15% from what Windows XP could do. What the world needs is an operating system that can do what normal people do, but do it faster and more efficiently than Windows can do it. Over complexity and worthless complications and completely unnecessary options have been the only things that newer versions of Windows have accomplished. Please, please do not even think about going to Windows 8.

Everything to me is going great!!!

Everyone has been doing great. I think you have a good team. Can't think of anything that needs improving at this time.

Department is doing a fine job and improving constantly.

Continue work on enabling the Sheriff's Office to provide the Commonwealth's Attorney's Office with usable digital files.

A county intranet site (or folder) that employees can access for the most up to date documents, policies, etc. (examples - travel forms, personnel manuals, newsletters)

Actions to improve this area:

Continue to express concerns of dilapidated equipment for Sheriff & Jail ; request permission to adjust Capital Budget to include those departments.

Offer additional training opportunities throughout the year at various times of the day.

Notified user that request to connect to Magistrates' office had been completed. Provided instructions.

Discuss Intranet suggestion with County Administrator and Human resources.

Question 6:

Final thoughts: Use this section to provide any additional comments. (31-responses)

<p>XXXXXX, I had similar comments last year, and I must reiterate them again this year. Since the transition from the former leadership of your department to a leadership, team approach, under your watch, the level of professionalism and quality of service has risen exponentially. While I do not work in your office and see the day to day operations, from the outside looking in, it appears you certainly have a "lead by example" approach and it does not appear you are afraid to get in the trenches and work with your staff.</p> <p>I also am grateful for the willingness to keep Henry County updated with the latest technology (such as the trial of Windows 8). It is refreshing to have a department that wants to see the technology of the County move forward and emerge from stagnation. Please keep up the good work and be sure to tell your staff how appreciative we are of them and the professional jobs they accomplish.</p>
<p>XXXXXX XXXXXX is a great asset to the department.</p>
<p>XXXXXX is always great, knows what he is doing or finds the answers immediatey, XXXXXX appears to be lost and unable to help</p>
<p>we at shop have always been satisfied with the people and service from is depart. i think they do a great job for us.</p>
<p>We are very pleased with IS dept</p>
<p>Very pleased with IT department. Always responsive to our requests for help and always in very timely manner.</p>
<p>The new hands-on in field approach to doing your business is SO much better than the old bring-it-to-us-we'll-fix-it-at-our-office approach to everything. Like with all things mechanical, sometimes the mechanic has to see the equipment in situ so that he/she can fully understand the atmosphere and conditions under which the equipment must work. Since you've added XXXXXX XXXXXX to your team and since XXXXXX is has demonstrated his willingness to come to remote locations to lend his expertise, the perceived support level from IS has increased 10 fold (in my not-so-humble opinion). Undoubtedly one of the most intelligent, service minded moves the department has made in many many years and I congratulate you all for this effort!!</p>
<p>The IS dept is wonderful if you ask me, which you did. I don't think it's right though to ask everyone to judge your employees. If you can't tell how they are doing, then something is wrong. Each one in the dept does and excellent job when we call on them. They resolve the problem as well can be with what we have to work with. if its a munis problem then we have to deal with munis as well, and we all know how that goes. All dept have ways they can improve.</p>
<p>Thanks.</p>
<p>Thanks for all the help.</p>
<p>Thank you guys for everything you guys do.</p>
<p>Offer classes to demonstrate the basic use of programs like Excel or others to help expand our knowledge base.</p> <p>On the issue of your service to employees.....in my case in particular...my questions and issues are always quickly responded to and addressed/corrected....dispite the sometimes elementary level of their content....and for that I thank you.</p>
<p>Not a big fan of Outlook, but got to have some type email service. I think you guys in IS do a great job! Thanks!</p>

none
IS is always patient and kind when I call with a problem. Someone always shows up within minutes and stays until the problem is solved.
I.S. Management and networking personnel are top notch. There are times when the desktop team could use some additional assistance and be more familiar with the services they provide. However, with time they always have been able to resolve our issues.
I, on occasion, get in over my head and it is wonderful to have a I.S. department that is capable and willing to help out.
I think your employees are doing a great job. I think everything runs really smoothly and they are a great help to our department very frequently! Thanks for all you do and all the extra time some of your employees put in even after hours to ensure that everything runs smoothly!!!
I think the IS Department does a great job. They answer my questions without going into something technical that I probably wouldn't understand. Cool department.
I think the department does a great job
I really appreciate the support that you provide to the Sheriff's Office. We have a large number of computers that are used in circumstances that are less than ideal as far as environment. Your employess are always courteous and efficient in resolving our issues. Thanks for the good work!!!
I really appreciate all the group contact lists that have been developed. The "everyone" group has been the most helpful and of course, I use it ALL the time! Thank you!
I realize that cost is an issue, but the computers used by most memebers of the Sheriff's Office are outdated and slow. Sheriff PAC and Jial PAC do not contain the same information. That is a soft ware issue from the company that has not been fixed, but needs to be addressed.
I have always received excellent service (prompt, courteous, knowledgeable, professional).
I appreciate the help you have given, your department has always solved out problems and been willing to help in anyway even though we dont officially even work for Henry County !
I am very pleased with the information services department. Everyone works to resolve problems quickly and efficiently.
Great customer service!!!! Thank you
EVERYONE IS VERY HELPFUL.
Everyone in the IT department is knowledgeable, helpful, patient, and pleasant. I greatly appreciate all the help I have received since I took over at Gateway!
All employees in IS are very knowlegdeable and curtious when assisting me.
Great Staff, always ready to help. They know their job. If they cant fix they work until they find someone who can.

Actions to improve this area:

Encourage users to bring their issues forward. For instance, none of us are aware of the complaint that SheriffPak and JailPak have dissimilar information. We are unable to respond to problems if they are not brought to our attention. Please bring any outstanding issues, whether they have been addressed in the past or not, to the attention of the IT Director.