

COMPUTERWORLD

An IDG
company

Computerworld is conducting a brief survey on IT support and services and we need your help. Please take 10 minutes to complete this survey and share your thoughts with us and we'll send you a white paper detailing the results of the survey.

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1. **Are you personally responsible for planning, managing, overseeing, or delivering IT support and services in your company?**

Yes

No

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2. **Do you currently have an IT service catalog (i.e., a list of IT services available to internal customers which may include a description of process steps, cost charge backs, workflow for approval and fulfillment of services, SLAs or service goals, etc.)?**

Yes

No

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4. **How difficult (i.e., costly, complicated or resource-intensive) is it to deliver the following IT services in a satisfactory way to your internal customers?**

| | Very Difficult | Somewhat Difficult | Somewhat Easy | Very Easy |
|---|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| Password Reset | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Remote/VPN Access | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Desktop IMAC (Install, Move, Add, Change) | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Desktop Software Upgrade (OS, Virus) | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Desktop Software Access (MS Project, Expense Reports) | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Employee On-boarding | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Equipment Procurement | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Email Setup | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Mobile Phone Service | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Blackberry/PDA | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Web Conferencing | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Audio Conferencing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Meeting scheduling/Event Planning | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Application Access (Accounting, CRM, HR) | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |
| Outsourcer Service Management (SLA, Quality) | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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5. **Tell us about services that you currently provide or plan to provide to employees on a self-service, automated basis.**

| | Check if services requests <u>currently handled</u> on self-service, automated basis | Check <u>top 3 additional</u> services you plan to provide on self-service automated basis next 12 months |
|--|--|---|
| Password Reset | <input type="checkbox"/> | <input type="checkbox"/> |
| Remote/VPN Access | <input type="checkbox"/> | <input type="checkbox"/> |
| Desktop IMAC (Install, Move, Add, Change) | <input type="checkbox"/> | <input type="checkbox"/> |
| Desktop Software Upgrade (OS, Virus) | <input type="checkbox"/> | <input type="checkbox"/> |
| Desktop Software Access (e.g., MS Project) | <input type="checkbox"/> | <input type="checkbox"/> |
| Employee On-boarding | <input type="checkbox"/> | <input type="checkbox"/> |
| Email Setup | <input type="checkbox"/> | <input type="checkbox"/> |
| Mobile Phone Service | <input type="checkbox"/> | <input type="checkbox"/> |
| Blackberry/PDA | <input type="checkbox"/> | <input type="checkbox"/> |
| Web Conferencing | <input type="checkbox"/> | <input type="checkbox"/> |
| Audio Conferencing | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Meeting Scheduling/Event Planning | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Application Access (e.g., Accounting, CRM, HR) | <input type="checkbox"/> | <input type="checkbox"/> |
| Outsourcer Service Management (SLA, Quality) | <input type="checkbox"/> | <input type="checkbox"/> |
| Instant Messaging Setup and Support | <input type="checkbox"/> | <input type="checkbox"/> |
| Unified Messaging Support Setup and Support | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> |
| None | <input type="checkbox"/> | <input type="checkbox"/> |

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6. **Why are you planning to provide those services on a self-service, automated basis? (Check 3 most important reasons.)**

- To save money
- To reduce turnaround time on services delivery
- To improve satisfaction
- Because frequency of requests is very high
- To provide a single request interface for all user requests
- Because automating and/or providing self-service is an important strategic goal for our organization
- To better track and report on usage of the services
- To facilitate cost chargebacks to departments or lines of business
- To establish and communicate service delivery performance goals
- To enable end users to monitor the progress of their requests
- Other, explain:

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7. **Which of the following technologies are currently being used by your company? (Check all that apply.)**

- Help desk application (e.g. Remedy)
- Asset management system (e.g. Peregrine)
- Procurement system (e.g., Ariba)
- Custom help desk, asset management, or procurement system; specify:

8. **What is your primary job title?**

- CIO, CTO, CSO
- Exec VP, Sr. VP, VP of IT
- IT Director, Manager or Supervisor
- Systems Integrator or Technical Consultant
- IT Staff
- CEO, COO, Chairman, President, CFO
- Exec VP, Sr. VP, VP, General Manager (non-IT)
- Director, Manager (non-IT)
- Consultant (Non-Technical)
- Other

9. **What is the total number of employees at all locations in your entire organization?**

- 20,000 or more
- 10,000 - 19,999
- 5,000 - 9,999
- 1,000 - 4,999
- 500 - 999
- 100 - 499
- 50 - 99
- 2-50
- 1

To register to receive the white paper Computerworld will create on the results of this survey, please submit your name and e-mail address below.

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