

Office of Technology Services
Customer Survey
September 2013

RESULTS SUMMARY

2013 Survey Overview

Demographics

- 1,614 surveys were sent to all 206 OTech customer organizations
 - Compared to 380 surveys sent to 64 OTech customer organizations in 2012
- 373 responses from 115 organizations (23% response rate*)
 - Compared to 114 responses from 38 organizations in 2012 (30% response rate)
 - Industry standard response rate* is 15-30%.
- 270 respondents *completed* the survey in its entirety
 - Compared to 76 in 2012
- The following organizations had the most survey responses:
 - DCSS had 17 survey respondents
 - EDD had 16 survey respondents
 - DMV, DHCS and DSS each had 15 survey respondents
- 73% of survey respondents chose to customize their survey

*Source: PeoplePulse.com.

2013 Survey Overview

Ratings (on performance scale of 1-5)

- Overall “service and performance” report card grade: **3.75**
 - Compared to 3.34 in 2012 (a 12.5% improvement)
- Every survey question resulted in a rating *over* a **3.0** (“Average”)
 - In 2012, two questions rated below a 3.0
- Highest-rated Business Area: **Account Management, 3.85**
 - AMB was also highest-rated in 2012 at 3.99
 - Anticipated decrease due to account transitions for most account leads and ongoing new workload given to account leads
- Lowest-rated Business Area: **CSS SR Process, 3.04**
 - CSS was also lowest-rated in 2012 at 2.89
- Highest rated Service Area: **Mainframe, 3.82**
 - Mainframe was also highest-rated in 2012 at 3.67
- Lowest-rated Service Area: **CA.Mail, 3.15**
 - Db Support was lowest-rated in 2012 at 3.05

2013 Survey Overview

Ratings (cont.)

- Most improved Business Area: **Communication/Notification Efforts, +12.3%**
 - 2nd highest: **Incident Management, +11.6%**
- Most improved Service Area: **DB Support - SQL, +16.7%**
 - 2nd highest: **DB Support – Oracle, +14.4%**
- The *higher* the customer job level, the *lower* the grade
 - Same occurred in 2012
- Customers who interacted with us *weekly* graded us highest (3.94)
 - In 2012, *Daily*-interacting customers gave highest grade (3.63)
- The smallest (Tier 3) customers rated us highest (3.89)
 - Tier 1: 3.74
 - Tier 2: 3.70
- Service *Reliability* was the highest-ranked performance category
 - In 2012, *Knowledge/Expertise* ranked highest
- CalCloud is the new service in which customers are most interested (81 “very likely” or “likely” responses)
 - SharePoint is 2nd (72 “very likely” or “likely” responses)

2013 Survey Overview

Responses by Customer Organization

Organization	Survey responses
Child Support Services, Department of	17
Employment Development Department	16
Health Care Services, Department of	15
Motor Vehicles, Department of	15
Social Services, Department of	15
Corrections & Rehabilitation, Department of	13
Transportation, Department of	13
Controller's Office, State	12
Forestry & Fire Protection, CA Department of	8
Public Health, Department of	8
Air Resources Board	7
Equalization, Board of	7
Health Planning & Development, Office of Statewide	7
Education, Department of	6
Finance, Department of	6
Franchise Tax Board	6
Victim Compensation & Government Claims Board, CA	5
Agricultural Labor Relations Board	4
Alcoholic Beverage Control, Department of	4
Business Oversight, Department of	4
Correctional Health Care Services, California	4
County of Fresno	4
County of Marin	4
Industrial Relations, Department of	4
Judicial Council of California - Administrative Office of the Courts	4
Office of Systems Integration - CalHeers	4
State Hospitals, Department of/Previously Dept. of Mental Health	4
Systems Integration, Office of	4

2013 Survey Overview

Responses by Customer Organization (cont.)

Organization	Survey responses
Consumer Affairs, Department of	3
County of Stanislaus	3
Developmental Services, Department of	3
Education, Department of - Special Schools Division	3
Emergency Management Agency, CA	3
FI\$CAL	3
General Services, Department of	3
Health Benefit Exchange	3
Library, CA State	3
Managed Health Care, Department of	3
Public Utilities Commission	3
Secretary of State	3
Social Services, Department of - Child Welfare Services - Case Management System	3
State & Community Corrections, Board of	3
State Teachers Retirement System	3
Transportation Agency, State of California	3
Treasurer, State	3
Unemployment Insurance Appeals Board	3
University - Chancellor's Office	3
Workforce Investment Board, CA	3
Aging, Department of	2
Alcoholic Beverage Control Appeals Board	2
Arts Council, CA	2
City of Rohnert Park	2
Colorado River Board of CA	2
County of Napa	2
County of San Bernardino	2

2013 Survey Overview

Responses by Customer Organization (cont.)

Organization	Survey responses
Developmental Disabilities, State Council on	2
Governor, Office of the	2
Health & Human Services Agency, CA	2
High Speed Rail Authority	2
Human Resources, California Department of	2
Insurance, Department of	2
Legislative Counsel, Office of	2
Natural Resources Agency	2
Ocean Protection, (formerly Coastal Conservancy, State)	2
Peace Officers Standards & Training, Commission on	2
Pesticide Regulation, Department of	2
Prison Industries Authority	2
Resources Recycling & Recovery, Department of	2
San Francisco, City/County of	2
Student Aid Commission, CA	2
Traffic Safety, Office of	2
University - San Jose	2
Veterans Affairs, Department of	2
Water Resources, Department of	2
Business and Consumer Services Agency	1
Community Services & Development, Department of	1
Conservation, Department of	1
County of Butte Superior Court	1
County of Madera	1
County of Nevada	1
County of Placer	1
County of Shasta	1
County of Solano	1
County of Tuolumne	1
County of Yolo	1

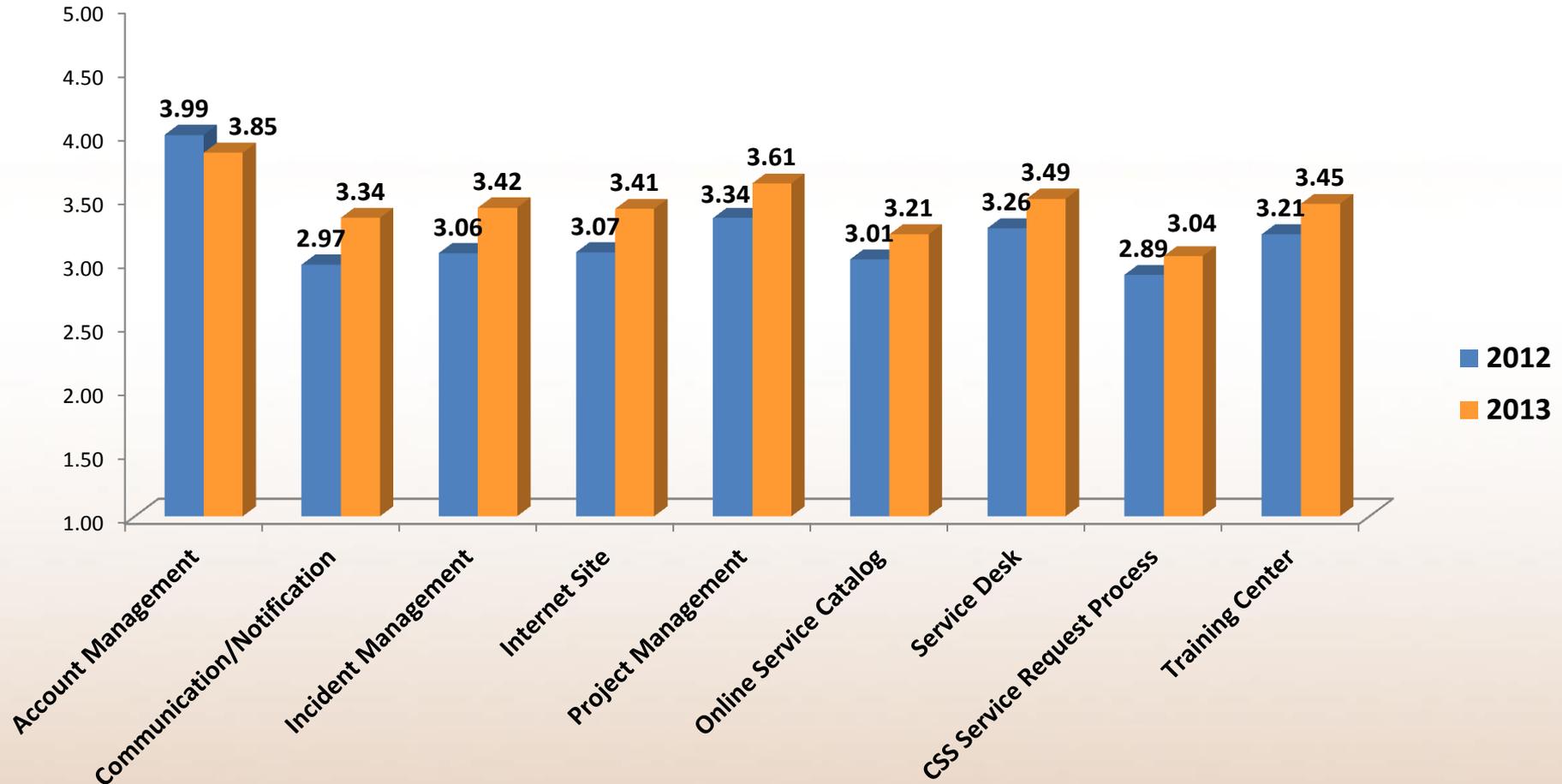
2013 Survey Overview

Responses by Customer Organization (cont.)

Organization	Survey responses
Employment Training Panel	1
Energy Commission, CA	1
Environmental Protection Agency	1
Fair Political Practices Commission	1
Fish & Wildlife, Department of	1
Food & Agriculture, Department of	1
Gambling Control Commission, CA	1
Highway Patrol, Department of the CA	1
Horse Racing Board, CA	1
Housing & Finance Agency, CA	1
Inspector General, Office of the	1
Judicial Council of CA	1
Judicial Performance, Commission on	1
Justice, Department of	1
Labor & Workforce Development Agency	1
Lottery Commission, CA State	1
Public Employees Retirement System	1
Real Estate, Department of	1
Rehabilitation, Department of	1
Science Center, CA	1
Social Services, Department of - Statewide Fingerprint Imaging System	1
Social Services, Department of - Welfare Data Tracking Implementation Project	1
State Lands Commission, CA	1
Teacher Credentialing, Commission on	1
University - Bakersfield	1
University - Long Beach	1
University - Office of the President	1
University - San Marcos	1
University - Stanislaus	1
Water Resources Control Board, State	1

Overall Survey Results - By Business Area

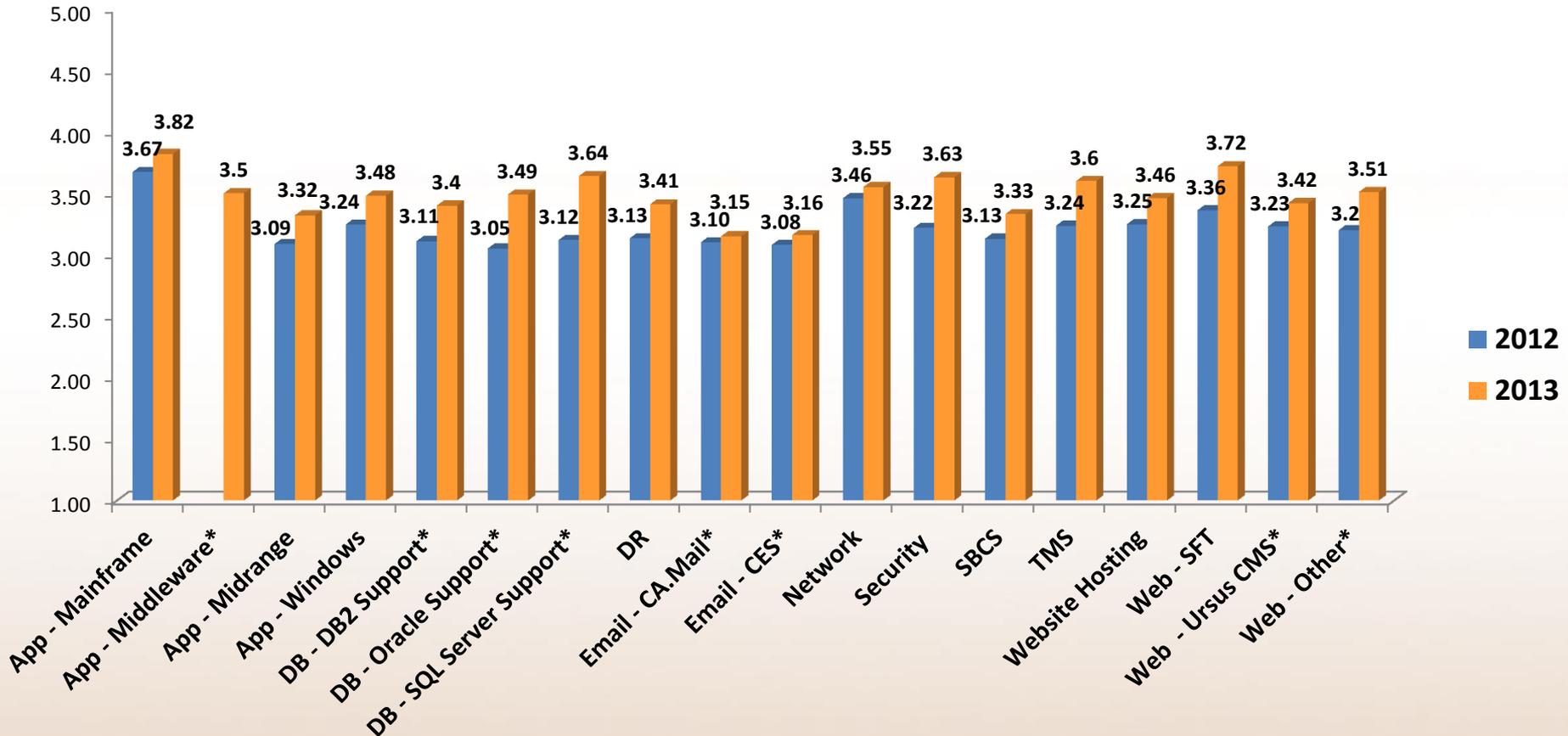
Average rating for all Business Areas: 3.45, up 6.4% from 2012 (3.24)



Overall Survey Results – By Service

(Reliability, Knowledge, Responsiveness and Comm.)

Average rating for all Services: 3.47, up 8.3% from 2012 (3.21)



*Middleware was not rated in 2012. Other areas (Email, Db Support, Web Services) were expanded in 2013; 2012 comparisons are estimated for each area based on customer's 2012 service portfolio.

2013 Survey Overview

Top 10 Ratings by Year

2013

Rank	Category	Rating
1	Account Management	3.85
2	App - Mainframe	3.82
3	Web - SFT	3.72
4	DB - SQL Server Support	3.64
5	Security	3.63
6	Project Management	3.61
7	TMS	3.6
8	Network	3.55
9	Web - Other	3.51
10	App - Middleware	3.5

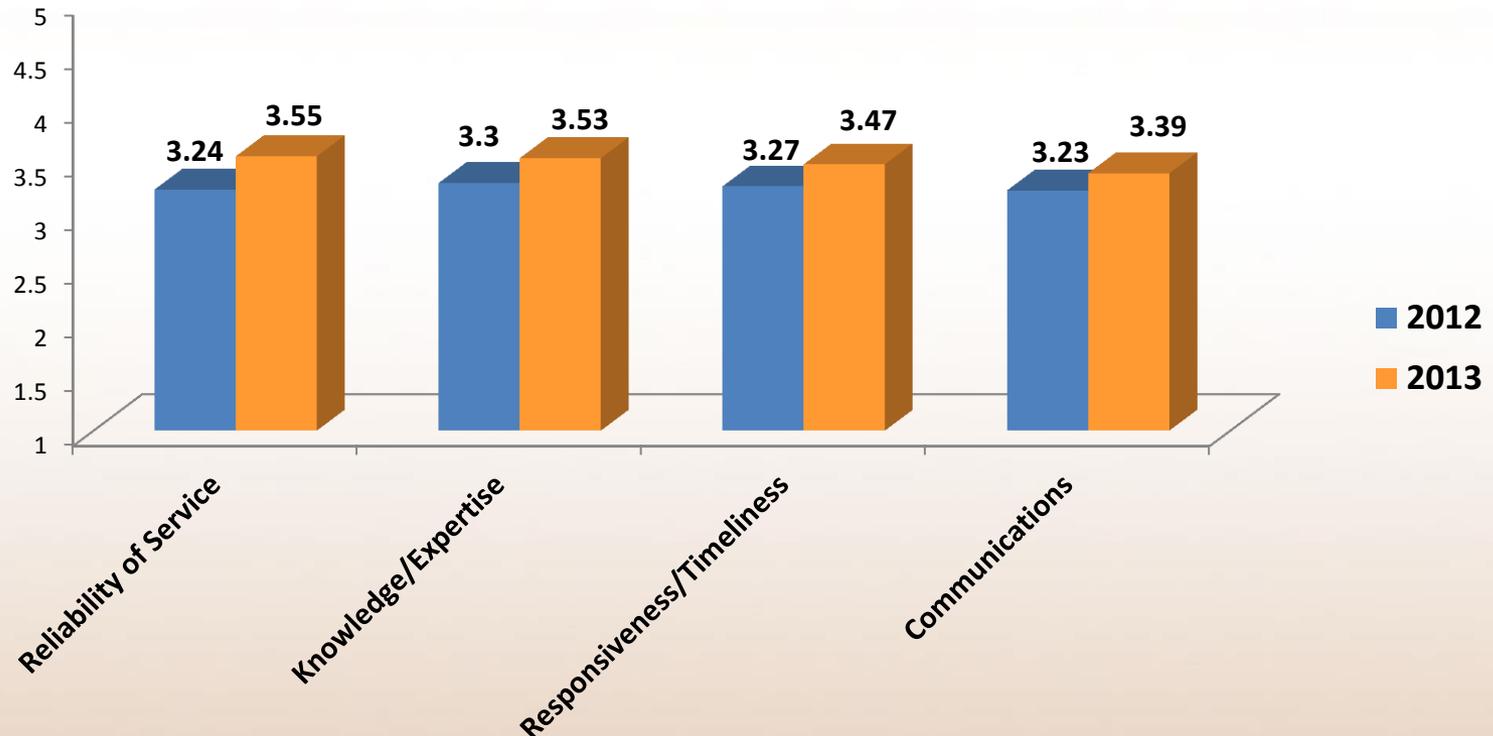
2012

Rank	Category	Rating
1	Account Management	3.99
2	App - Mainframe	3.67
3	Network	3.46
4	Web - SFT	3.36
5	Project Management	3.34
6	Service Desk	3.26
7	Website Hosting	3.25
8	App - Windows	3.24
8	TMS	3.24
10	Security	3.22

Overall Survey Results - Services

Average rating for all Services: 3.47, up 8.3% from 2012 (3.21)

Performance Category Ratings Combined for All Services



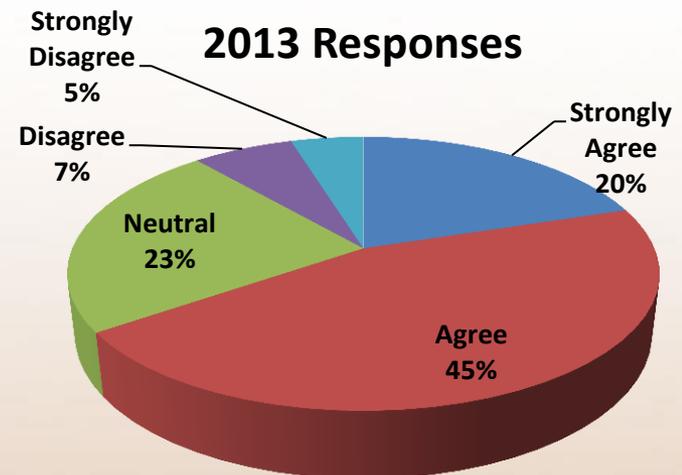
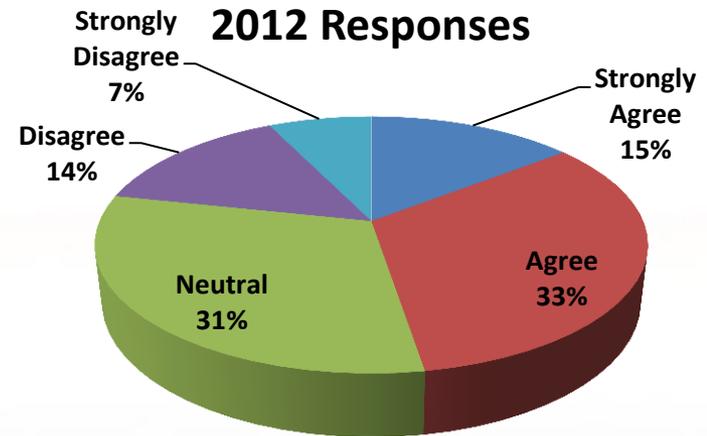
OTech as Strategic Partner

Overall Rating 3.69, up 10.9% from 2012 (3.33)

Average Rating by Staff Level

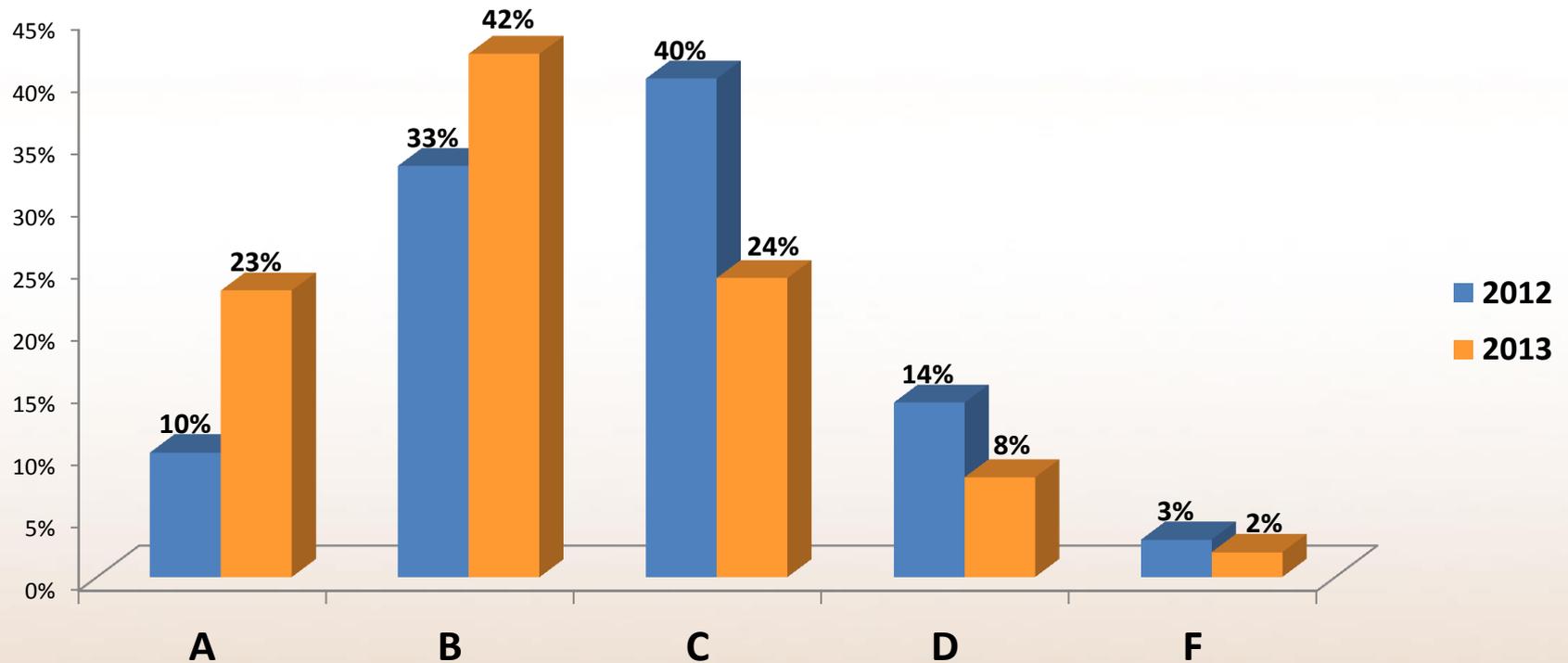


2012: 97 responses (85% of total)
2013: 274 responses (73% of total)



OTech Report Card Grade For Service and Performance

Overall Service Performance Grade Percentages



2012: 98 responses (86% of total)

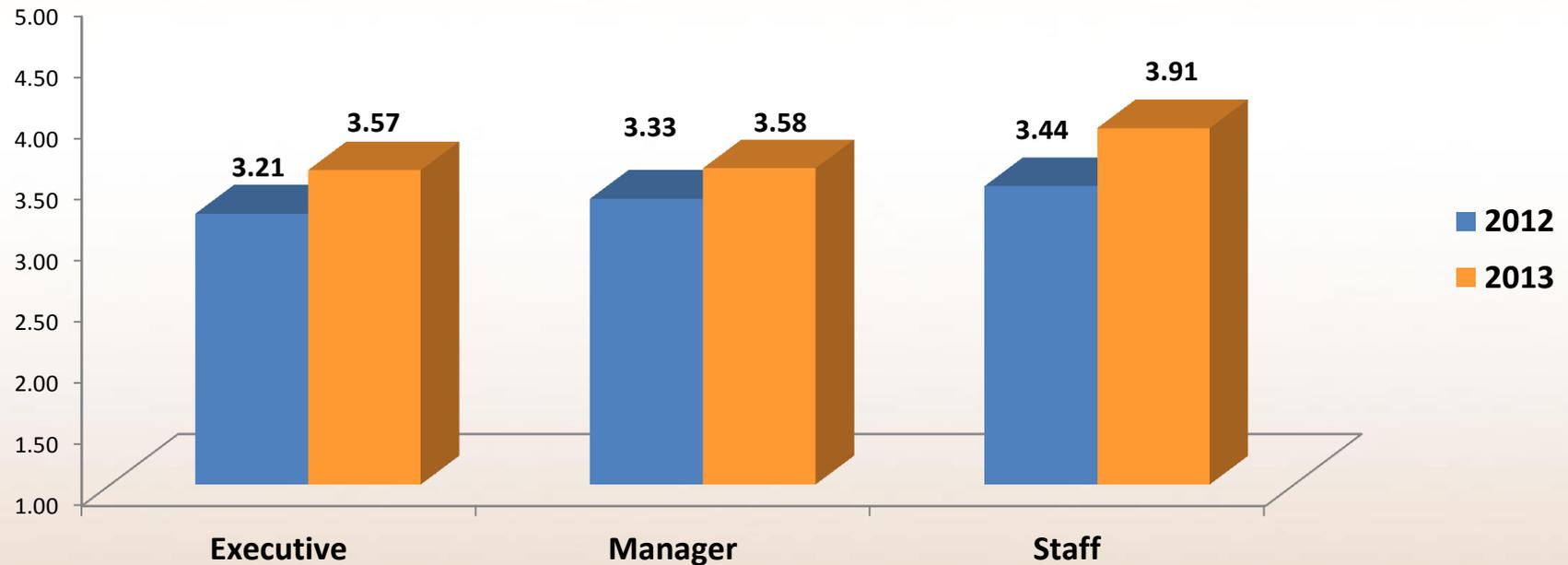
2013: 273 responses (73% of total)

OTech Report Card Grade

For Service and Performance

Overall Rating: 3.75, up 12.5% in 2012 (3.34)

Overall Service and Performance by Customer Job Level



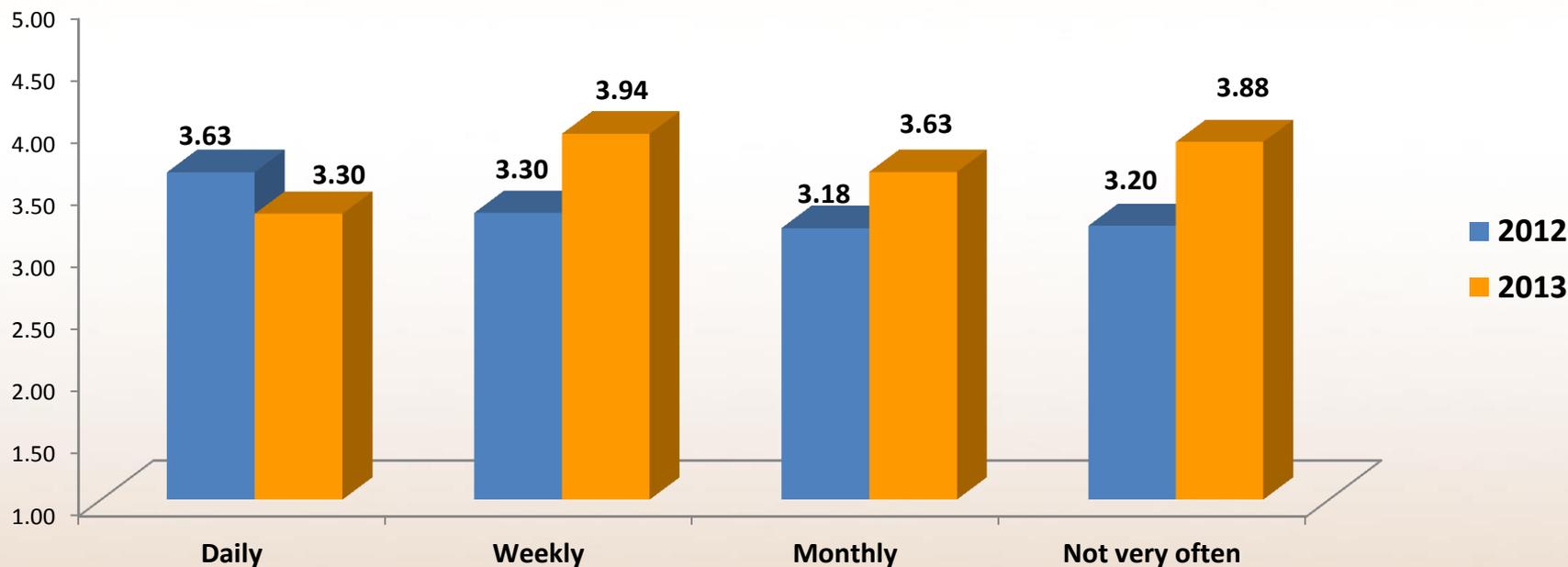
2012: 98 responses (86% of total)

2013: 273 responses (73% of total)

OTech Report Card Grade For Service and Performance

Overall Rating: 3.75, up 12.5% in 2012 (3.34)

Overall service and performance by Customer Interaction Frequency



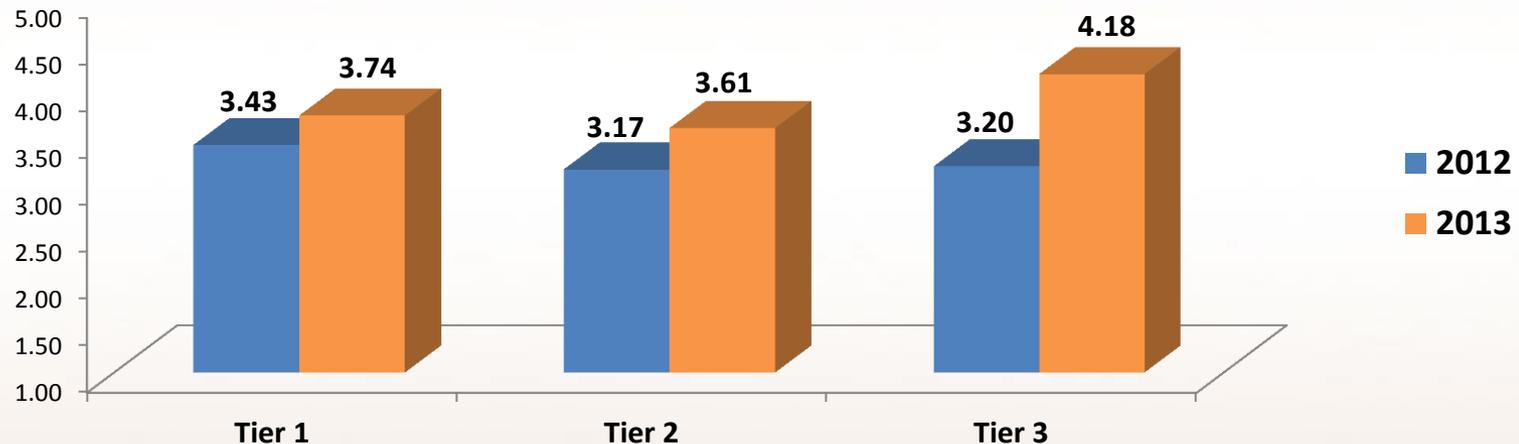
2012: 98 responses (86% of total)

2013: 273 responses (73% of total)

OTech Report Card Grade For Service and Performance

Overall Rating: 3.75, up 12.5% in 2012 (3.34)

Overall Service and Performance by Customer Size (Account Tier)



2012: 98 responses (86% of total)

2013: 273 responses (73% of total)

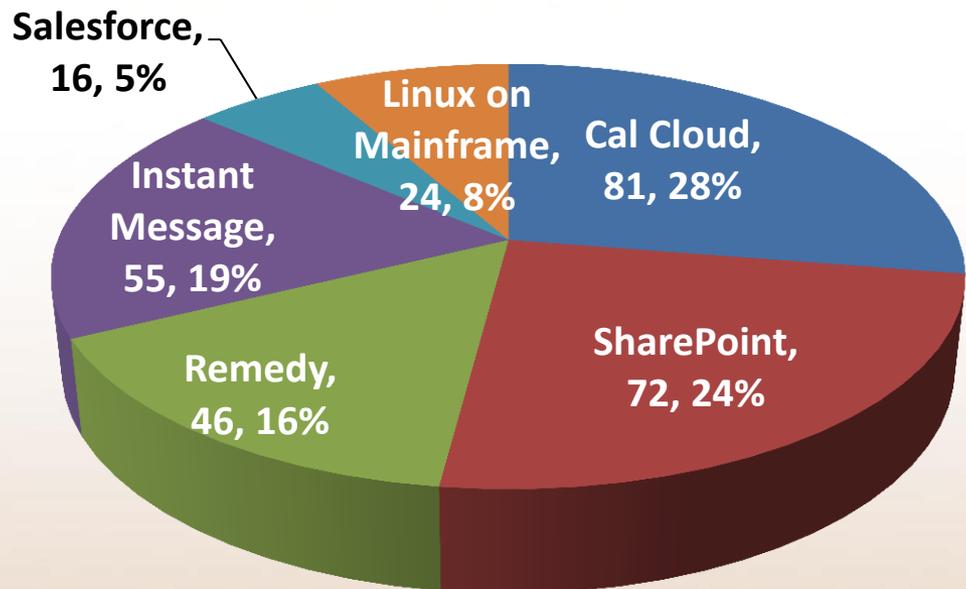
NOTE: Tier 3 accounts were 14% of respondents in 2013; only 5% in 2012.
Tier 1 accounts were 48% of respondents in 2013; 64% in 2012.

New Service Participation Interest

New Services of Interest:

- Cal Cloud, 81
- SharePoint, 72
- Instant Message, 55
- Remedy, 46
- Linux on Mainframe, 24
- Salesforce, 16

Percentages of Interested Respondents (Answered "Very Likely" or "Likely")



225 responses (60% of total)

Other New Services Requested

■ Security

- More Security services
- Penetration Testing
- Network Security Intrusion Detection and Prevention tools
- Identity and Access Management
- Better solution for multi-factor authentication

■ Web

- Web CMS
- Web Design
- Web Video Conferencing
- Web service registry
- Statewide Adobe Creative Suite licensing

■ Disaster Recovery

- Distributed Systems
- Midrange/Windows

■ Training

- RACF Administrator
- Email Administrator
- Resurrect Technology Day Events

Other New Services Requested (cont.)

- Miscellaneous
 - CA Clarity
 - Backup and recovery PAAS for TMS
 - Interagency On-site Tech Support
 - Integrated deployment of ChangeMan to all z/OS Apps
 - Open View deployment across all OTech-supported platforms
 - Single Email services (instead of two)
 - Configuration Management solution for large implementations

2013 Survey Overview

Takeaways/Next Steps

Survey Takeaways

- The *higher* the customer job level, the *lower* the grade
 - Same occurred in 2012
- Customers who interacted with us *weekly* graded us highest
 - In 2012, *Daily*-interacting customers gave highest grade
- The smallest customers rated us highest
 - Largest customers were second-highest; Midsized customers were third
- Service *Reliability* was the highest-ranked performance category
 - In 2012, *Knowledge/Expertise* ranked highest

Next Steps

- Each division will review their results and target areas of improvement
- If you'd like to discuss your department's individual results, please contact your Account Lead: <http://www.otech.ca.gov/Customers/default.asp>
- Next Survey: 1st quarter of Fiscal Year 2014-2015
 - Please encourage staff participation.

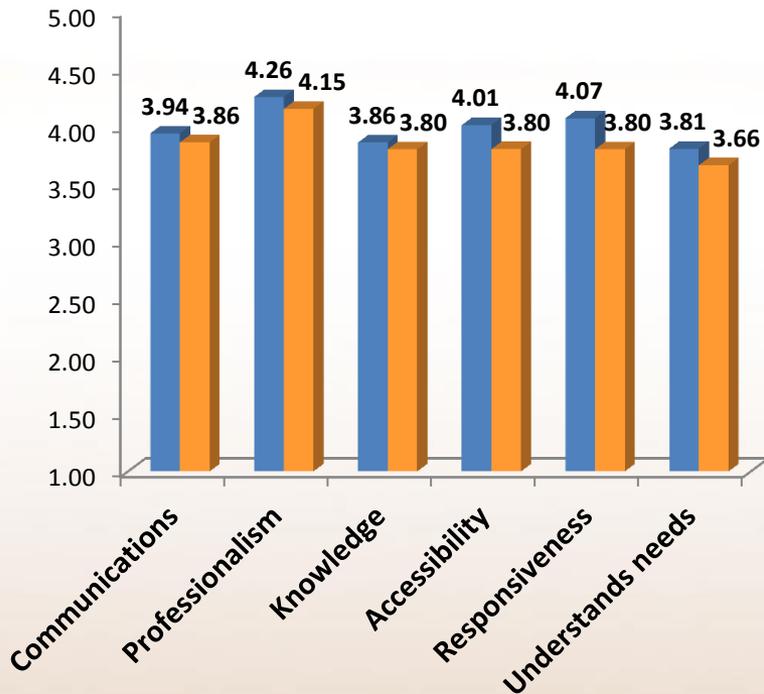
Survey Details...

- The following slides provides a detailed view for the survey results of each service area and business area.

Account Management

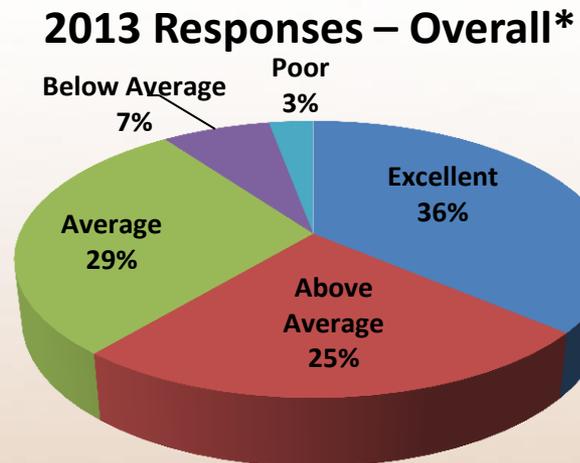
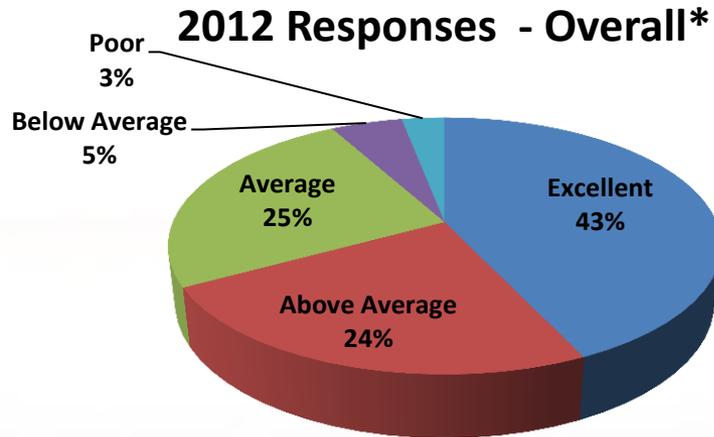
Overall Rating: 3.85, down 3.6% from 2012 (3.99)

**Average Rating
by Performance Category**



2012: 99 responses (86% of total)

2013: 146 responses (39% of total)

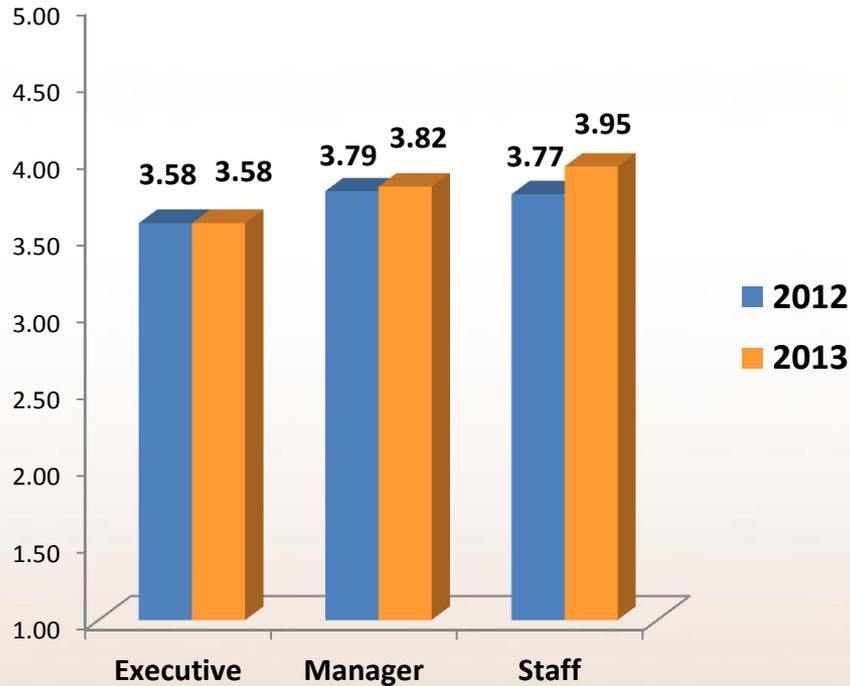


*Combined responses of 6 performance categories.

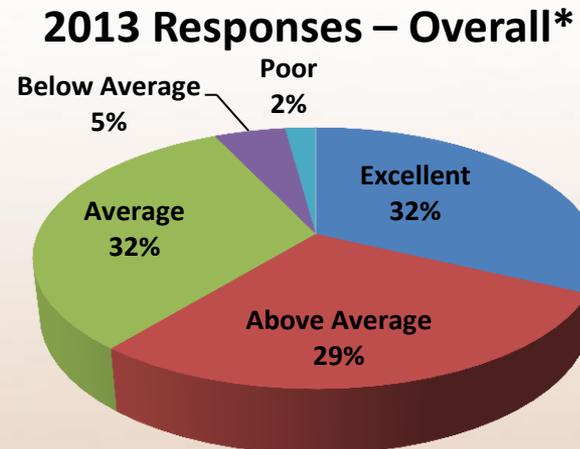
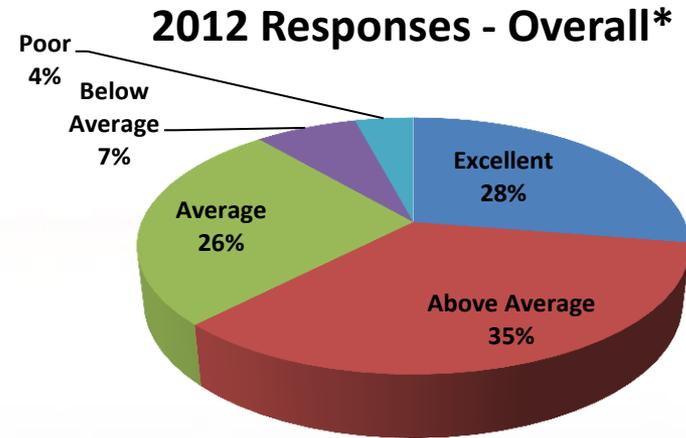
Value of Account Management

Overall Rating 3.84, up 2.5% from 2012 (3.74)

Average Rating by Staff Level



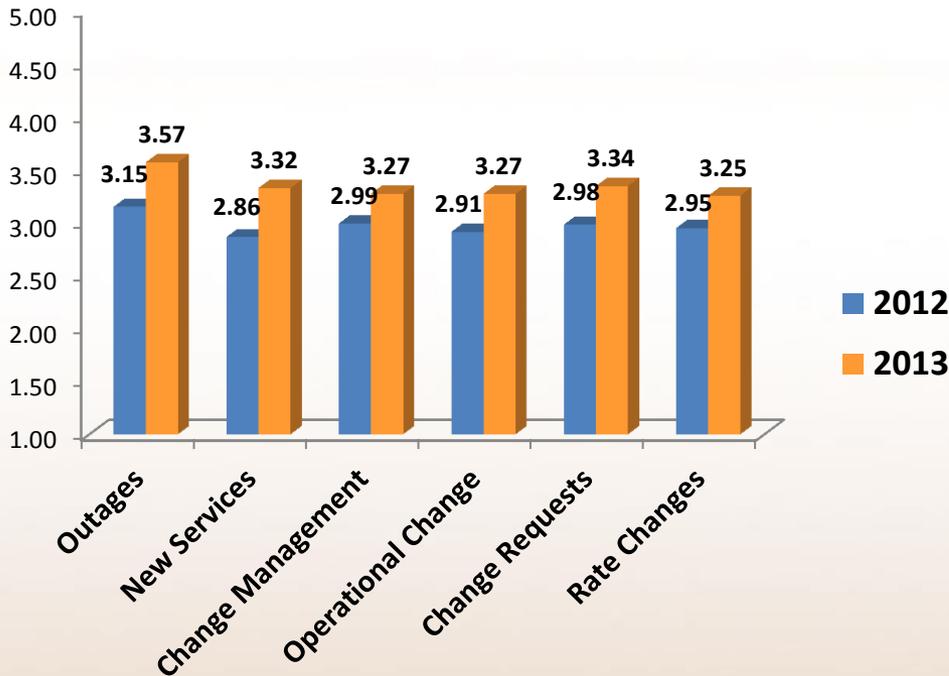
2012: 98 responses (86% of total)
2013: 143 responses (38% of total)



Communication/Notification Efforts

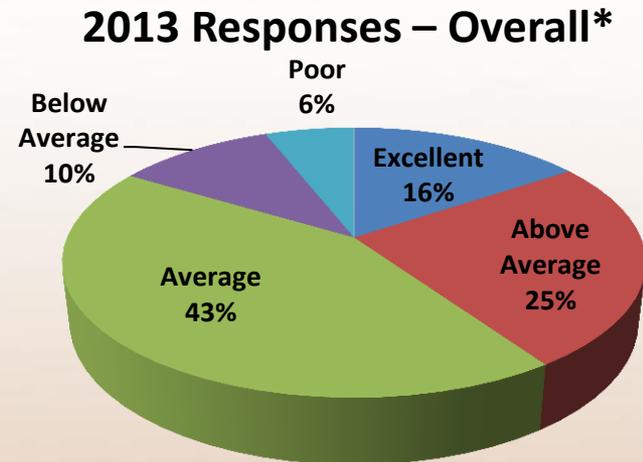
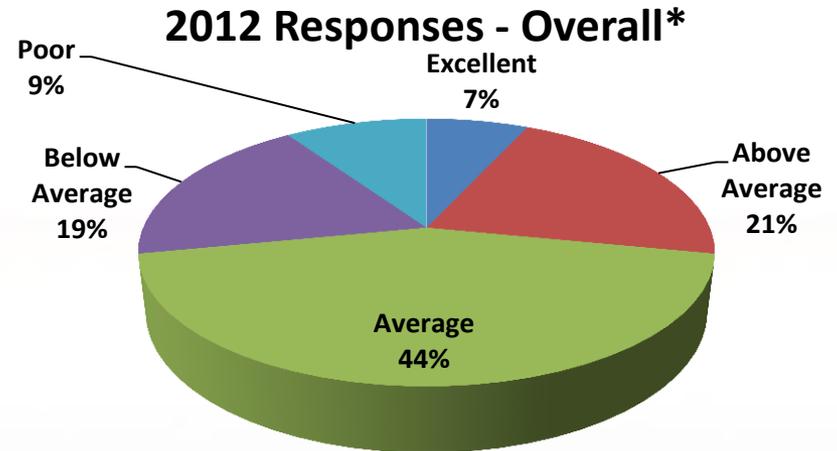
Overall Rating 3.34, up 12.3% from 2012 (2.97)

**Average Rating
by Performance Category**



2012: 95 responses (83% of total)

2013: 145 responses (39% of total)

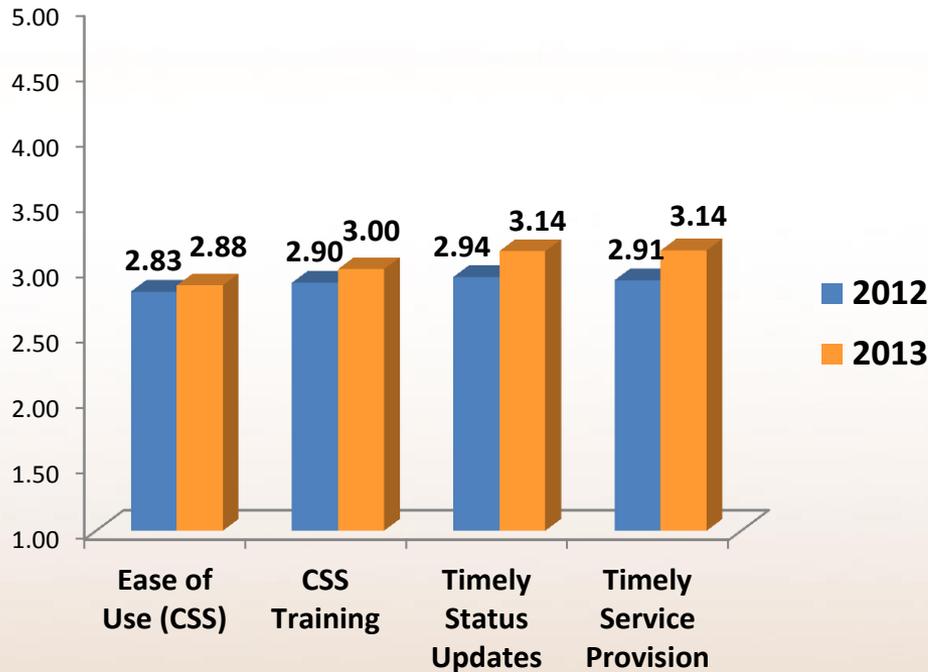


*Combined responses of 6 performance categories.

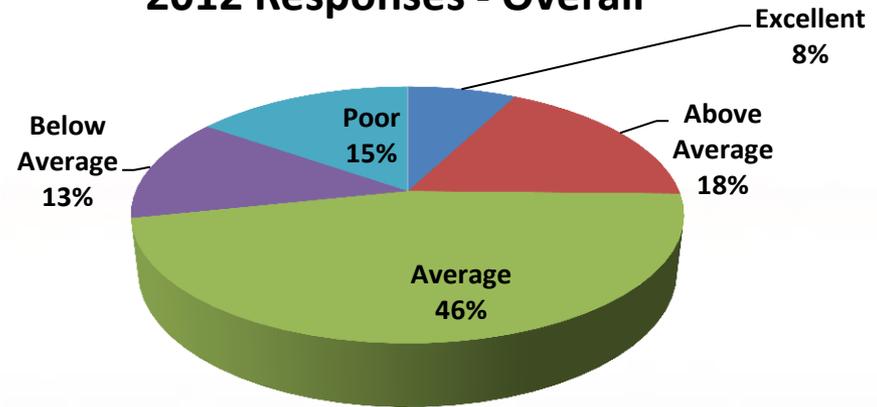
CSS Service Request Process

Overall Rating 3.04, up 5.1% from 2012 (2.89)

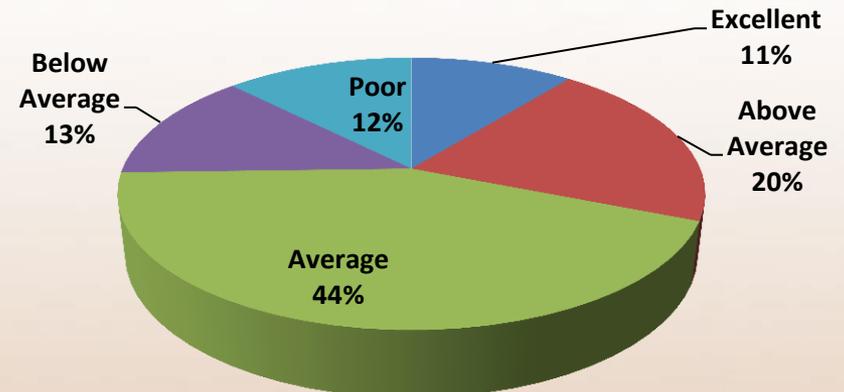
Average Rating by Performance Category



2012 Responses - Overall*



2013 Responses - Overall*



2012: 87 responses (76% of total)

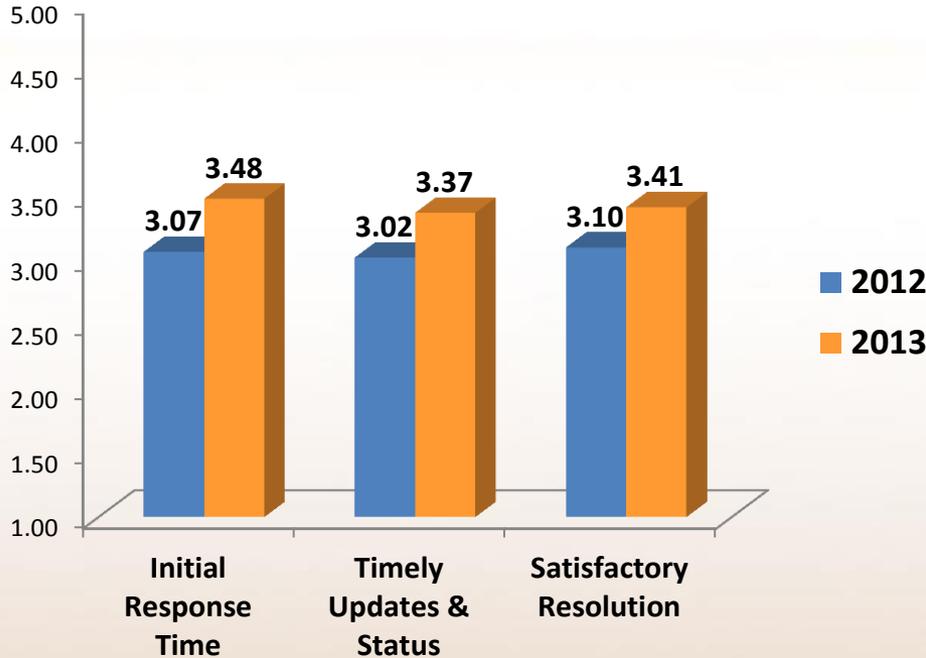
2013: 154 responses (41% of total)

*Combined responses of 4 performance categories.

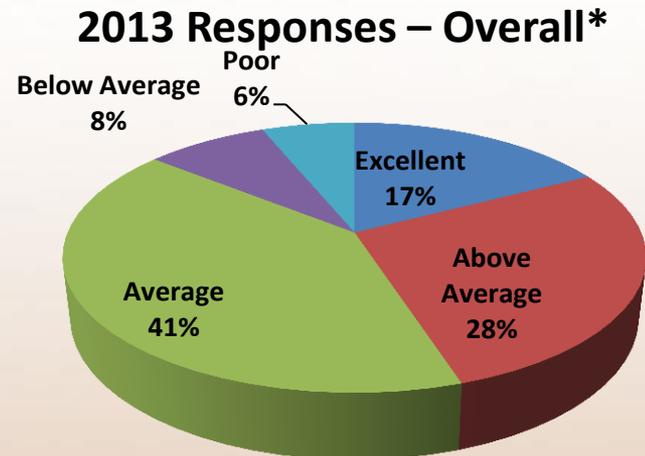
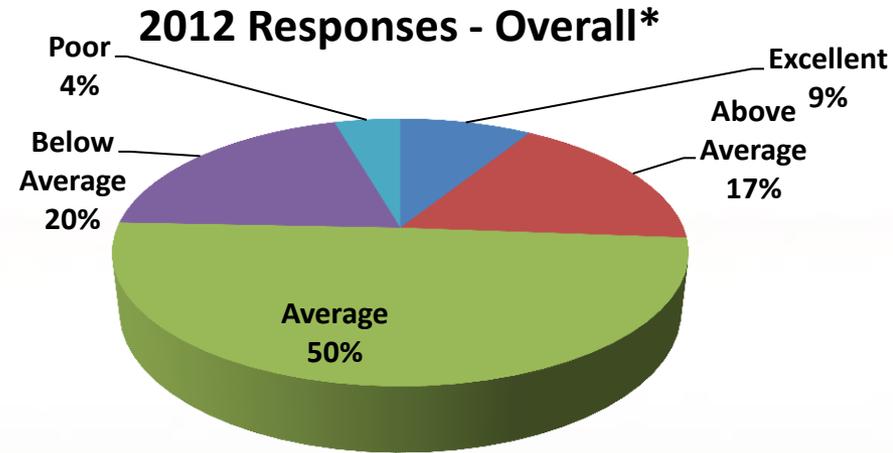
Incident Management

Overall Rating 3.42, up 11.6% from 2012 (3.06)

Average Rating by Performance Category



2012: 91 responses (80% of total)
2013: 141 responses (38% of total)

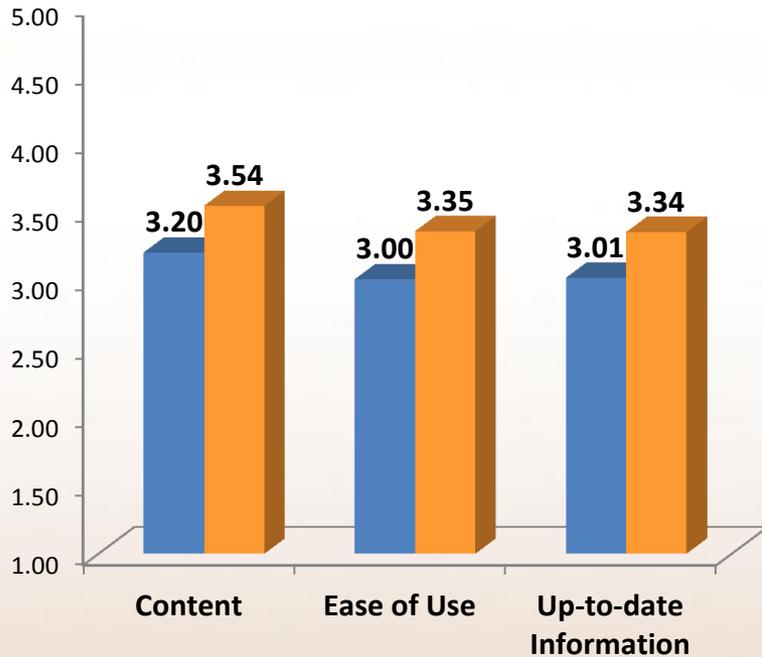


*Combined responses of 3 performance categories.

Internet Site

Overall Rating: 3.41, up 11.1% from 2012 (3.07)

Average Rating by Performance Category

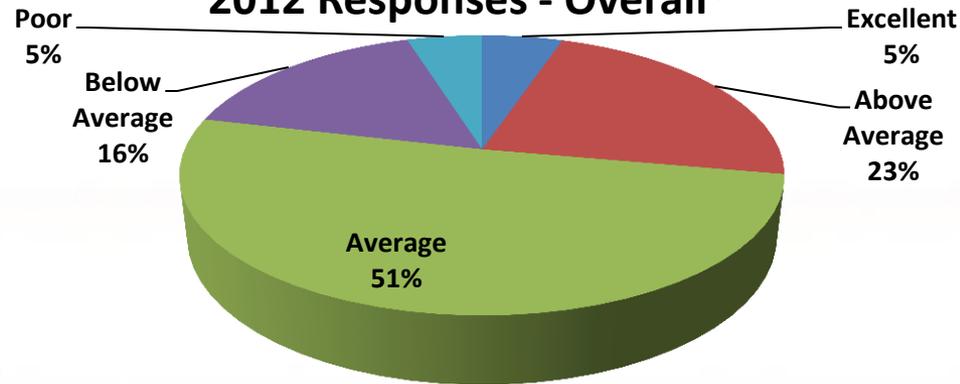


2012: 97 responses (85% of total)

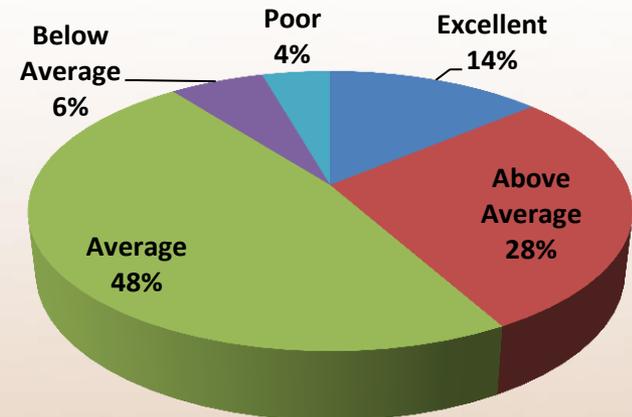
2013: 100 responses (27% of total)

■ 2012
■ 2013

2012 Responses - Overall*



2013 Responses - Overall*

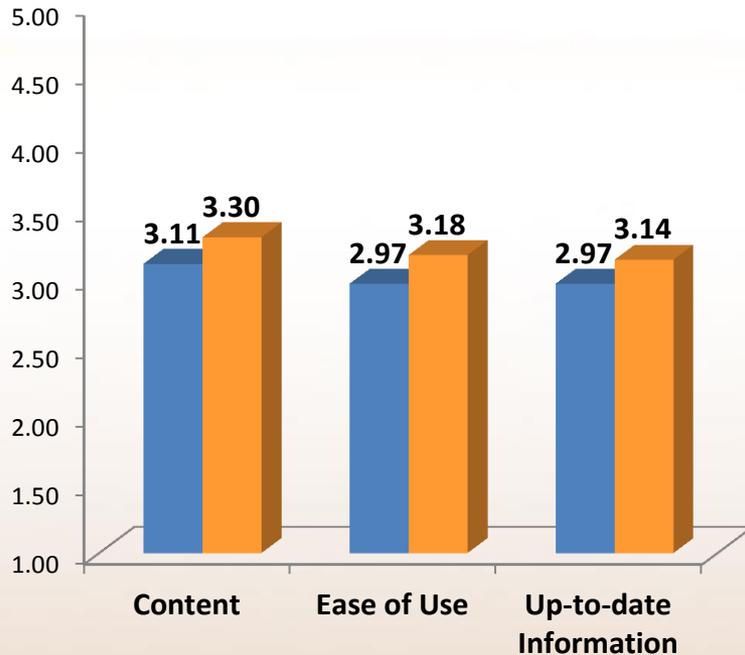


*Combined responses of 3 performance categories.

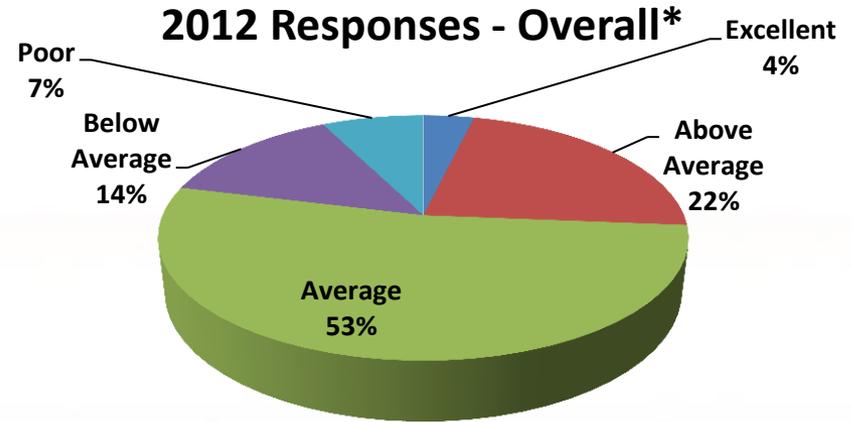
Online Service Catalog

Overall Rating 3.21, up 6.4% from 2012 (3.01)

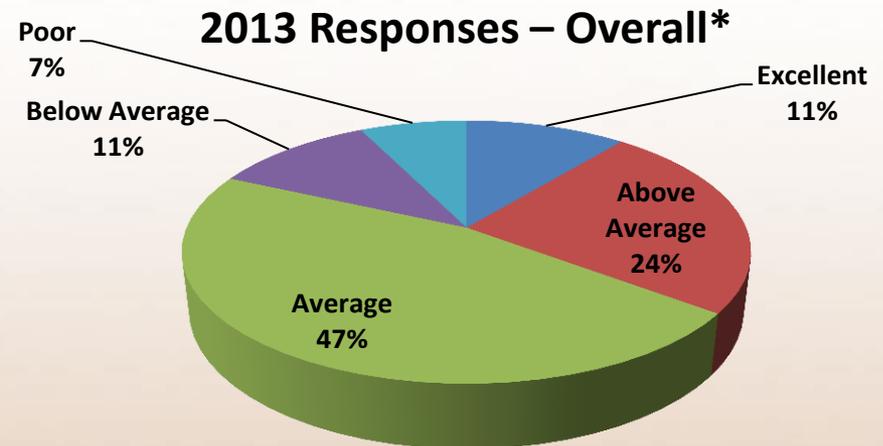
Average Rating by Performance Category



2012: 90 responses (79% of total)
2013: 92 responses (25% of total)



■ 2012
■ 2013

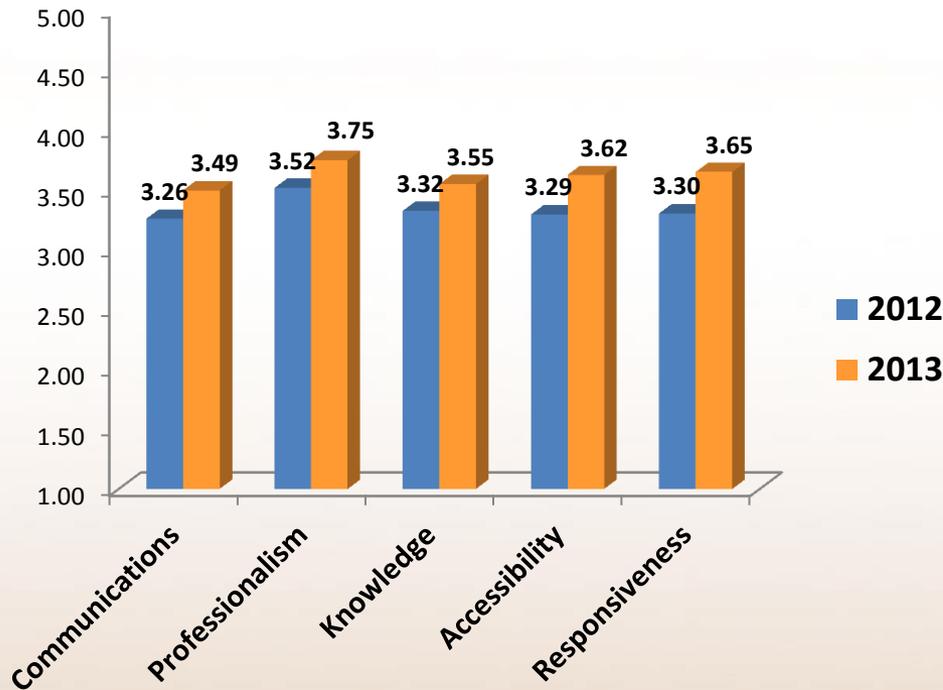


*Combined responses of 3 performance categories.

Project Management

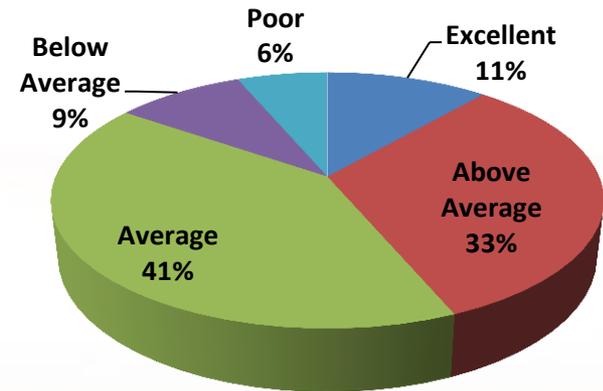
Overall Rating 3.61, up 8.2% from 2012 (3.34)

**Average Rating
by Performance Category**

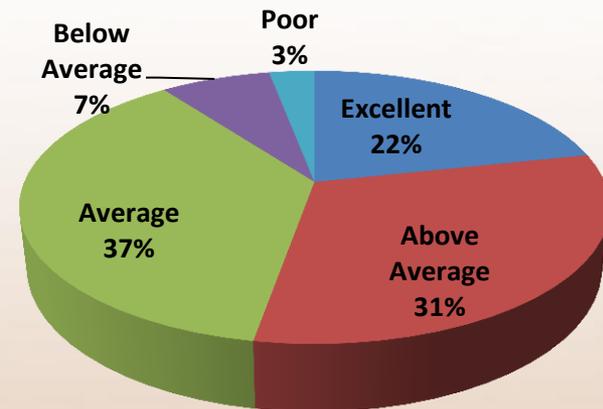


2012: 66 responses (58% of total)
2013: 95 responses (25% of total)

2012 Responses - Overall*



2013 Responses - Overall*

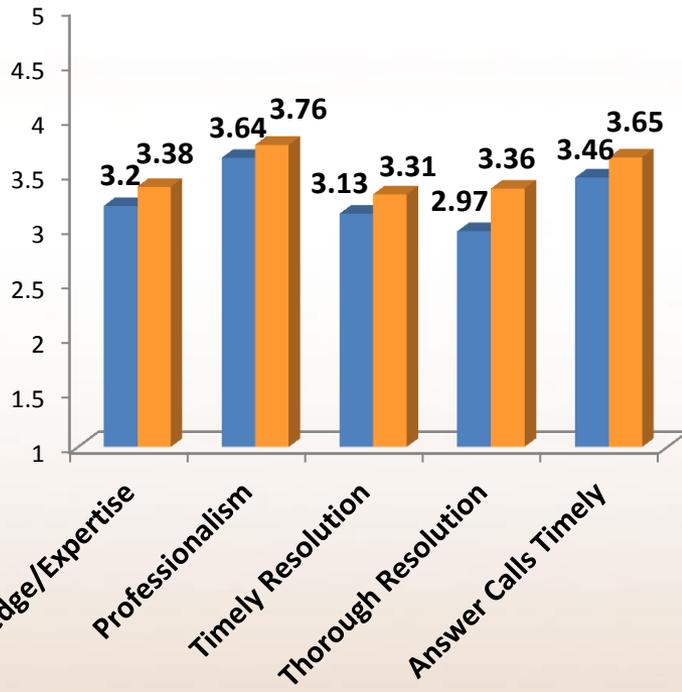


*Combined responses of 5 performance categories.

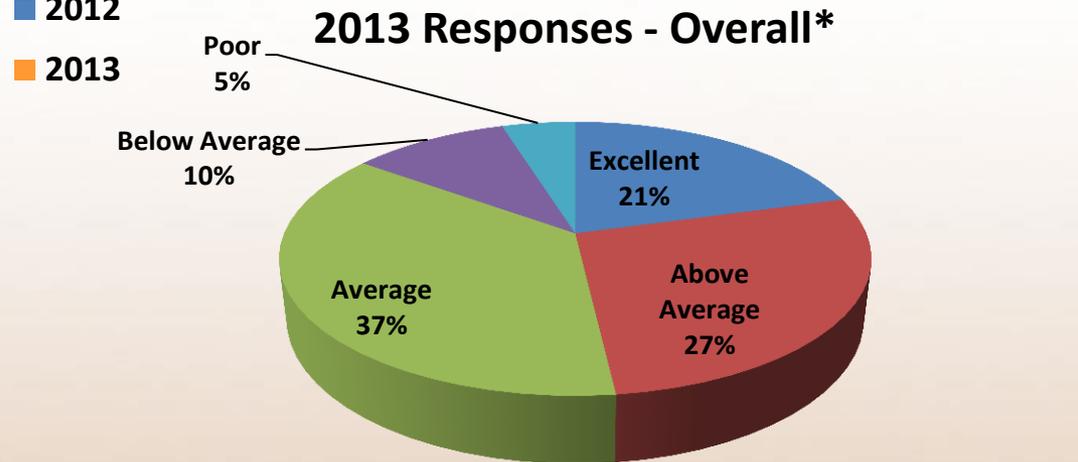
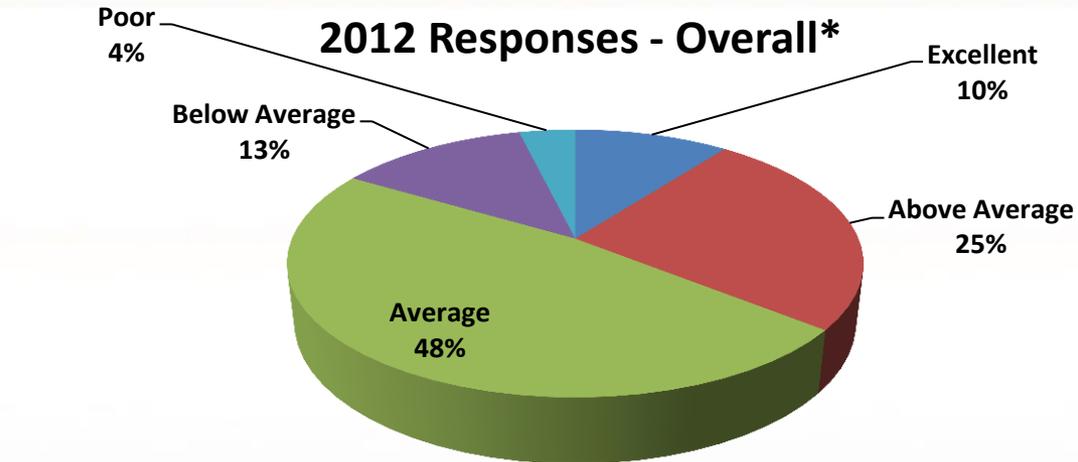
Service Desk

Overall Rating 3.49, up 7.1% from 2012 (3.26)

Average Rating by Performance Category



2012: 89 responses (78% of total)
 2013: 159 responses (43% of total)

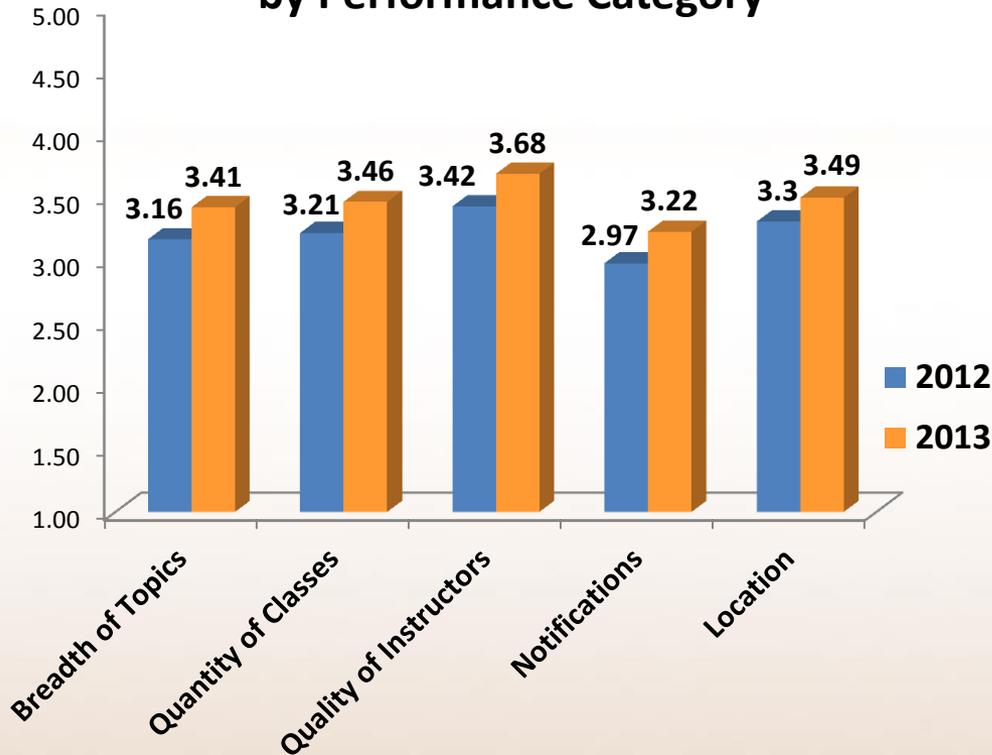


*Combined responses of 5 performance categories.

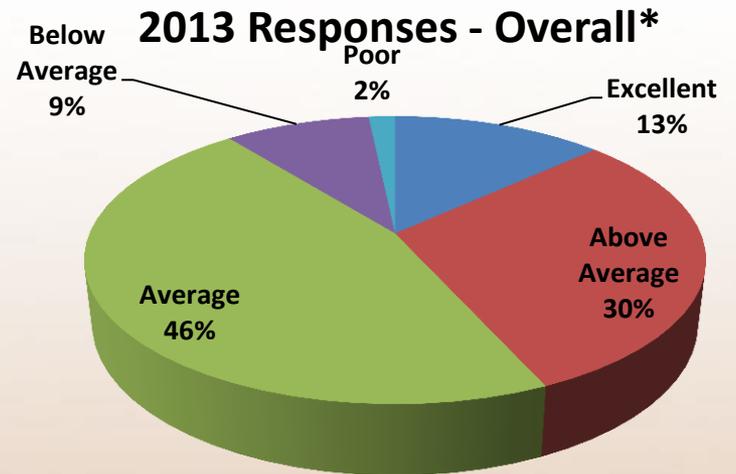
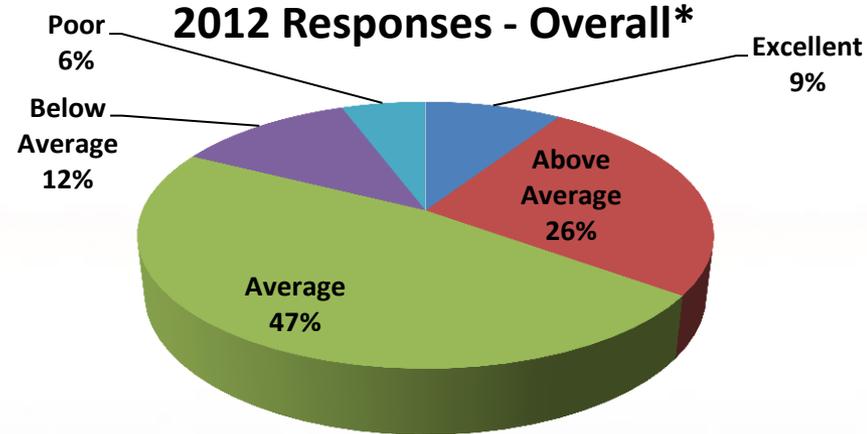
Training Center

Overall Rating 3.45, up 7.5% from 2012 (3.21)

Average Rating by Performance Category



2012: 79 responses (69% of total)
 2013: 92 responses (25% of total)

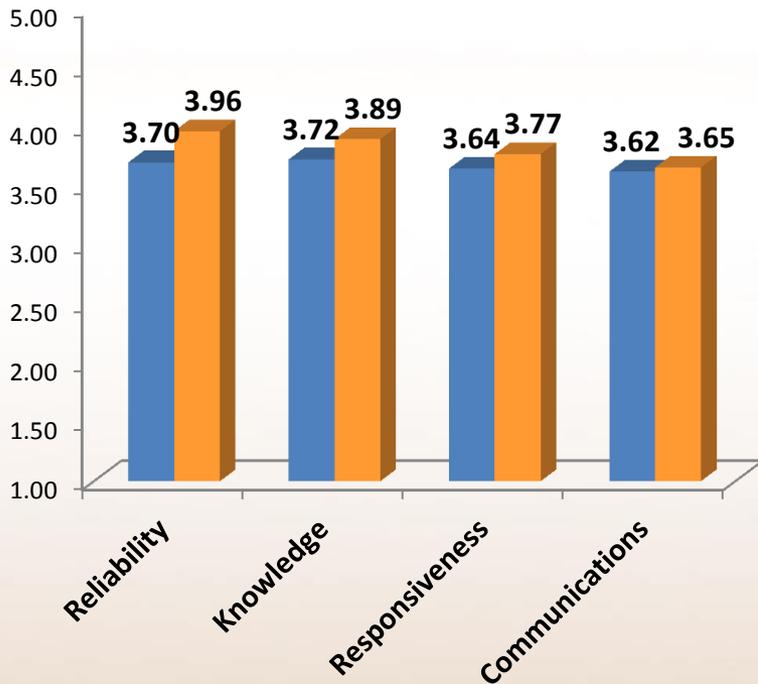


*Combined responses of 5 performance categories.

App Hosting - Mainframe

Overall Rating 3.82, up 3.9% from 2012 (3.67)

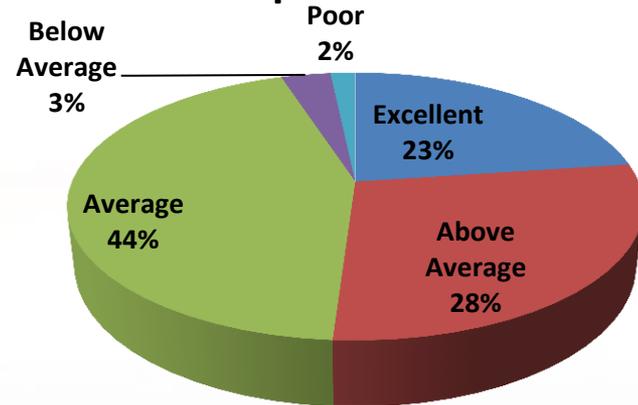
**Average Rating
by Performance Category**



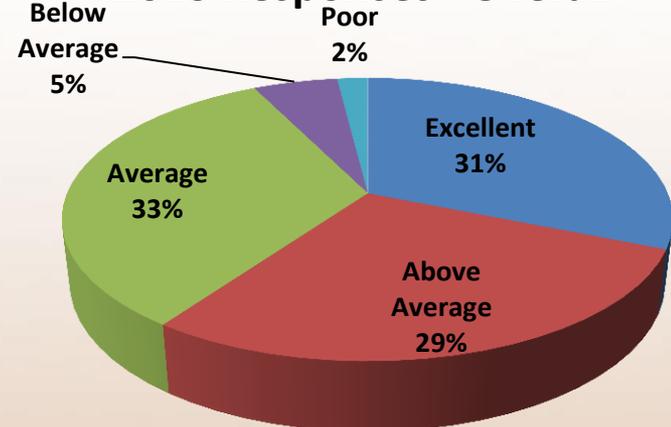
2012: 66 responses (58% of total)

2013: 104 responses (28% of total)

2012 Responses - Overall*



2013 Responses - Overall*

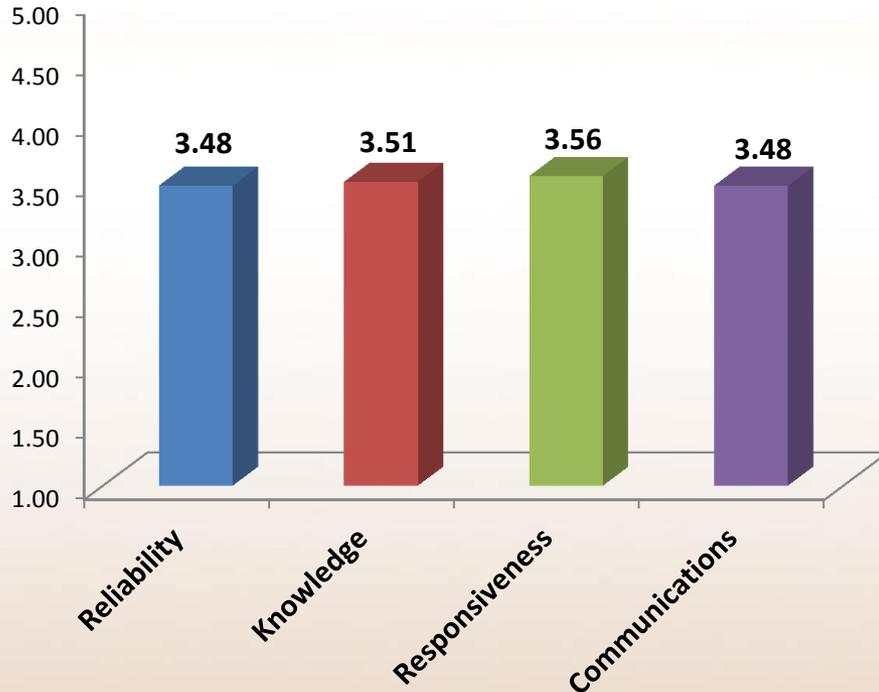


*Combined responses of 4 performance categories.

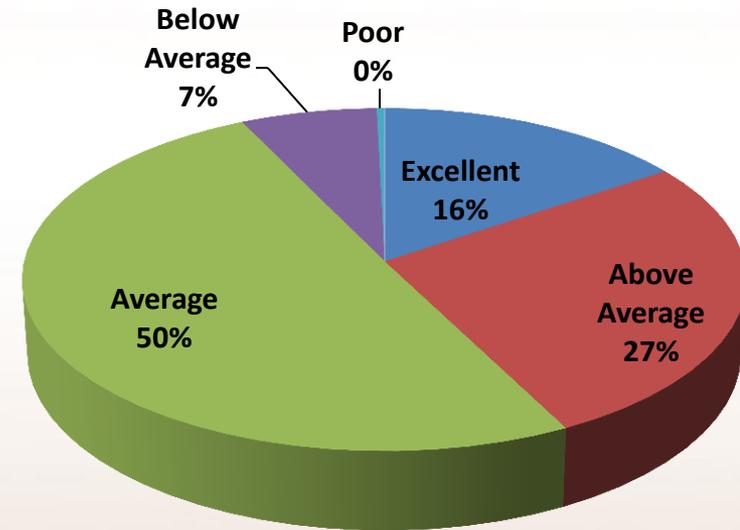
App Hosting - Middleware

Overall Rating 3.50, was not rated in 2012

**Average Rating
by Performance Category**



Response Percentages – Overall*



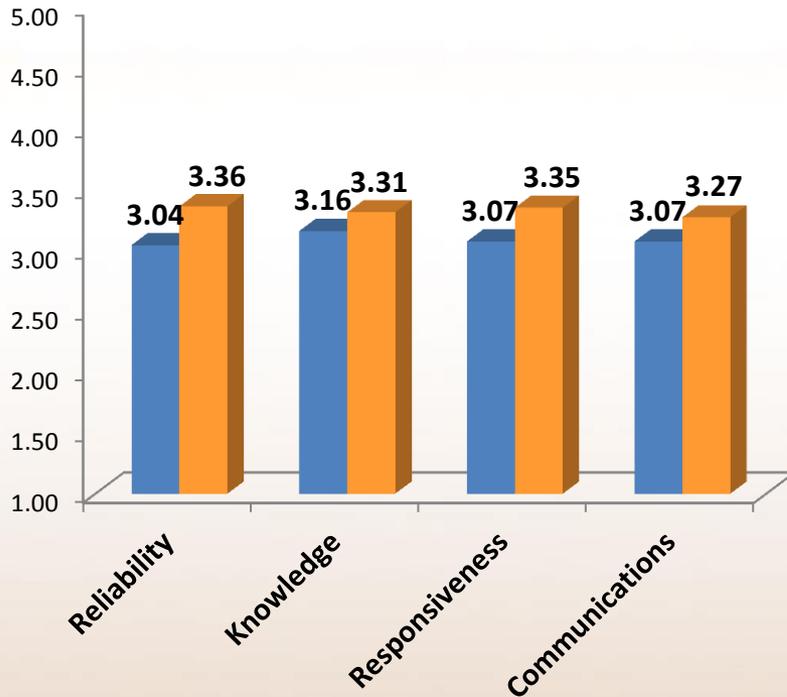
2013: 63 responses (17% of total)

*Combined responses of 4 performance categories.

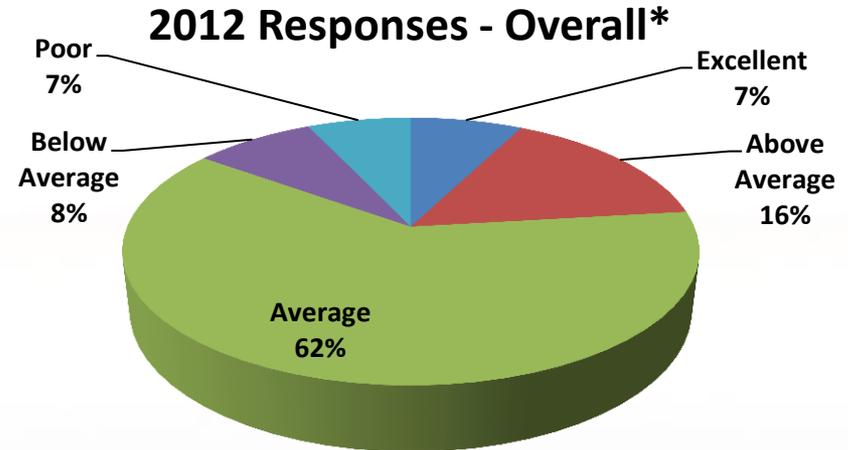
App Hosting - Midrange

Overall Rating 3.32, up 7.7% from 2012 (3.09)

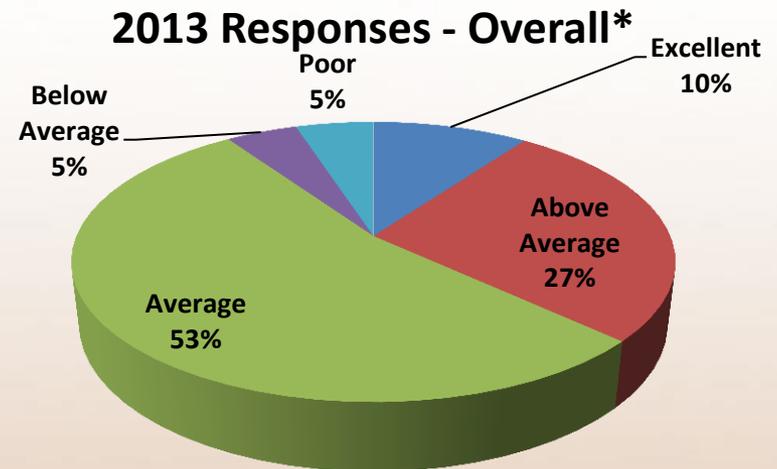
Average Rating by Performance Category



2012: 47 responses (41% of total)
2013: 61 responses (16% of total)



■ 2012
■ 2013

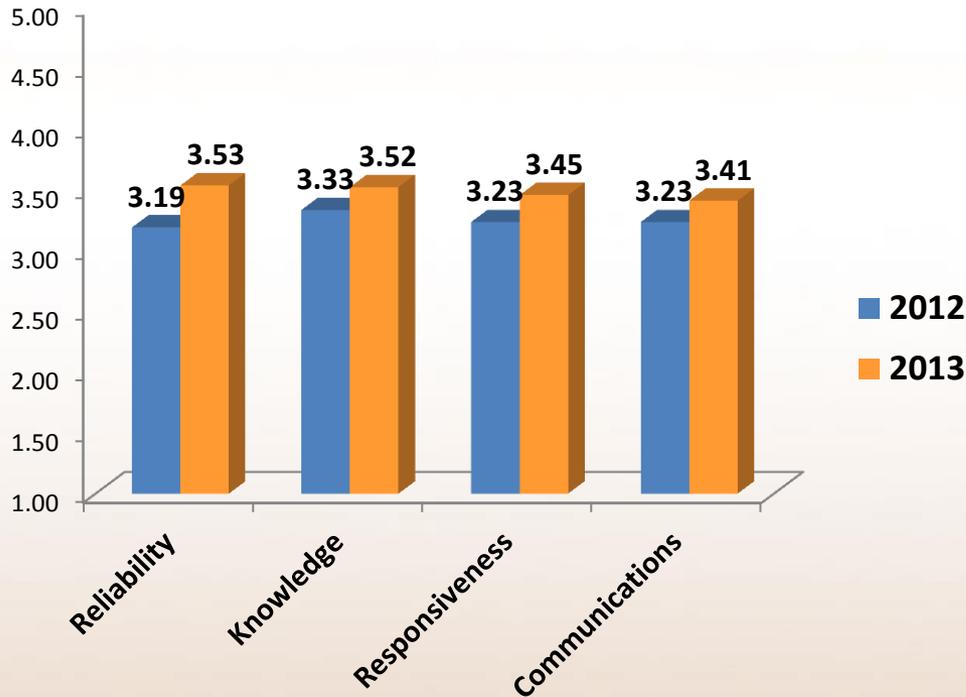


*Combined responses of 4 performance categories.

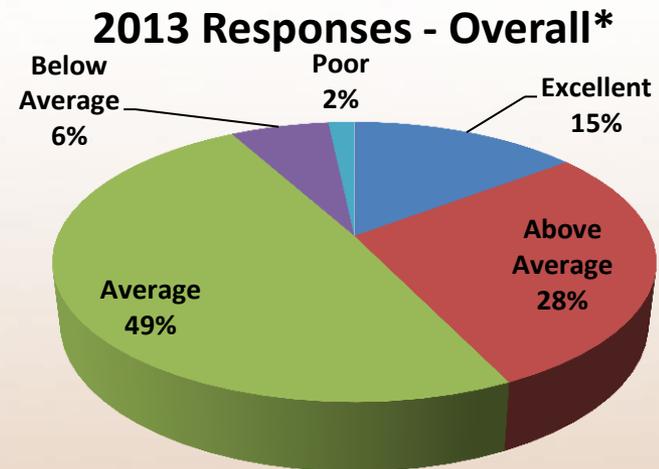
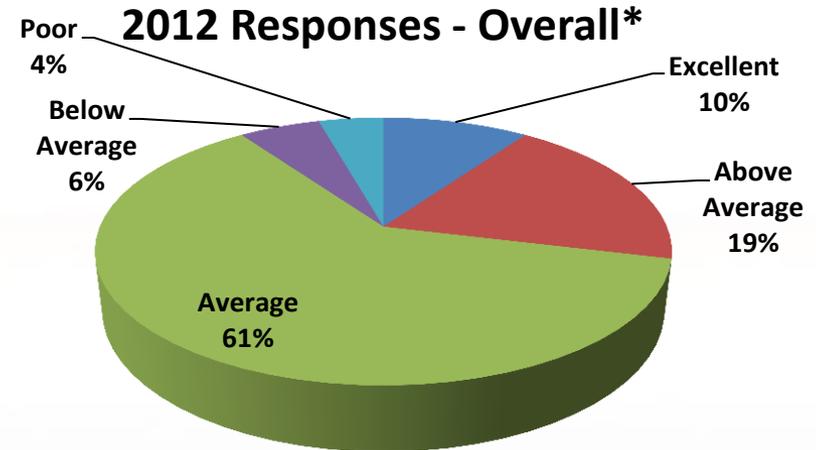
App Hosting - Windows

Overall Rating 3.48, up 7.2% from 2012 (3.24)

Average Rating by Performance Category



2012: 53 responses (46% of total)
2013: 76 responses (20% of total)

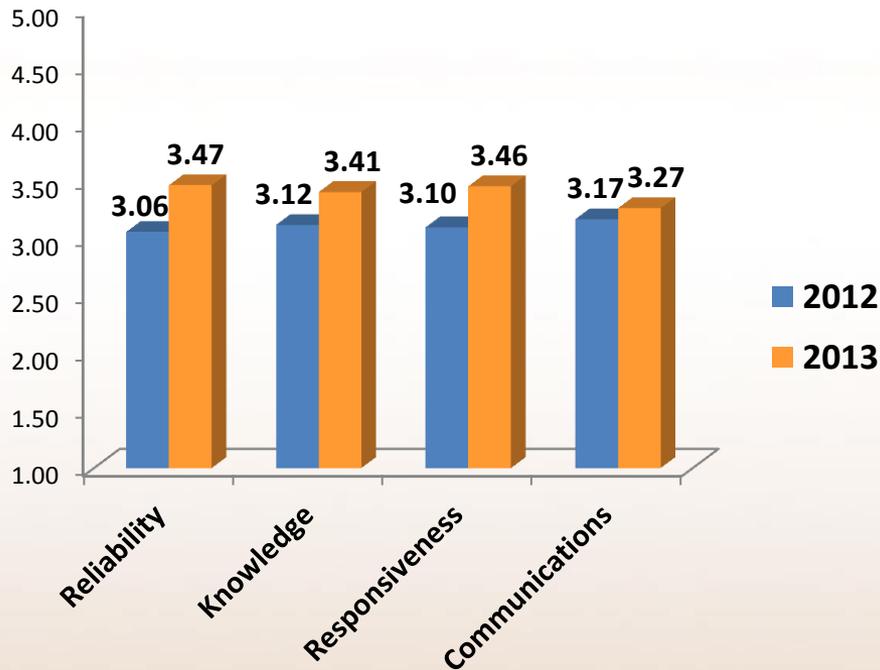


*Combined responses of 4 performance categories.

Database Support – DB2

Overall Rating 3.40, up 9.3% from 2012 (3.11)

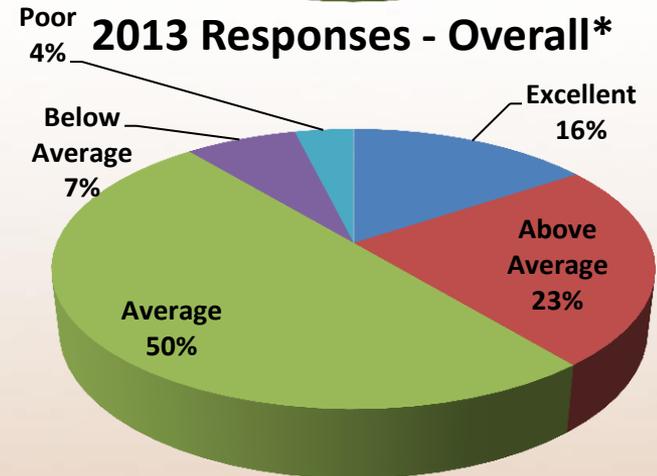
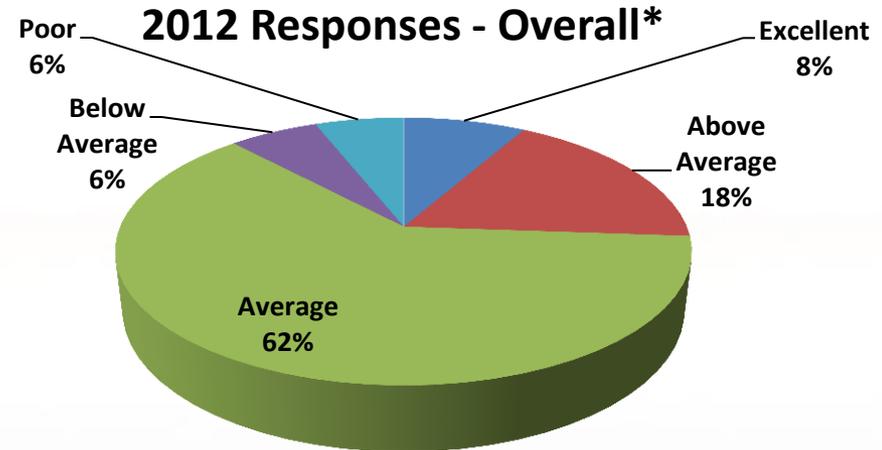
Average Rating By Performance Category



2012: 36 responses^ (32% of total)

2013: 60 responses (16% of total)

^Answered "Db Support" question and were DB2 (LUW) subscribers.

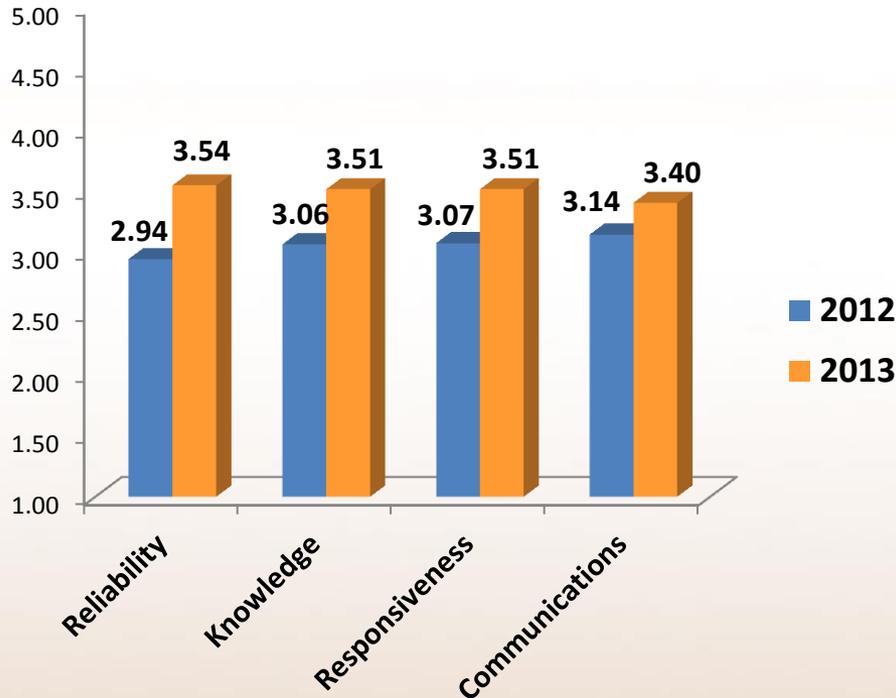


*Combined responses of 4 performance categories.

Database Support – Oracle

Overall Rating 3.49, up 14.4% from 2012 (3.05)

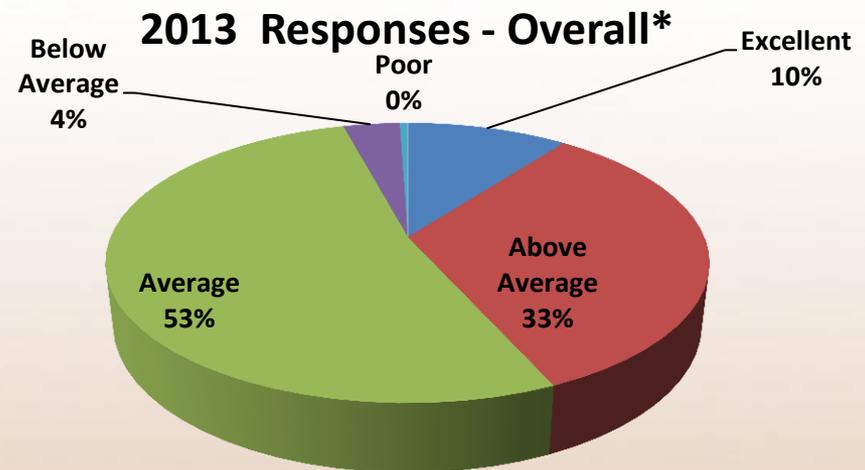
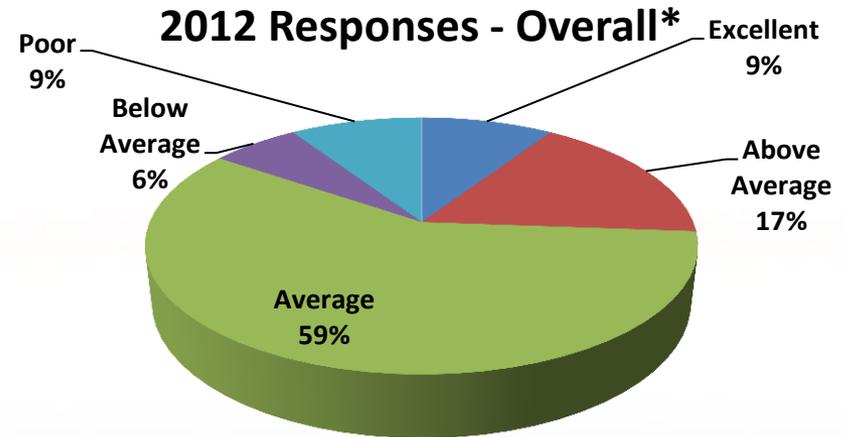
**Average Rating
by Performance Category**



2012: 35 responses^ (31% of total)

2013: 50 responses (13% of total)

^Answered "Db Support" question and were Oracle subscribers.

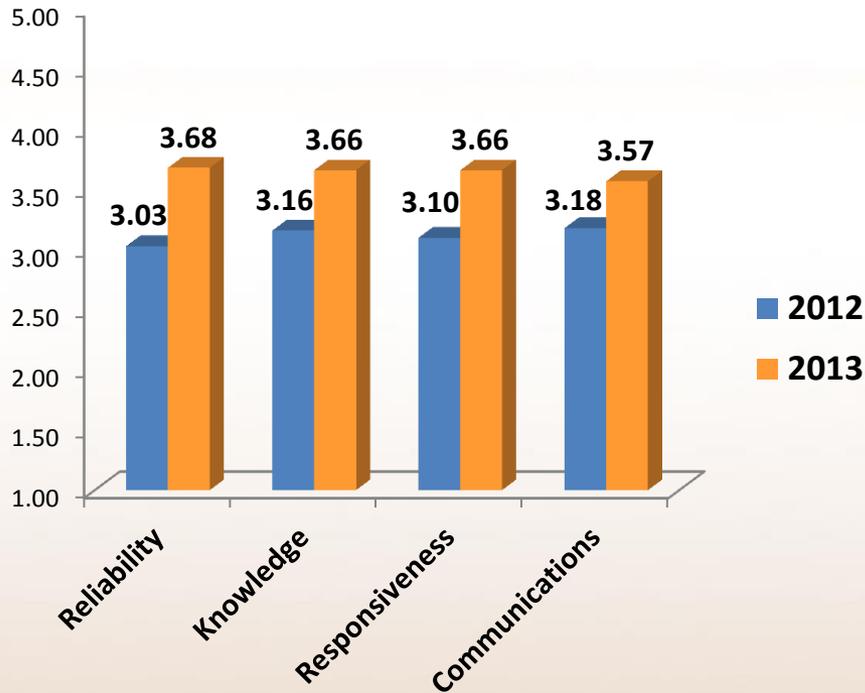


*Combined responses of 4 performance categories.

Database Support – SQL

Overall Rating 3.64, up 16.7% from 2012 (3.12)

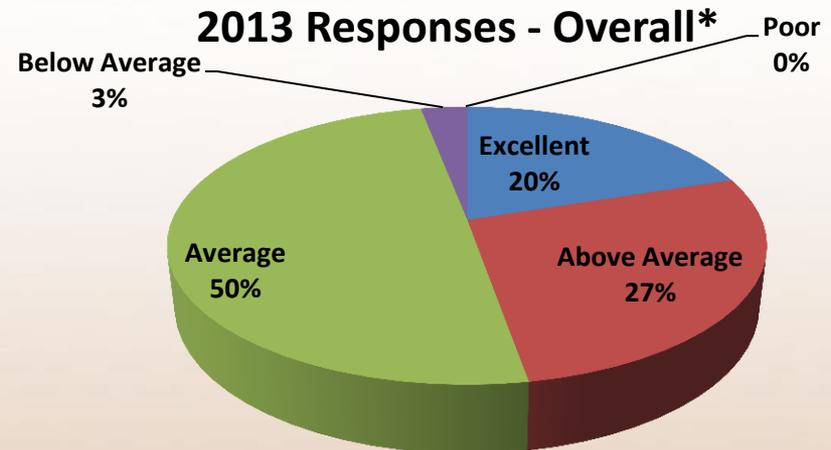
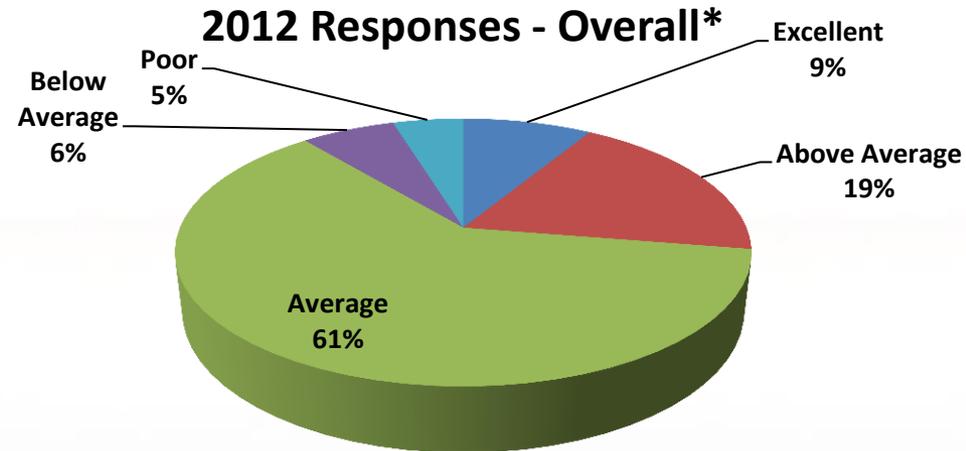
Average Rating by Performance Category



2012: 34 responses^ (30% of total)

2013: 51 responses (14% of total)

^Answered "Db Support" question and were SQL subscribers.

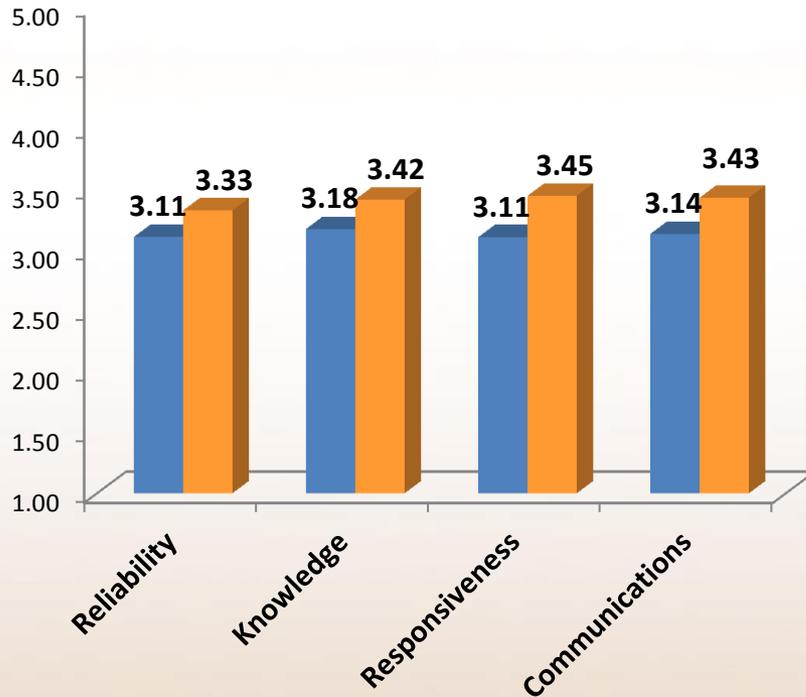


*Combined responses of 4 performance categories.

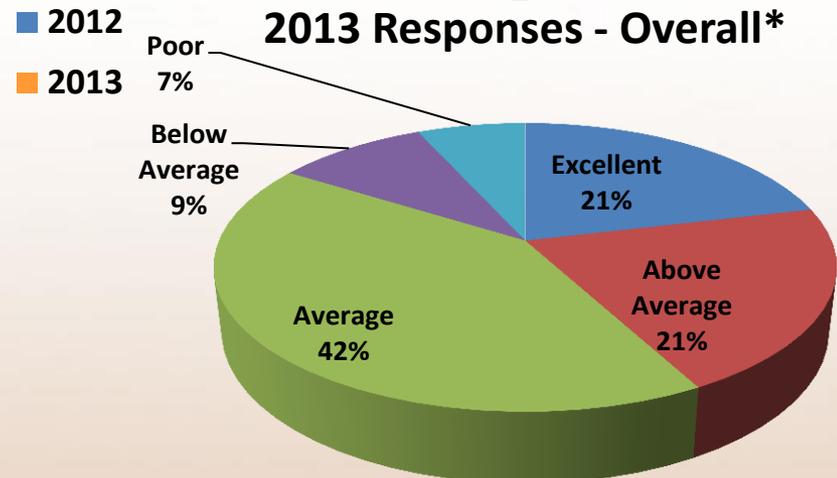
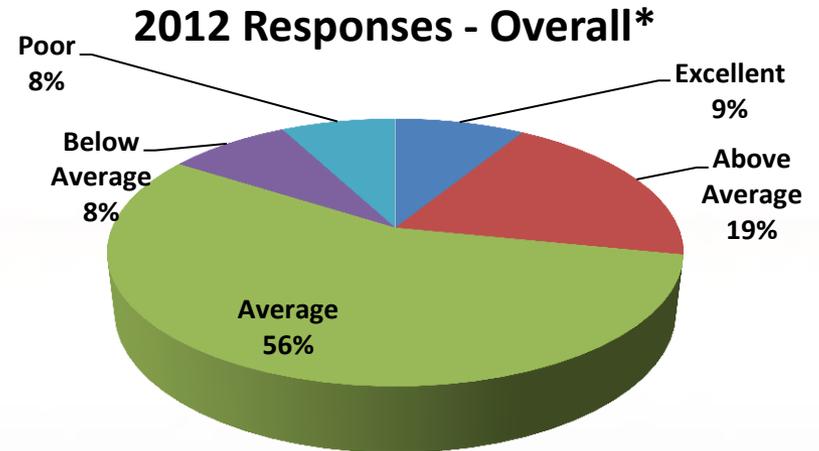
Disaster Recovery

Overall Rating 3.41, up 8.7% from 2012 (3.13)

Average Rating By Performance Category



2012: 54 responses (47% of total)
2013: 67 responses (18% of total)

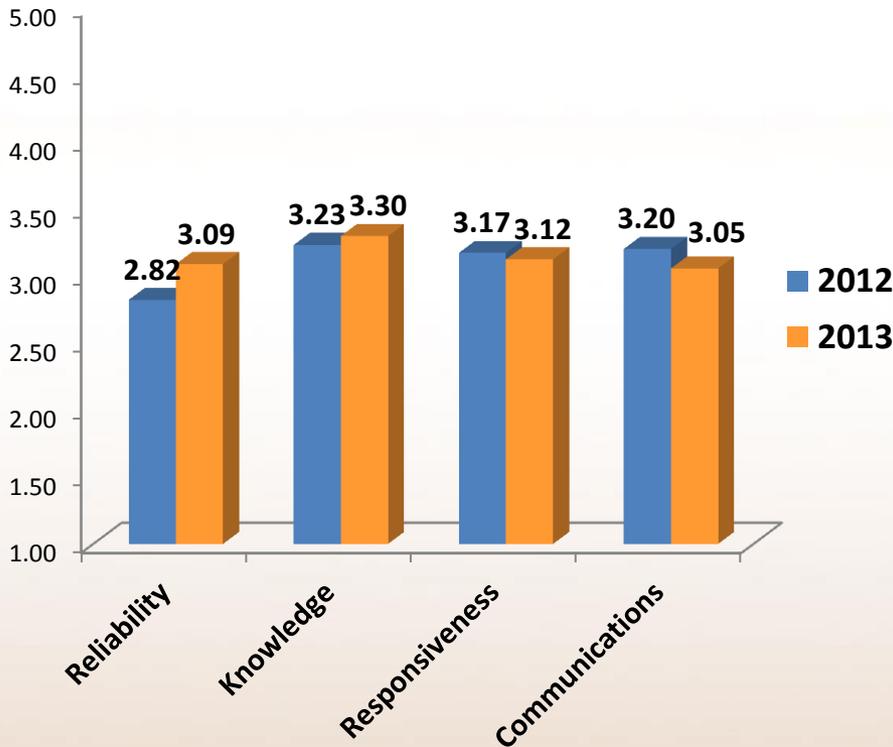


*Combined responses of 4 performance categories.

Email – CA.Mail

Overall Rating 3.14, up 1.3% from 2012 (3.10)

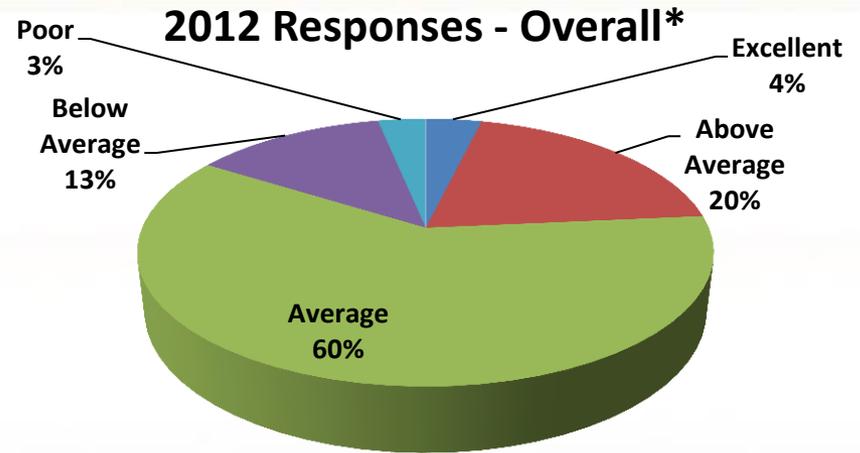
**Average Rating
by Performance Category**



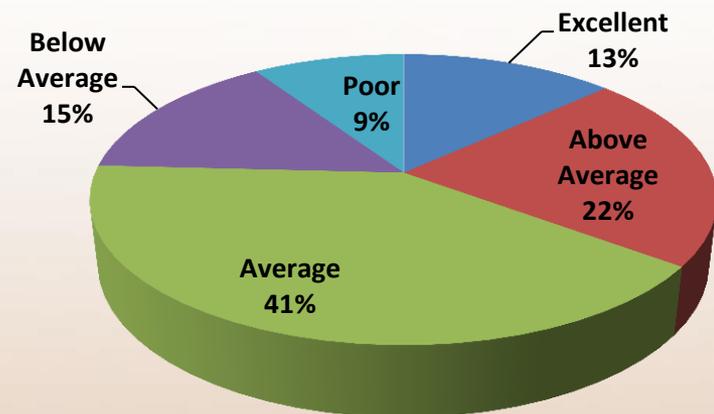
2012: 49 responses^ (43% of total)

2013: 92 responses (25% of total)

^Answered "Email" question in 2012 and were CA.Mail subscribers.



2013 Responses - Overall*

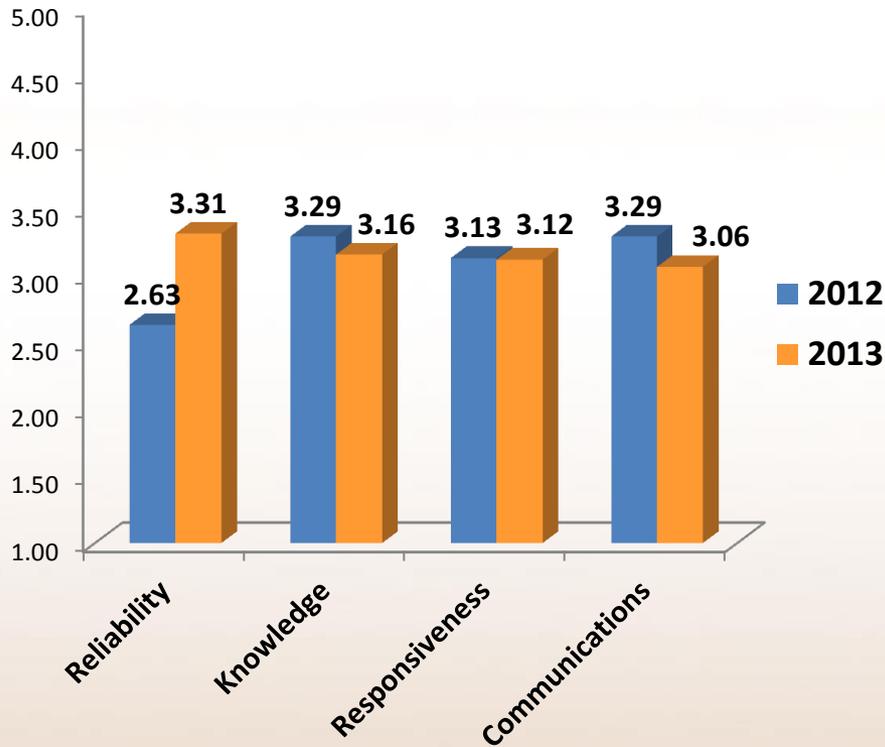


*Combined responses of 4 performance categories.

Email – CES

Overall Rating 3.16, up 2.7% from 2012 (3.08)

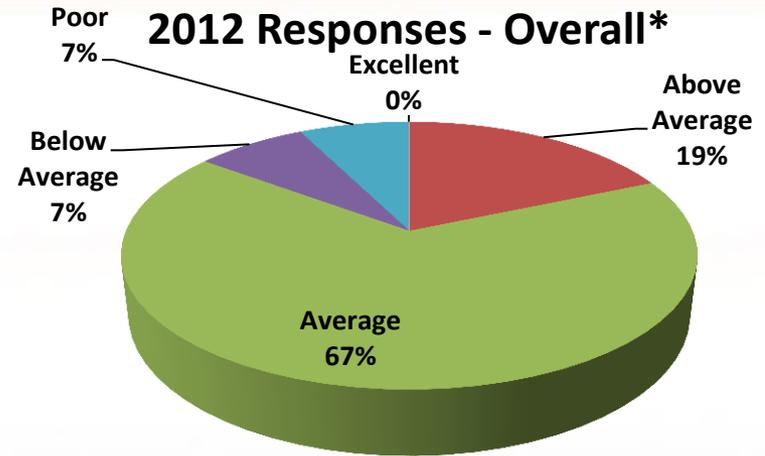
Average Rating by Performance Category



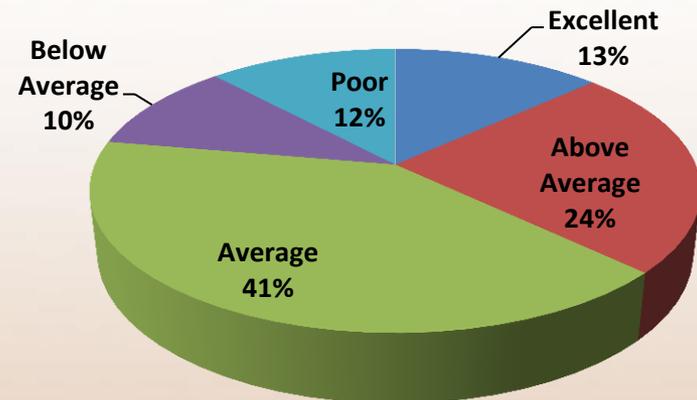
2012: 8 responses^ (7% of total)

2013: 79 responses (22% of total)

^Answered "Email" question in 2012 and were CES subscribers.



2013 Responses - Overall

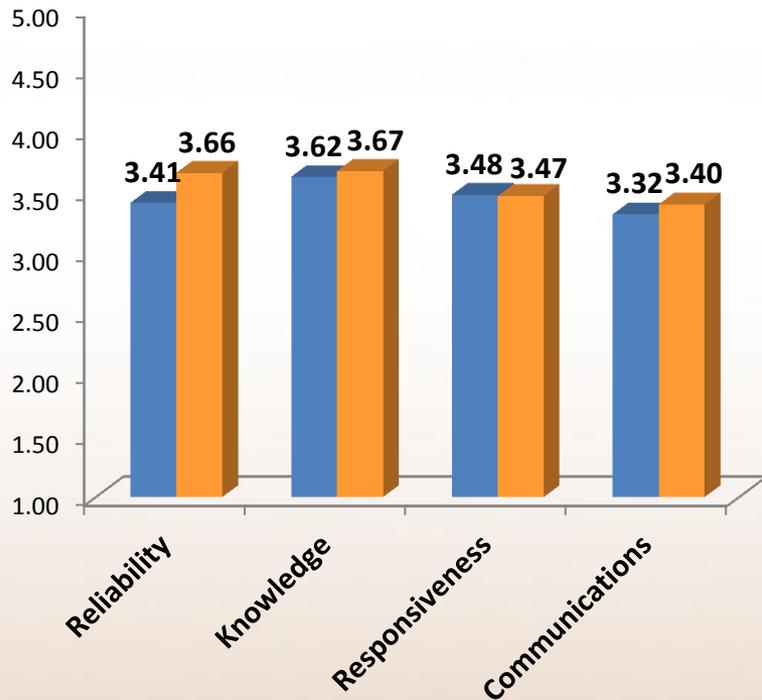


*Combined responses of 4 performance categories.

Network Services

Overall Rating: 3.55, up 2.6% from 2012 (3.46)

Average Rating By Performance Category

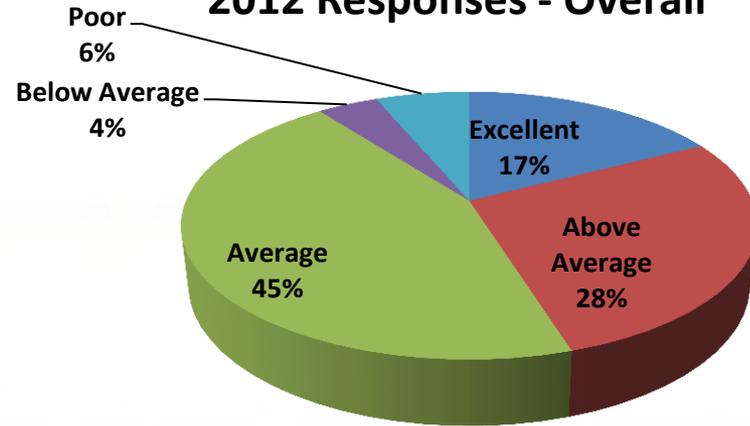


2012: 73 responses (64% of total)

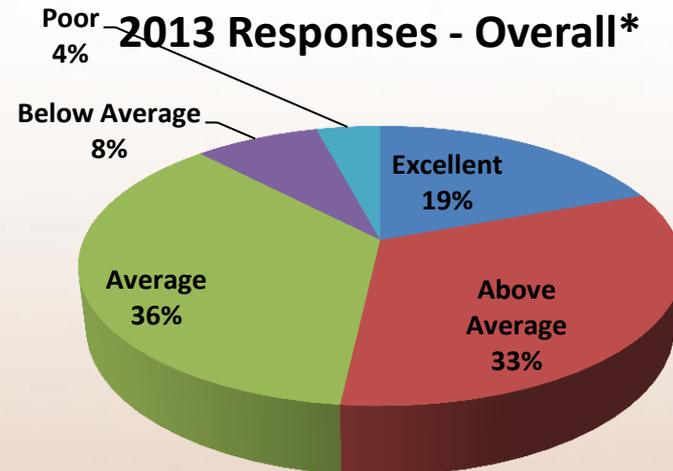
2013: 128 responses (34% of total)

■ 2012
■ 2013

2012 Responses - Overall*



2013 Responses - Overall*

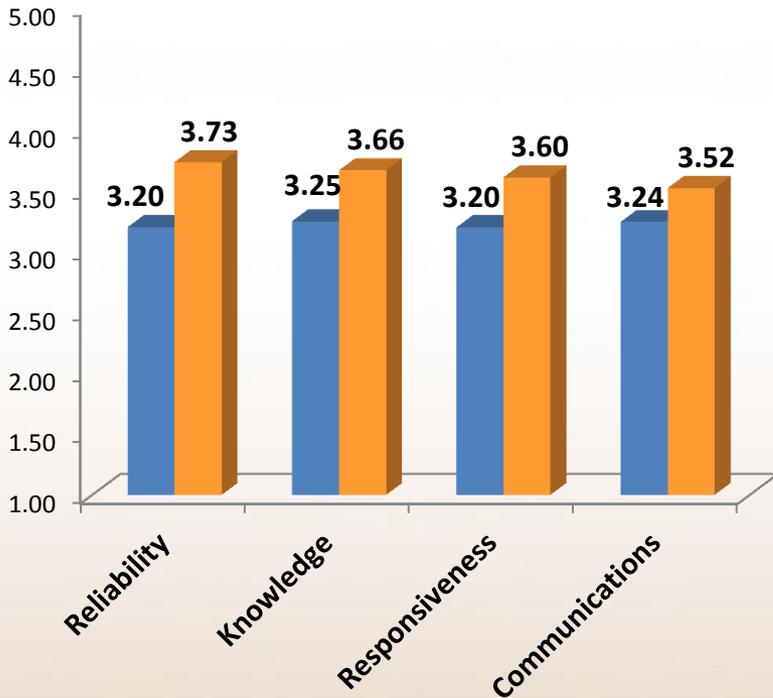


*Combined responses of 4 performance categories.

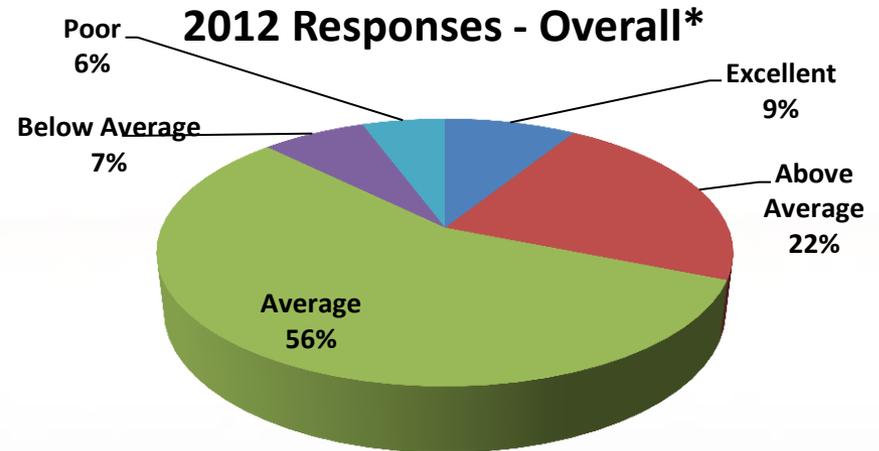
Security Services

Overall Rating 3.63, up 12.7% from 2012 (3.22)

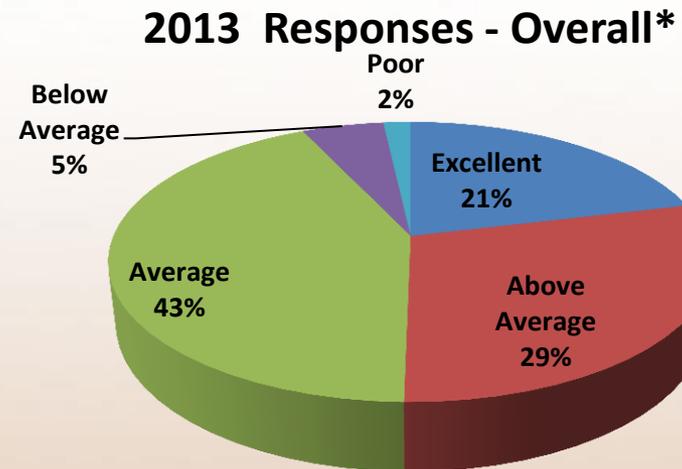
Average Rating By Performance Category



2012: 61 responses (54% of total)
2013: 87 responses (23% of total)



■ 2012
■ 2013

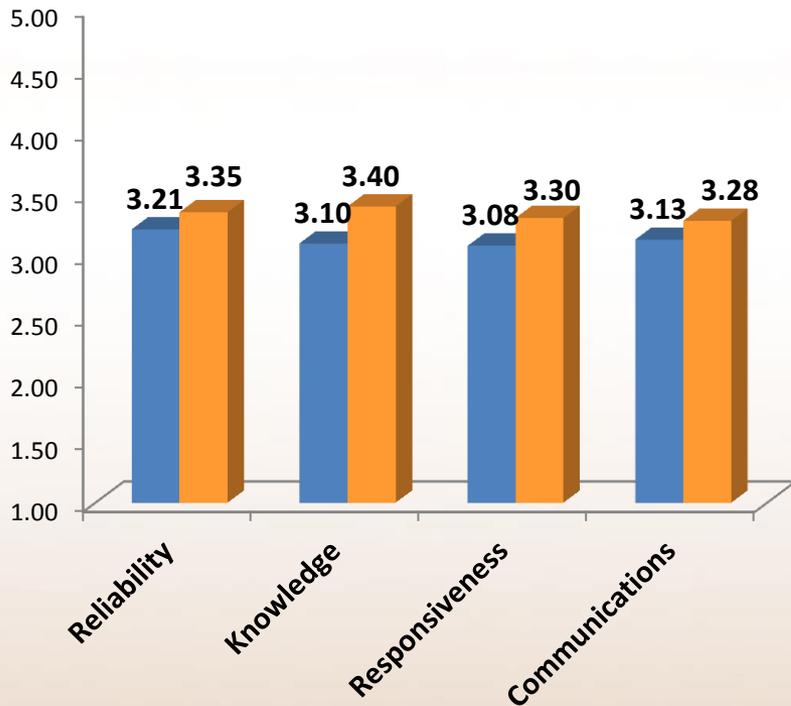


*Combined responses of 4 performance categories.

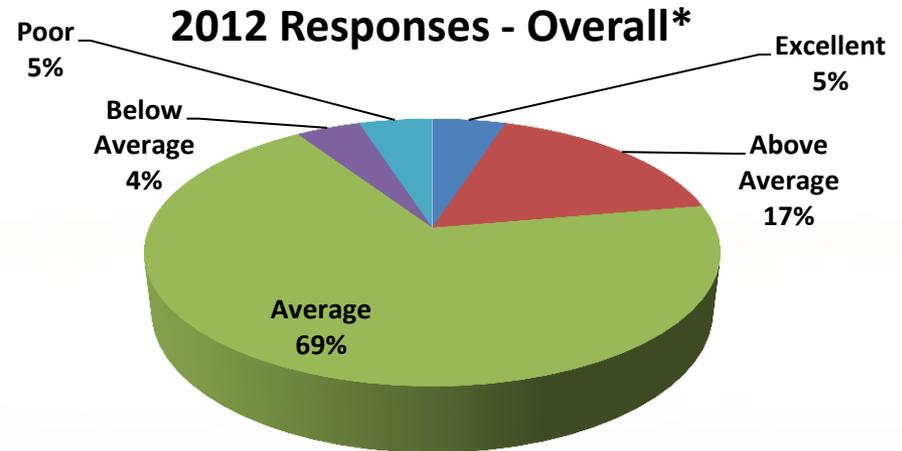
Server Based Computing

Overall Rating 3.33, up 6.4% from 2012 (3.13)

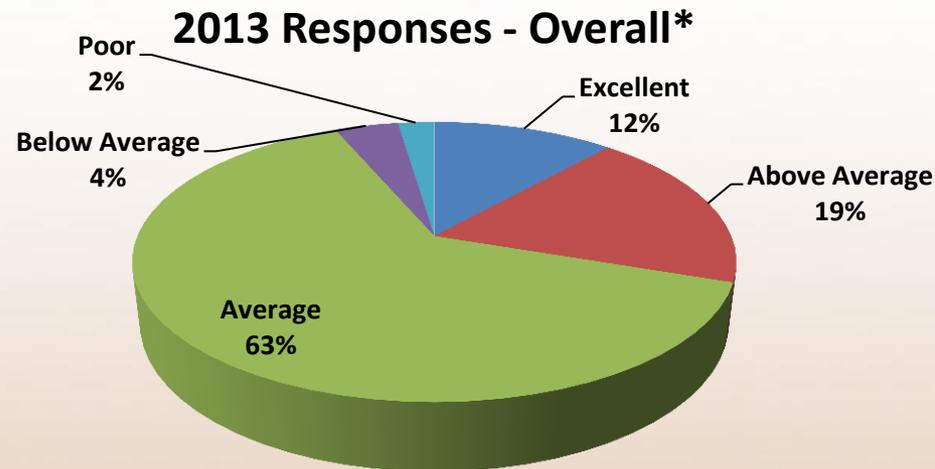
Average Rating By Performance Category



2012: 43 responses (38% of total)
2013: 43 responses (12% of total)



■ 2012
■ 2013

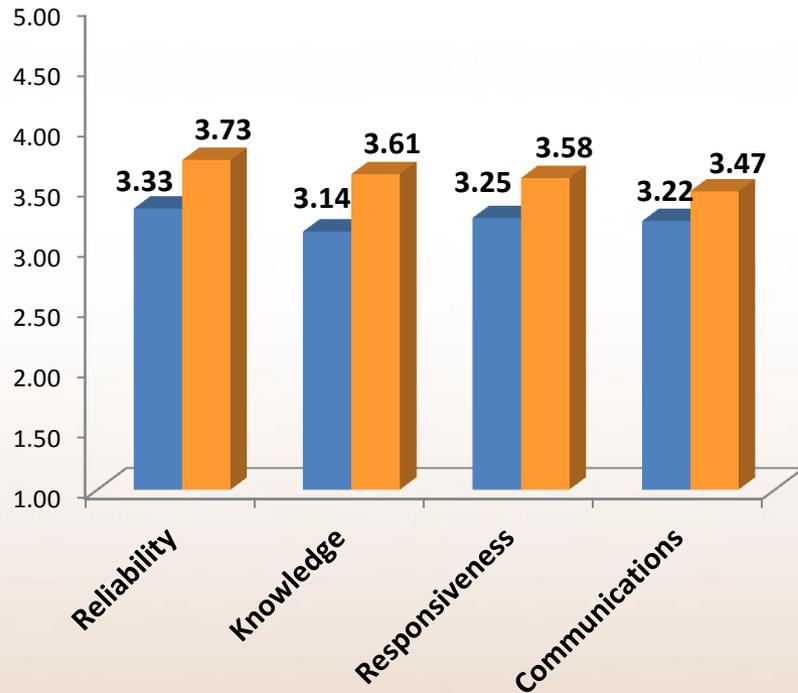


*Combined responses of 4 performance categories.

Tenant Managed Services

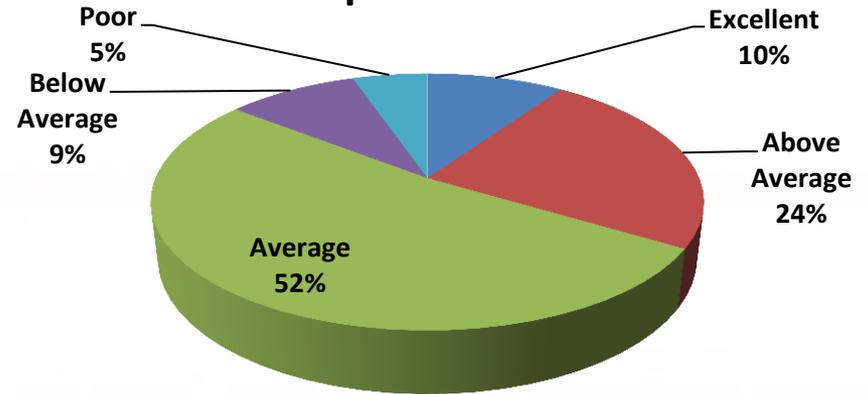
Overall Rating 3.60, up 11.2% from 2012 (3.24)

**Average Rating
By Performance Category**



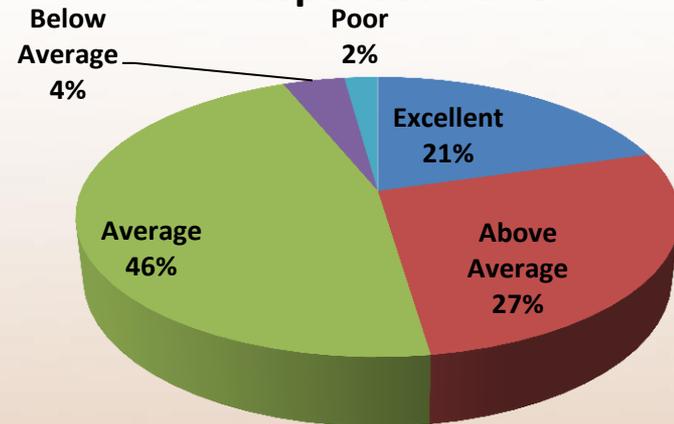
2012: 61 responses (54% of total)
2013: 70 responses (19% of total)

2012 Responses - Overall*



■ 2012
■ 2013

2013 Responses - Overall*

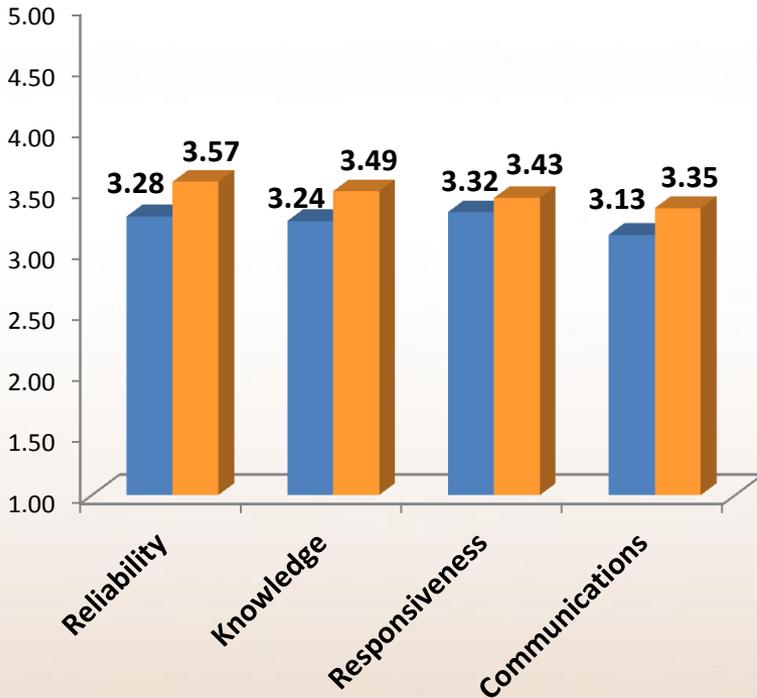


*Combined responses of 4 performance categories.

Website Hosting

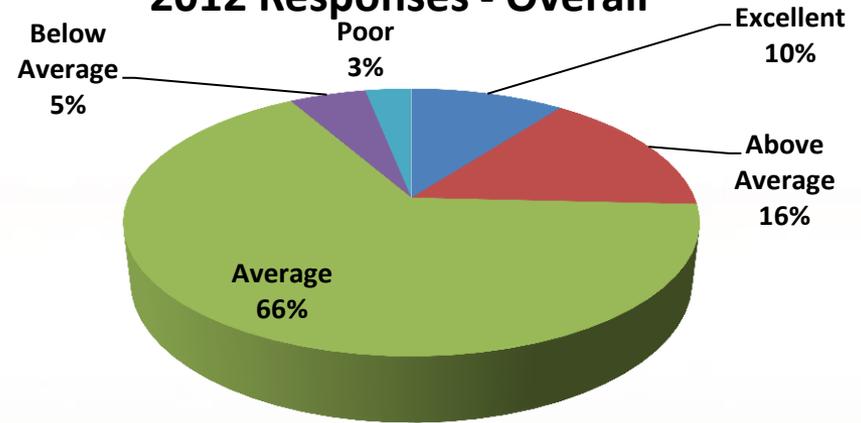
Overall Rating 3.46, up 6.5% from 2012 (3.25)

Average Rating By Performance Category

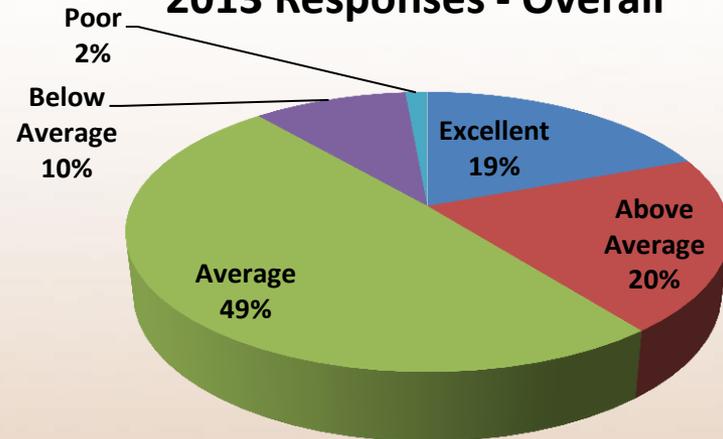


2012: 53 responses (46% of total)
2013: 54 responses (14% of total)

2012 Responses - Overall*



2013 Responses - Overall*

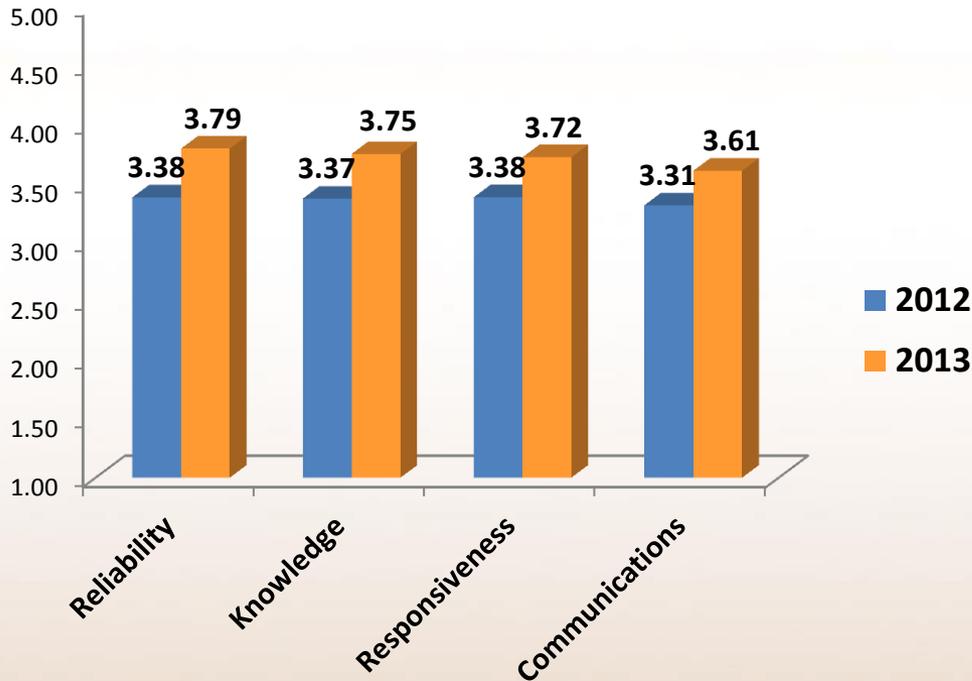


*Combined responses of 4 performance categories.

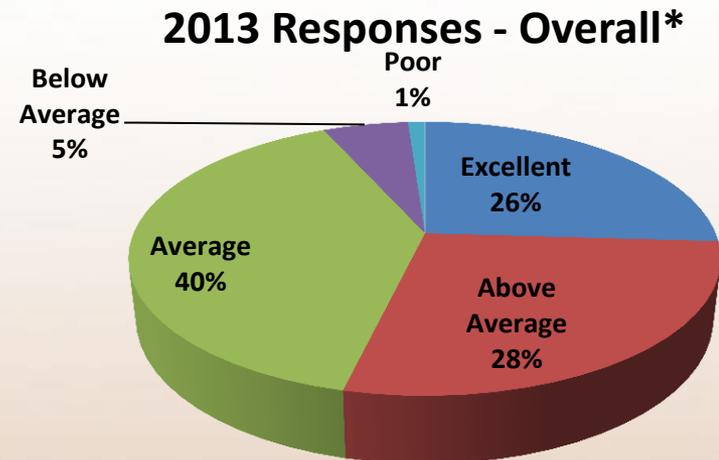
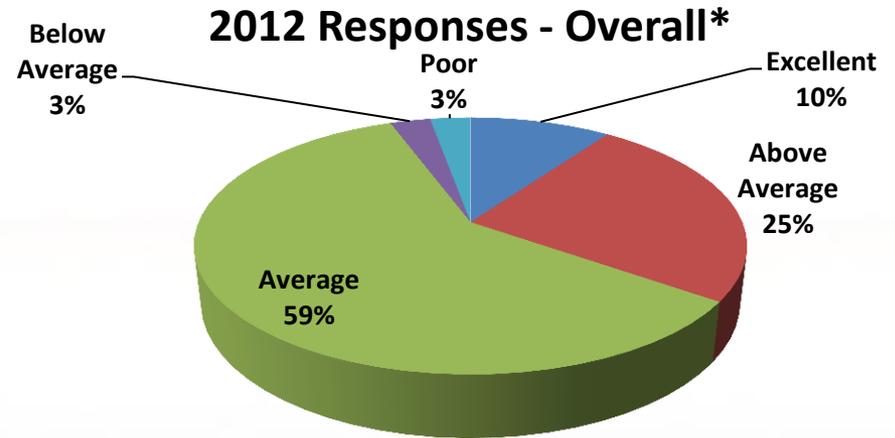
Web Services - Secure File Transfer

Overall Rating 3.72, up 10.6% from 2012 (3.36)

Average Rating by Performance Category



2012: 58 responses (51% of total)
2013: 68 responses (18% of total)

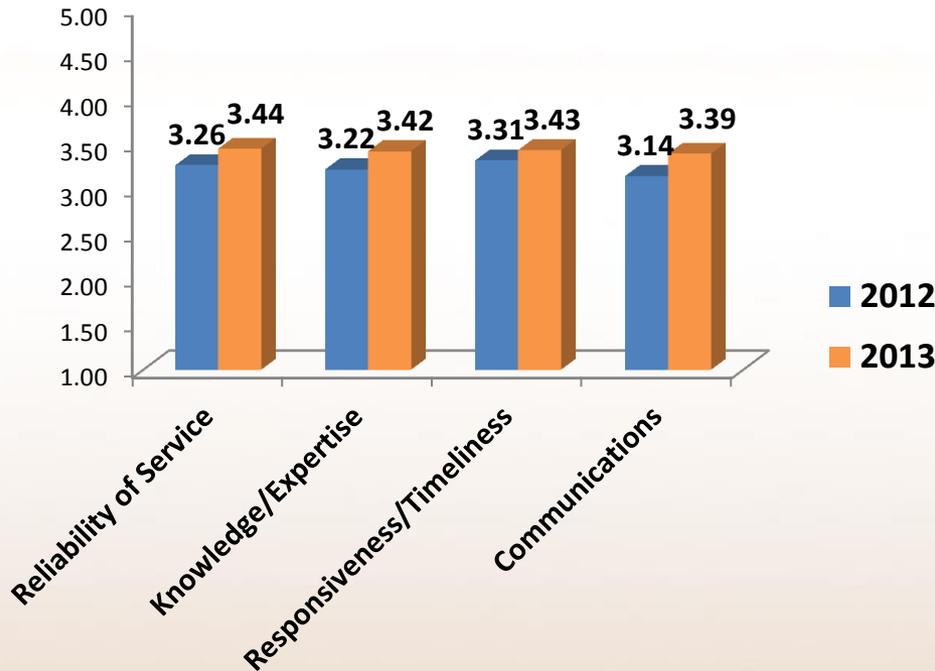


*Combined responses of 4 performance categories.

Web Services – Ursus CMS

Overall Rating 3.42, up 5.7% from 2012 (3.23)

Average Rating by Performance Category

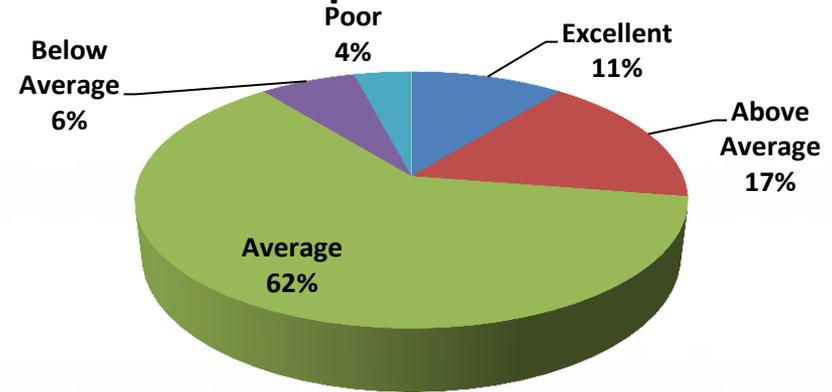


2012: 42 responses^ (37% of total)

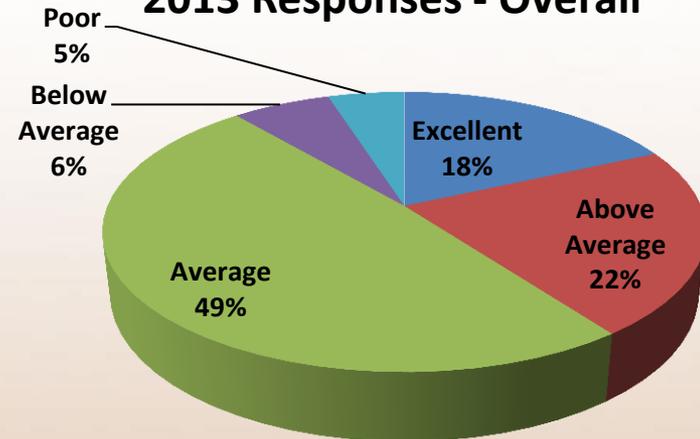
2013: 36 responses (10% of total)

^Answered "Web Hosting Services" question and were CMS subscribers.

2012 Responses - Overall*



2013 Responses - Overall*

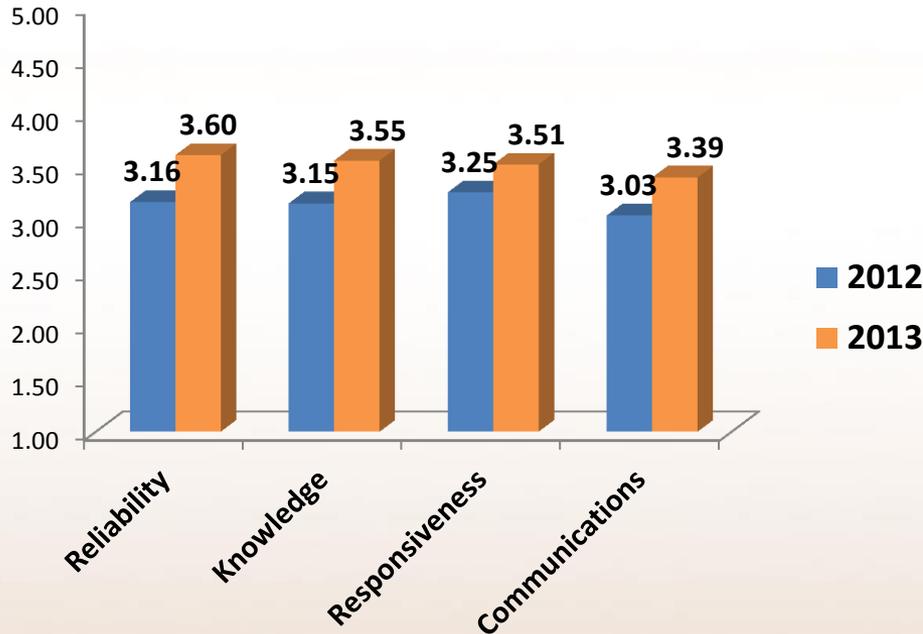


*Combined responses of 4 performance categories.

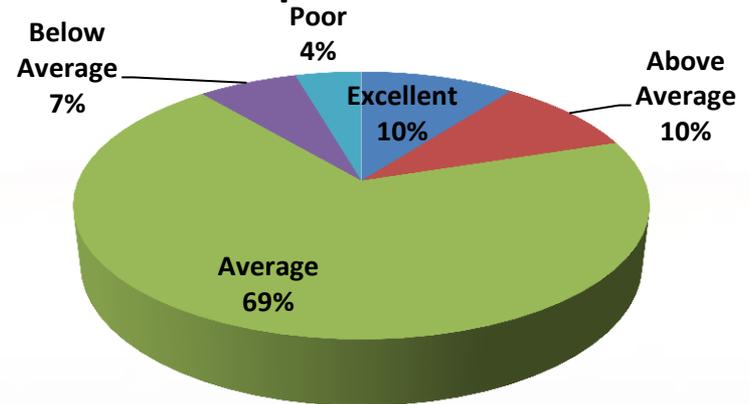
Web Services – Other

Overall Rating 3.51, up 11.6% from 2012 (3.20)

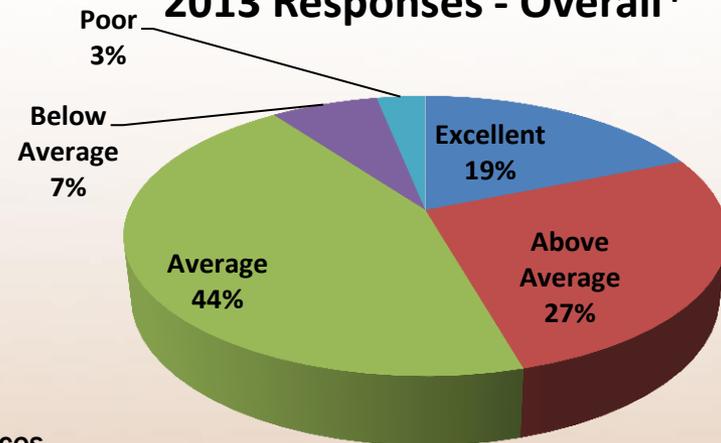
**Average Rating
by Performance Category**



2012 Responses - Overall*



2013 Responses - Overall*



2012: 38 responses^ (33% of total)

2013: 41 responses (11% of total)

^Answered "Web Hosting Services" question and used 'other' Web Services (Listserv or SSL Certs).

*Combined responses of 4 performance categories.