

# Information Technology Strategic Plan



## “Voice of the User” Survey Results Report

Prepared by:



July, 2016

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## 1.0 Survey Methodology

Between June 10, 2016 and June 24, 2016, NexLevel Information Technology, Inc. (NexLevel) conducted an on-line survey of City of Carson City (City) employees to assess their satisfaction with the support they receive from the Information Technology Department. Of the approximately 575 City employees invited to take the survey, 193 employees participated (34%).

The survey included four types of survey questions: Demographic, Standard Rated Response, Yes/No, and Open-Ended.

### Demographic Questions

These questions provide a profile of the respondents and include:

- Department
- Role within the department
- Method, frequency and reasons to contact IT for assistance

### Standard Rated Response Questions

For each question that asks for a "rated" response of satisfaction, a chart documents the percentage of responses for level of satisfaction (Very Satisfied, Satisfied, Somewhat Satisfied, Very Dissatisfied, Dissatisfied, Somewhat Dissatisfied). The total number of responses may not equal 193 as the respondents could stop the survey at any point.

### Yes/No Questions

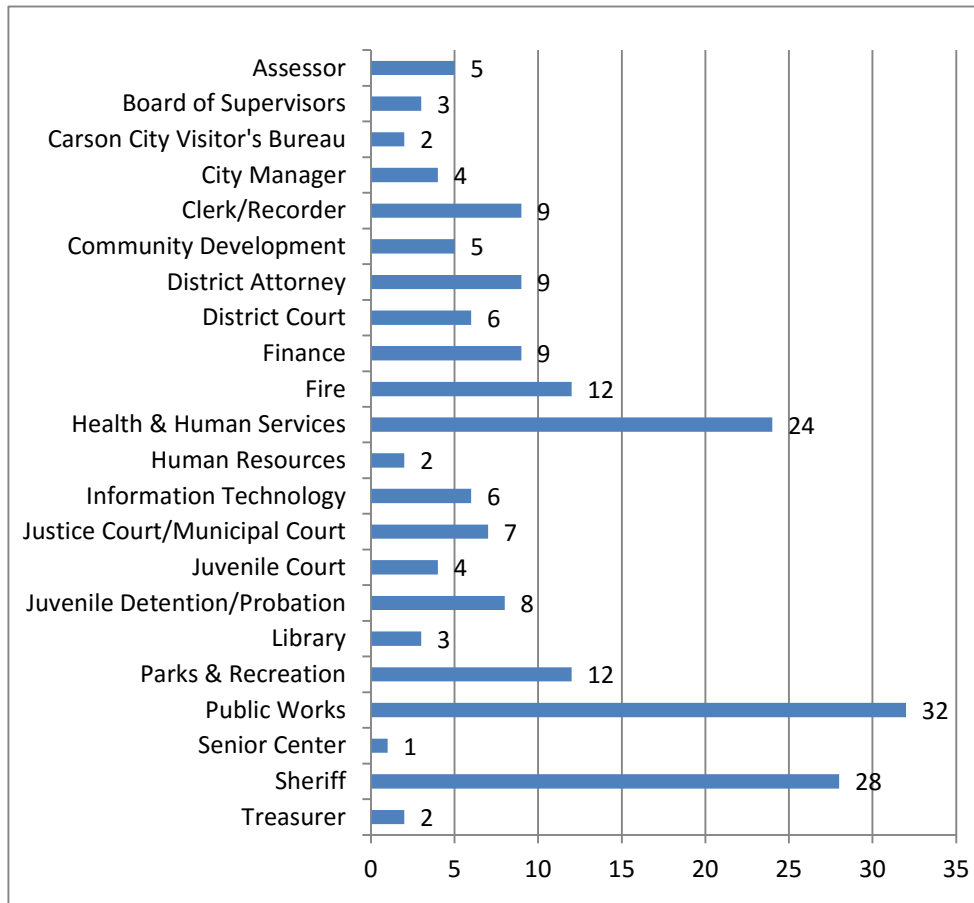
Questions that ask for a "yes" or "no" response, and allow comments when the response is "yes".

### Open-Ended Questions

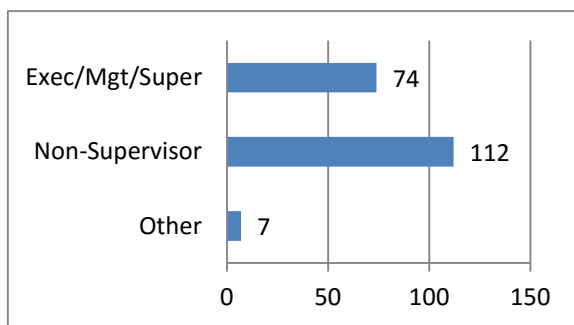
Some survey questions provide for open-ended responses, comments or observations. NexLevel provides these comments from all users; however, comments relative to specific individuals, duplicate answers, no comment, or N/A responses have been deleted. In addition, some misspellings have been corrected.

## 2.0 Respondent Information

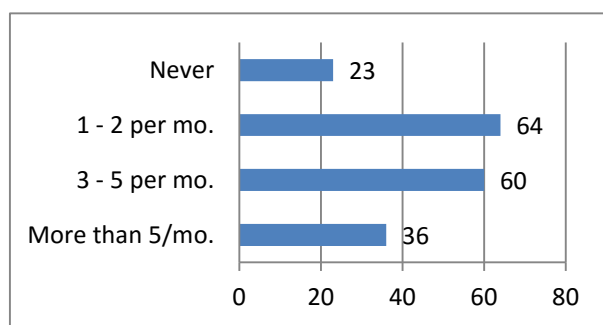
### Q1 - Department (193 Responses)



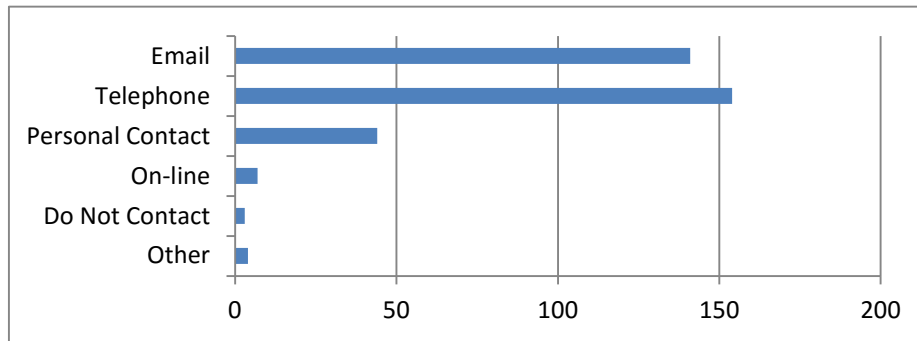
### Q2 - Role in Organization (193 Responses)



### Q4 - Frequency of IT Contact (183 Responses)



**Q3 - Method of Contacting IT (184 Responses, multiple answers allowed)**



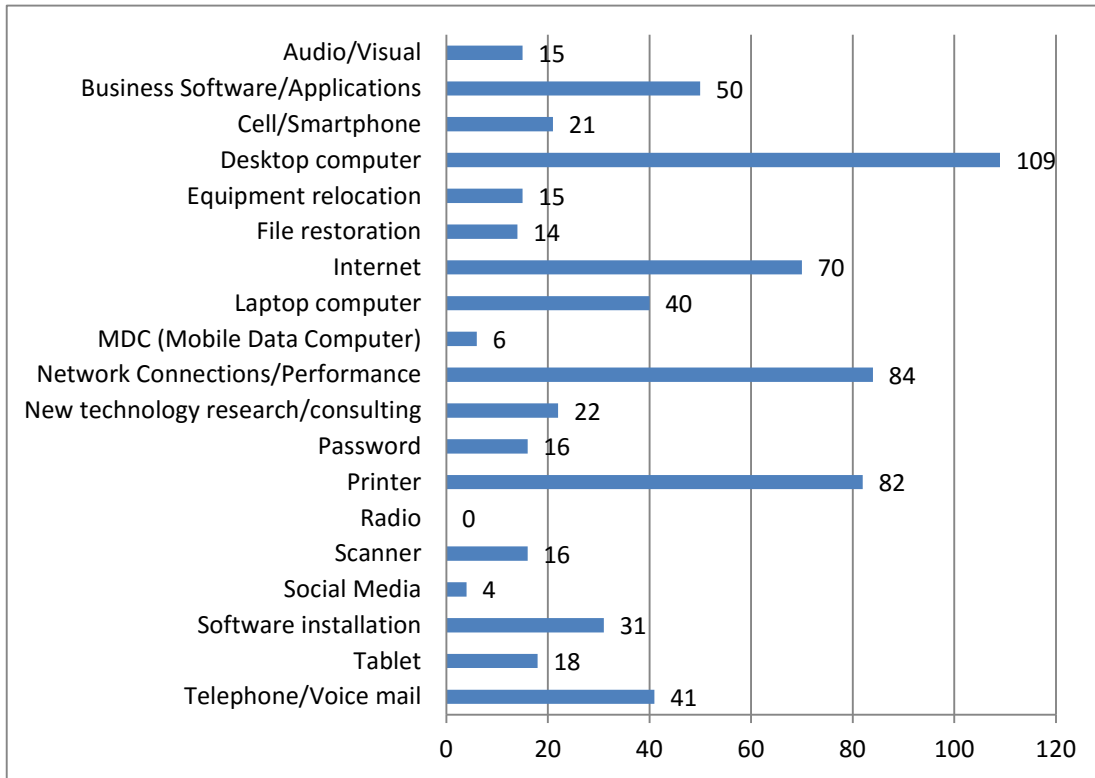
**Other (Please specify)**

- Depends on what I need and how urgent
- Email
- Sometimes I contact office manager and sometimes direct phone call.
- Through the court's IT person, Tracy

### 3.0 Service Delivery

#### Q5 - Reasons you contact IT

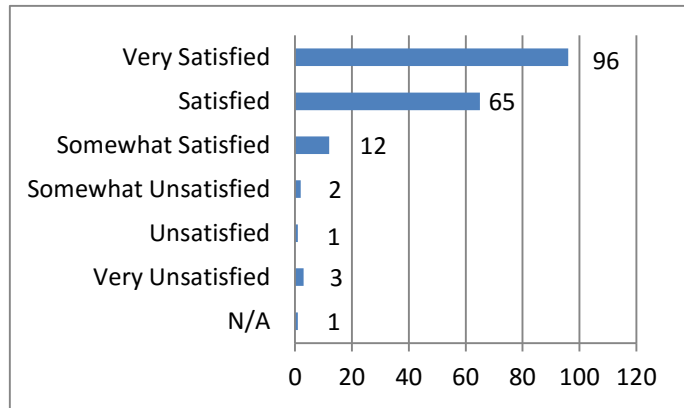
174 people responded to this question. The following chart identifies the reasons respondents provided for contacting IT. Respondents could check more than one reason.



#### Other (Please specify)

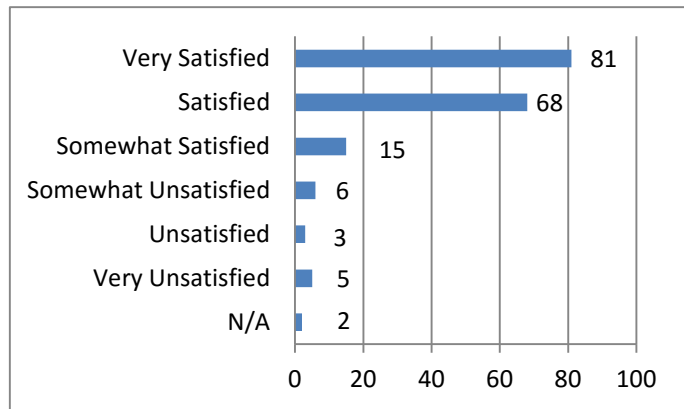
- AS400
- e-Clinical Works
- Electronic Medical Records functioning
- I am a new employee so setting up devices.
- I am sent a 45-day report through a secure email. I have problems opening the attachment. I have also had problems with errors and the CAREWare system, which is a work in progress.
- Mostly for the new Granicus program
- Network Access for new employee
- Posting information, corrections on website
- Programs not working
- Software Program issues
- Specific reports and HTE issues
- We had just moved into the MAC so there were some connectivity issues, but IT has been great with us!
- Website and outside access to files

**Q6 - Hours of Service provided by IT**



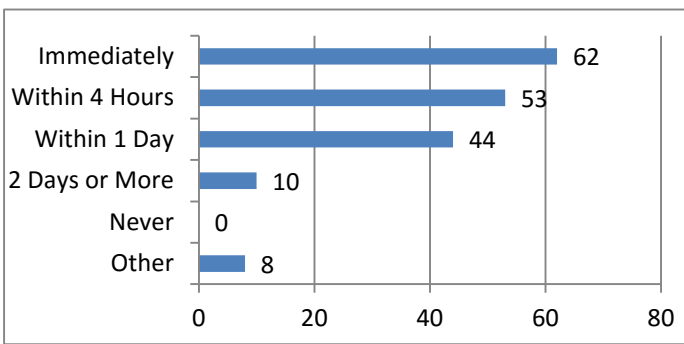
180 Responses

**Q7 - Process to report issues to IT or request services from IT**



180 Responses

**Q8 - Time it takes IT to acknowledge your request for service**



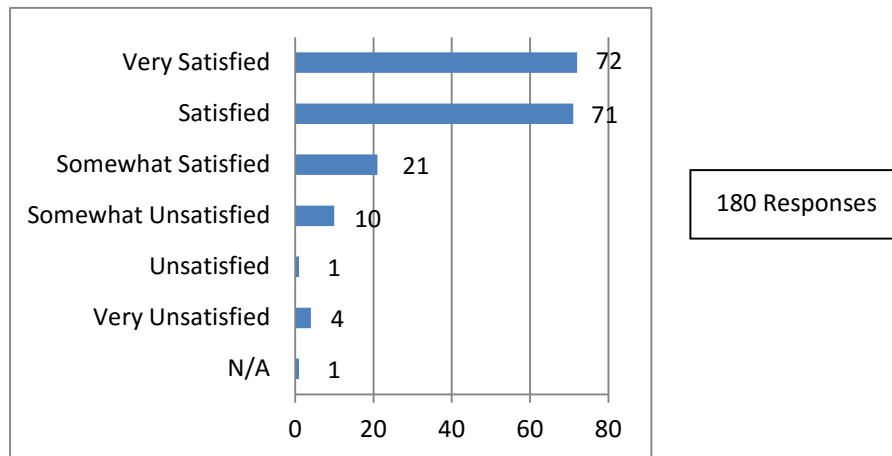
177 Responses



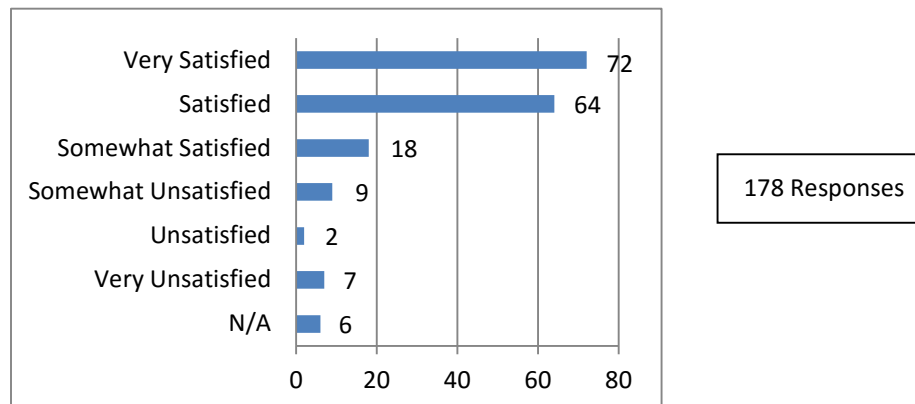
**Other (Please specify)**

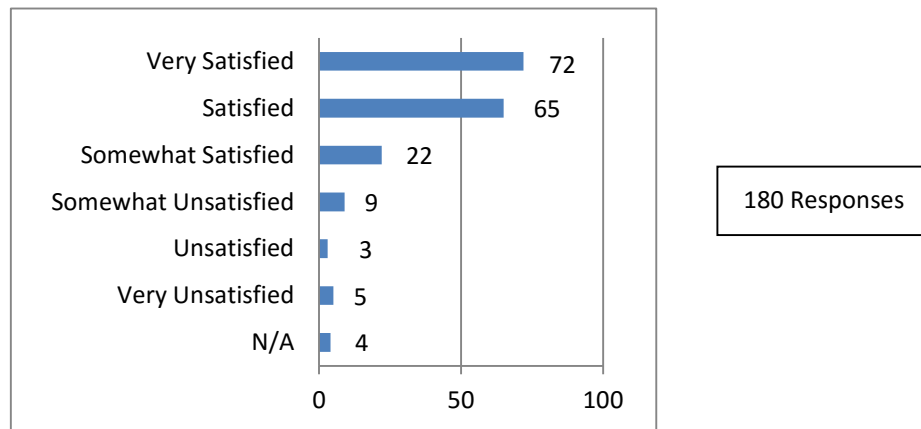
- Almost everytime I have needed help its been within Immediately to about an hour.
- At times it may be more than 2 days, or could be weeks.
- Depends - Auditors request 3 reports on Wednesday regarding GMBA security, I only received one so far. It's now Friday.
- Depends on who the request goes to. Sometimes it is immediate and then there are times that it takes forever to take care of the problem.
- It varies
- Usually same day turn around
- Usually within an hour
- Very good response from hours to 1 day, with the exception of one person who never responded to my emails.

**Q9 - Time it takes IT to solve/correct your problem**



**Q10 - Communications on issue resolution from IT**



**Q11 - IT follow-up on the service provided****Q12 - Comments on IT service delivery**

- Always very helpful and informative. Service with a smile!
- Everyone there is very helpful and nice!
- Front line crew is exceptionally eager to get things fixed and working as fast as possible. Their demeanor is outstanding. Market your guys and gals.
- Great people.
- I am not saying that this is all of the IT department. It is only some individuals that I have had to have contact with in my department recently. I understand fully that they have a very busy schedule, as well as myself. I feel as if some things have fallen poorly through the cracks. If you were to look back a year or so ago, I believe that we had better services. There is a severe lack of communication and zero follow up. I also understand that these individuals have gone to school for this career but they have argued with individuals in our department about how some electronics work for us. If they would just take a second and a step back, then they may learn something new and easier. I cannot say I could do this myself but they could learn a thing or two from their colleagues.
- I appreciate all the help we receive from IT.
- I have experienced being unable to log into webmail and the system on weekends which usually don't get fixed until the week starts. Maybe I need to have more familiarity with the emergency contact numbers.
- I have not experienced a follow up/check back. Lucky if I am even able to discuss what was the issue. My normal experience with an IT Technician is he "flies in and flies out" with little to no communication. Also the issue may not be resolved the way I need it. IT tends to do what they want and not what you ask/need. If one technician knows how to resolve the issue, the tech that arrives doesn't want to hear that nor get advice from the one that can successfully resolve the problem. We have been told we can request a specific technician so we deal with the problem or a bigger issue arises from the results of that specific service.
- I receive quick, friendly, and attentive service from most everyone in the IT dept.
- I think that some of the staff needs more training? Changes can be made to computers, but then the following week, you have to call again and have it fixed. Security is another issue. Why can't you copy a user's access and give it to another?
- I'm very satisfied with IT's service delivery. Good job and thank you!
- IT has consistently been very responsive and efficient in resolving my issues
- It is refreshing to see the type of professional and knowledgeable employees IT is composed of. Always

ready to find a solution to the problem and follow up after the issue has been resolved.

- IT Staff provides respectful and considerate customer service. I personally appreciate this quality service
- It would be helpful to have a standardized IT request form in order to forward and advise the full nature of the problem, as well as the urgency in resolution, and receive a ticket number right away. Being at the Court, it is imperative that our systems are always in full working order or else time and money is wasted on a large scale and schedules have to be reworked which is not always possible within given time frames of the court system.
- Keep up the good work.
- Kind and professional
- More cross training is needed with specialty application/software as one of eight requests will result in the person who takes the request has to pass it on to someone who has the expertise - and that person may be off for the day, out sick, etc., resulting in a delayed response. However, this has started to occur with less frequency than before.
- Most of the time service is prompt with good communication. There was one instance in which it took over a month to complete a very simple task.
- Not only are they prompt, but they are also always very friendly and helpful with a great attitude! Thank you!
- Once we obtain the service from IT, 99% of the time it is wonderful. Our problem is generally at the beginning of an issue, we don't know what to tell customers other than the computers aren't working right now because IT doesn't inform us of what, when, why & how.
- One IT staff member does not timely respond or acknowledge requests sent directly to this person via email.
- Our whole daily functioning depends on the computers working. It is very difficult if it goes down and we are not able to function. Wish we had the ability to always have it working correctly.
- Service is much better now than it has been in the past. I remember waiting weeks for a response to some problems.
- Sometimes it takes too long to get things done. Maybe more communication will be better
- Thank you for all you do. I am sure the staff are not thanked often enough and those that need IT assistance are often demanding. I can only imagine all of the tasks that are completed City-wide. What you do is very important to the operations of the City. Thank you!
- The IT guys are awesome, pleasant, attentive and extremely helpful. The equipment, not so much.
- The IT staff is very knowledgeable, customer service has been outstanding.
- The only problem is not with our IT dept., but with our Internet connections. It is frustrating when unable to maintain/establish internet connections and our IT guys can't do anything to fix it, as they are waiting for state IT, etc. Our IT dept. is fabulous and very helpful to those of us that are not very tech savvy. They are always kind and considerate, and make sure we understand what we can do in the future by ourselves.
- The staff at IT are knowledgeable, accommodating and very helpful.
- There are certain items that it takes longer to get resolved, such as scanning issues.
- There were some problems and miscommunication when I started using Granicus but those issues seem to have been resolved and things are running smooth for now.
- Top-notch service
- You guys always do a great job!

## 4.0 IT Infrastructure

### Q13 - Satisfaction with technology devices

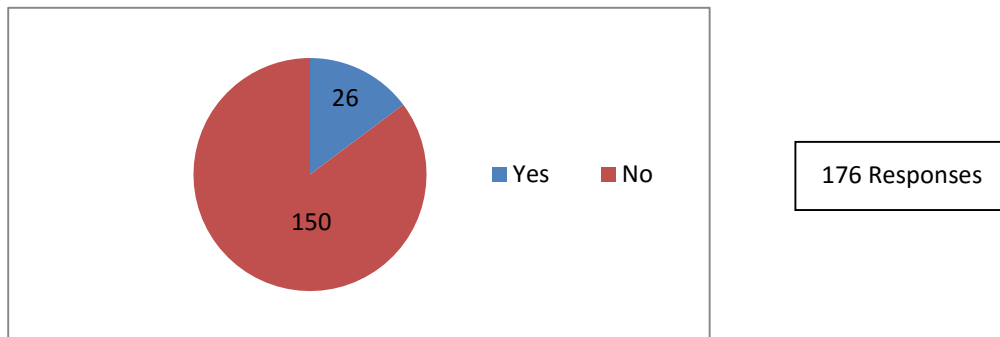
The table below depicts user satisfaction with technology devices used within City departments. Respondents could evaluate multiple equipment.

Device	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	N/A
Desktop PC	43	67	22	13	5	3	23
Laptop PC	21	22	10	5	0	0	87
Mobile Data Computer	7	12	1	4	0	1	111
Printer	35	74	28	9	4	7	12
Scanner	29	71	7	6	3	2	37
Smartphone	25	29	4	1	0	1	83
Tablet/iPad	11	16	4	1	0	1	107
Telephone	41	80	26	3	3	2	9

#### Other (Please specify)

- A new phone was installed and with no operations manual. This would be very helpful to be able to know how to navigate all the functions.
- Douglas County provides our telephone services
- Have been trying to get department -wide encrypted email functions for quite some time without success. Would request that this be put on a priority list for completion
- I am not satisfied with internet.
- My monitor doesn't work very well.
- Our phone systems seem to have some challenges pretty often and our internet is very slow and it drops coverage pretty easy
- Telephone system is not user friendly. We just do not like this system
- Working with Scott on printers.

### Q14 - Is there hardware or equipment you need to perform your job

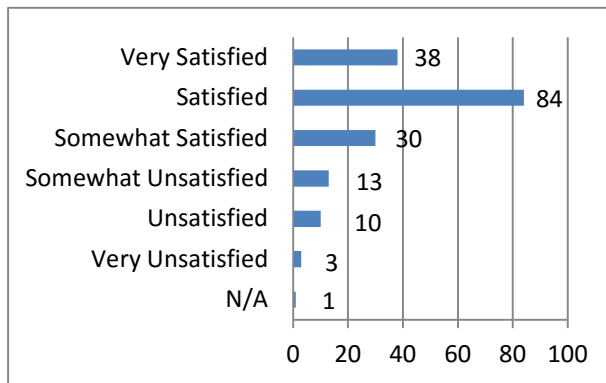


#### Yes (Please specify)

- A better printer to accommodate the needs of the department.
- A disk drive on my desk top. Thin client
- Air card for tablet
- An iPad I can take notes with
- Considering a tablet for one of our field personnel.

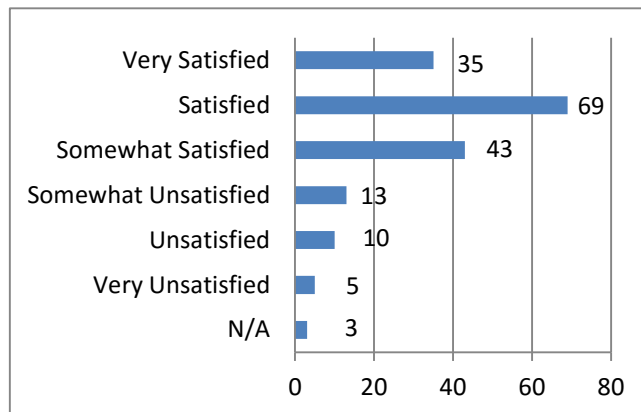
- Electronic Plan Check
- Fax equipment and scanner
- I'd love a laptop. So I could access HTE/GMBA when out of the office. (Not a Macpro) I have no desire to learn a new operating system and Nancy has been very frustrated with hers. Nancy and I attend meetings together at times, and the burden falls on her a lot. Should really be the other way around.
- Just a simple printer
- Laptop for out of office outreach and services to clients
- Large monitor for reviewing plans.
- Larger Wi-Fi network at Fleet.
- Optical cd/dvd drive
- Phone, scanner
- Tablet would allow me to access our systems while in Court.
- Telephone access (no outlet in office)
- We may be moving in the direction of needing mobile devices but not now
- We would like tablets
- Printer/copy machine lease for library.
- Would like to have technology set up to work from home occasionally
- Yes however there is a ticket in for the work and it's been planned for next week

**Q15 - Network availability**



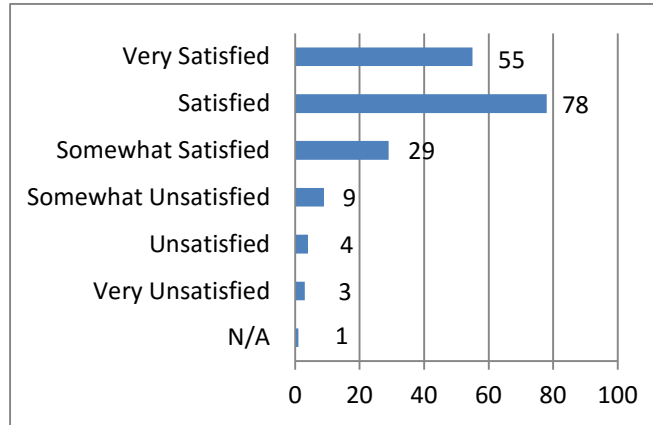
179 Responses

**Q16 - Speed of Internet**



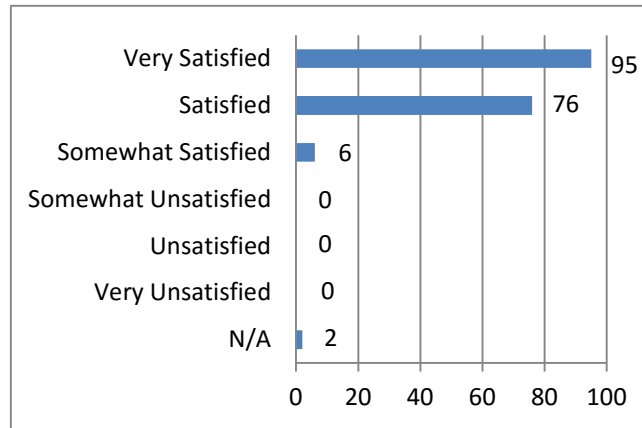
178 Responses

**Q17 - Control of spam and unwanted email**



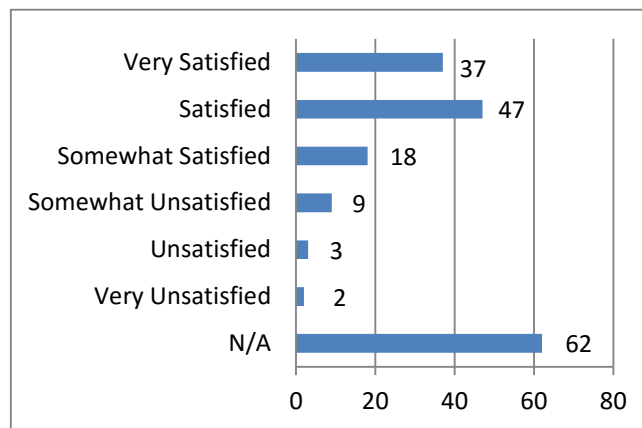
179 Responses

**Q18 - Communications on service outages and maintenance**



179 Responses

**Q19 - Availability of mobile, wireless and remote access**



178 Responses

**Comments on mobile, wireless, or remote access**

- Cell phone usage inside the administration building is spotty, unable to use in certain areas throughout the building
- I cannot get my wireless phone to work well in the setting that I work in and it has apps on it that I work with
- I only have remote access to e-mails from my iPhone. So it's very limiting.
- I still would like to learn about remote access.
- Internet is not very good.
- It would be nice if we could use Microsoft Outlook for mobile devices, since it has much better management tools than the native options we are required to use.
- Maas 360 uses a lot of data
- More to do with GoToMyPC than with IT. I use two monitors at work and two monitors at home but I can only have GoToMyPC on one of my monitors at home and only look at one work monitor at a time.
- Now that we have VPN our Internet is better for the officers
- Staff hooked up my smartphone immediately and were very helpful.
- Station 52 Internet speed is very slow
- The Internet to my computer is not working very well. It says the Browser is outdated. This is starting to affect my work - have not reported it yet.
- The spam software only catches about 50% of the advertisements and other useless junk mail.
- These services are not available to our program
- VPN access is severely lacking
- VPN remote access is extremely slow.
- VPN works well.
- Would like to have technology set up to work from home occasionally

**Q20 - Comments on IT Infrastructure, communications network or its support**

- I know that some of these things are out of their hands. It gets very frustrating on our part when we feel like we are not being heard. All around there is a lack of communication. It can be difficult explaining things to IT when an issue arises and tend to walk away feeling pretty dumb.
- I feel if there is a specific technician that knows your equipment or service that was provided you should be able to contact Help Desk requesting that technician.
- I think the IT staff is responsive as well as knowledgeable on the needs of the Division. In other words, they understand that when we are locked out or shut down it affects more than just typing a letter. They respond quickly and respectfully. Sometimes it's hard to do when everyone that calls you believes they are the most important emergency---your team handles it well and treats everyone as the most important! Thank you!
- Juvenile needs to get a better connection to the Internet.
- Our department is "extremely happy" with the IT department. Friendly, knowledgeable & patient, a perfect mix when dealing with computer illiterates like ourselves. Our only request is better communication. Please.
- Printers fail often and I receive way too many spam emails
- The current staff is highly responsive to IT technology needs of our department. I commend the personal customer service and passion for the job that has been a part of IT staffing changes.
- The network access/Internet is very unreliable and I am often sitting, waiting for it to be restored, restarting computer, having service go out and come back intermittently -- while on tight deadlines and

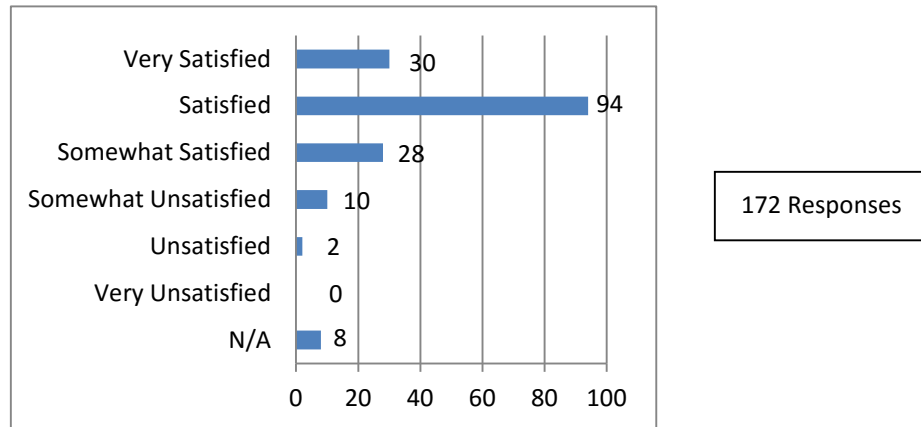
in court is very frustrating. It happens at least every other week is seems.

- The timing of updates seems to coincide with challenges met on the individual devices. Example, today's updates caused us to have to reboot our conference room (laptop) computer twice before all updates were applied. It worked well after second reboot.
- Unfortunately, we have experienced extremely slow network connections at peak times. I'm not sure whether this is due to a provider change or the network delivery system being old. But, it's extremely frustrating when work cannot be completed in a timely manner or calls are dropped when the network is consistently down.

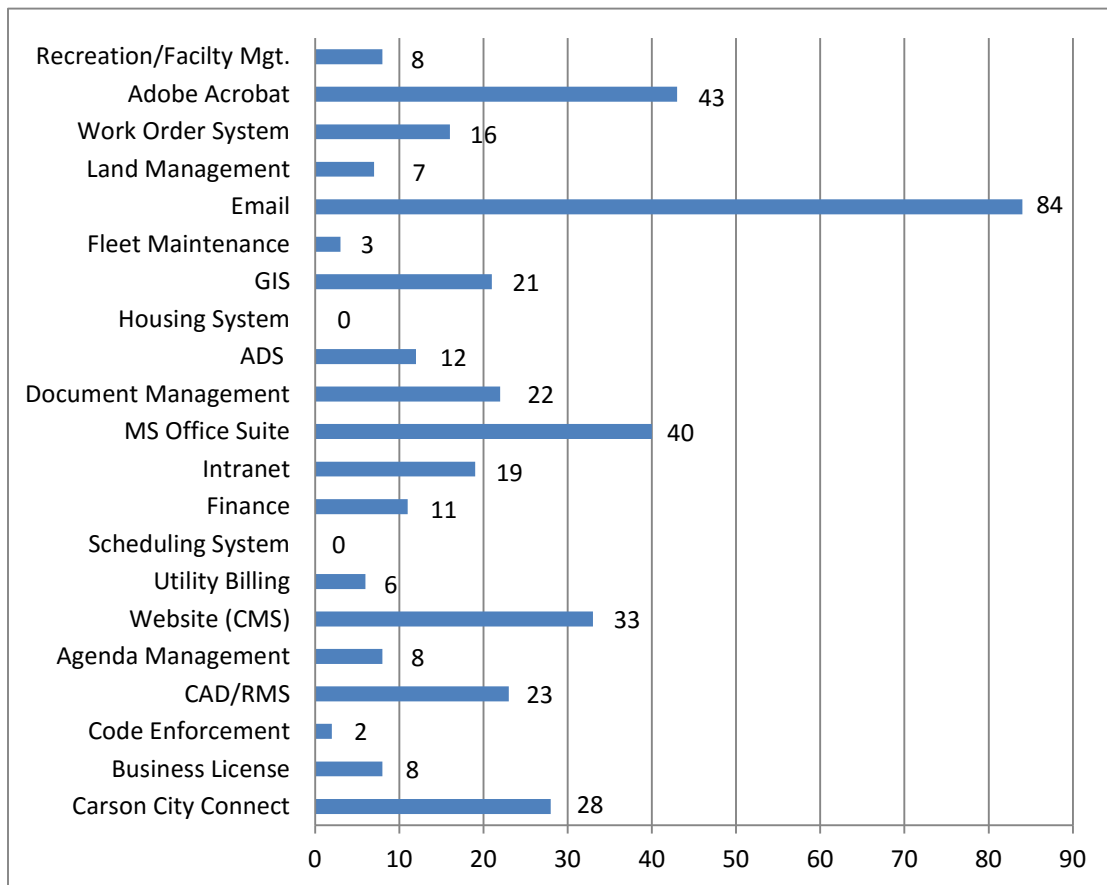


## 5.0 Business Technology Applications

### Q21 – Business applications used



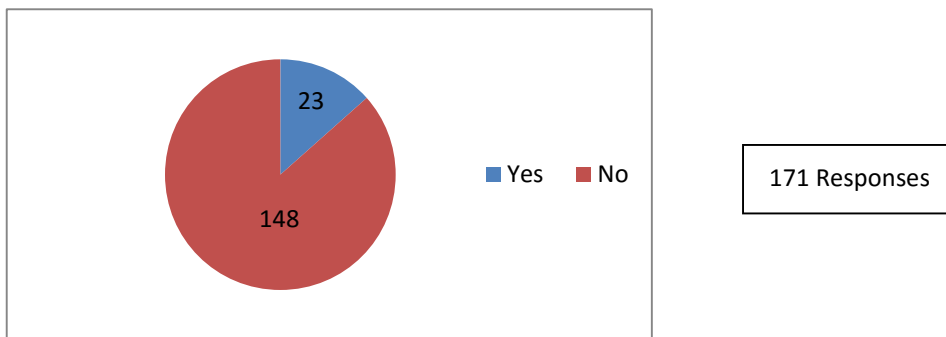
### Q22 - Business applications requiring IT assistance (141 responses, multiple answers allowed)



**Other (Please specify)**

- AS400, HTE, ArcView Map
- Basis
- Court related software.
- Courtview
- Document Management runs really well. I only need to contact IT when my memory space is used up.
- e-Clinical Works
- ECW
- Encryption Protected Email
- FireHouse
- HTE
- If the Historical Society (HRC) was placed into GIS would help.
- Network Access
- Our EMR, eclinical works.
- Parking software click to Gov
- Printer software
- Quicken
- Still trying to get the Library's Board Meetings onto Granicus.
- Sweeps
- Tiburon
- Website is often down for the public to view/print our documents

**Q23 - Are there business applications you need**

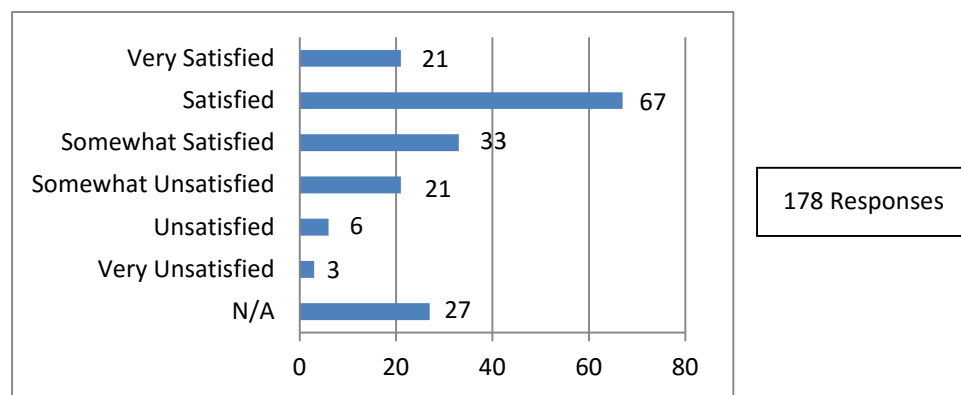


**Yes (Please specify)**

- Adobe acrobat
- Adobe Acrobat Pro for all computers and increased memory
- Asset management, playground safety inventory/inspection
- AutoTurn for Civil 3D 2016
- Better parking software
- Crystal Reports
- EPC discussed earlier.
- eRPortal / Axis camera station /
- First, I have not requested assistance yet but I need to. For our field personnel, I would like a tablet with a map application to identify property ownership.

- Have been trying to get department -wide encrypted email functions for quite some time without success. Would request that this be put on a priority list for completion
- I can live with Internet Explorer, but Firefox might be more efficient
- It is very hard to get data out of HTE to create reports. I have to print the report then manually transfer the data to excel so I can create the report. Also, there is no good "dashboard" to see how many projects are in our queue and how long they have been there at a glance.
- Latest Adobe and form management, fleet management software web based is a huge need within the city.
- Photoshop
- Photoshop would be great for our department.
- Possibly, to set up access for working at home.
- Snag It, etc.
- Some programs are not available to watch or edit video
- We could use the updated and upgraded Webextender.
- We would like MLS and a new CAMA system
- We've tried to work with IT in the past on a document scanning system. Documentum is not user friendly, and there is way too much data entry. GMBA/HTE has an icon to add documents to the AP transactions, fixed asset transactions, etc., so someone was supposed to find a program that could index and secure documents attached to a transaction. Currently anyone can add or delete documents in that system, so we don't use it, because documents can be deleted by someone not knowing what they are doing, and we have no back-up or support, and then we end up with audit findings, break State retention laws, etc. We haven't heard anything in over a year. If there is nothing out there that'll work with GMBA, that's fine, I just haven't heard. In addition, we purchased the P-Card Module from HTE and have never used it because what they originally sold us on, what untrue, they said they'd fix it, well it's been over 3 years. My understanding is we've never received a refund.

**Q24 - Training on business applications**



**Q25 - Comments on business technology applications or support:**

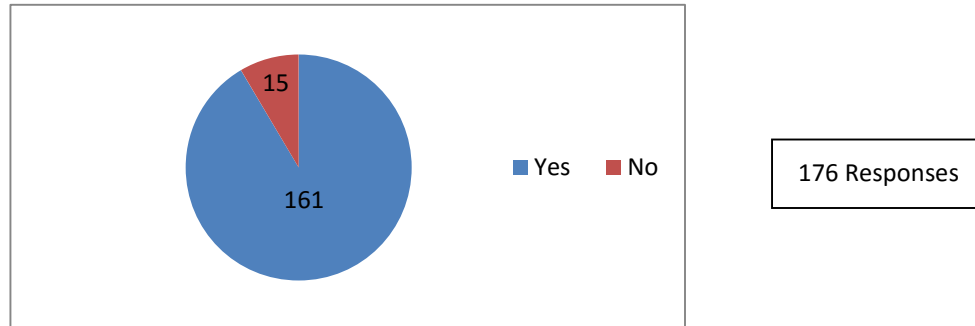
- Haven't received hardly any training in SunGard
- I have requested onsite training for the past few years and have not received it.
- It would be nice if we were allowed to speak directly to individuals who helped us with a problem on the business application previously. Instead of having to go through several different IT employees, getting a different answer every time. When the issue was resolved the first time and we got what we needed

then. It seems as if we are not allowed to request certain individuals for the same issue. What I am trying to say is we need the same steps taken for someone else in our department but because we get another individual answering a work order. We get a completely different outcome and causes issues after-the-fact that seem irreversible. The reason I say irreversible is because basically we hate to call back. Then left feeling like we are pestering IT.

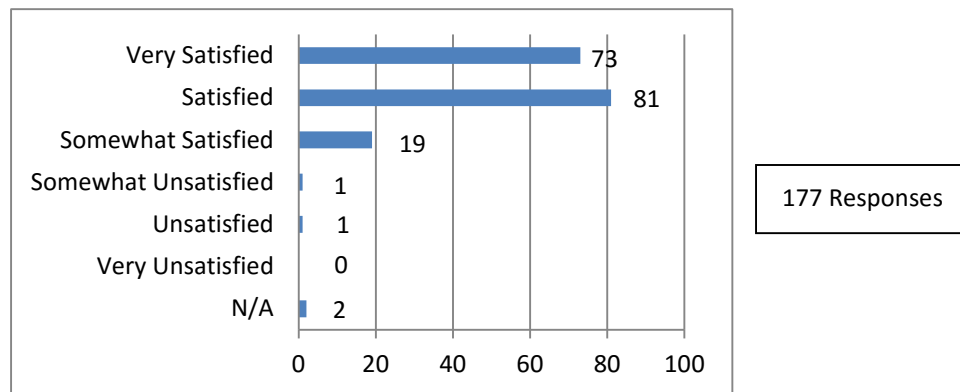
- Need for form management and Adobe needs. Also wireless printing is a must. (Air print)
- NeoGov does not provide one-on-one training. Rather offers tutorials for individuals to learn their program. I have had to form a user group for others who are also in the same situation, so that we can have some sort of resource to turn to regarding NeoGov functionality.
- No training
- Only training I'm aware of is what I can find on the Internet.
- The new website training was too long and not very flexible for our schedules.
- Training sessions are few and far between. Much of what we learn we have to experiment or ask others in the office.
- We (library) would like to work closely with IT, in the ability to offer more basic instruction to city employees on software applications. Lynda.com is currently available, but sometimes staff need more specific help with applications (such as Microsoft Office)
- We were not aware of the web page changing until it was too late. We wanted to make changes but we weren't consulted. By the time we were aware of the change it was too late to do anything about it. Again, I just think that communicating will alleviate these issues.
- What training? We just figure things out.
- Would like to see a user's guide developed for HTE users.

## 6.0 Security and Data Protection

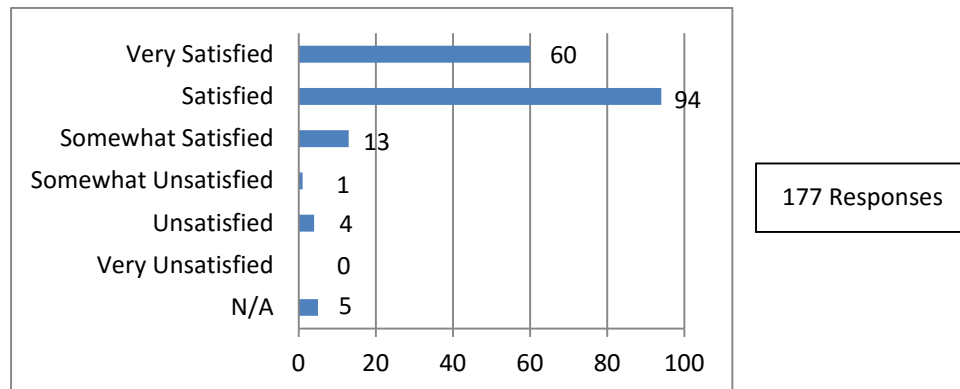
### Q26 – Awareness of technology usage and security policies



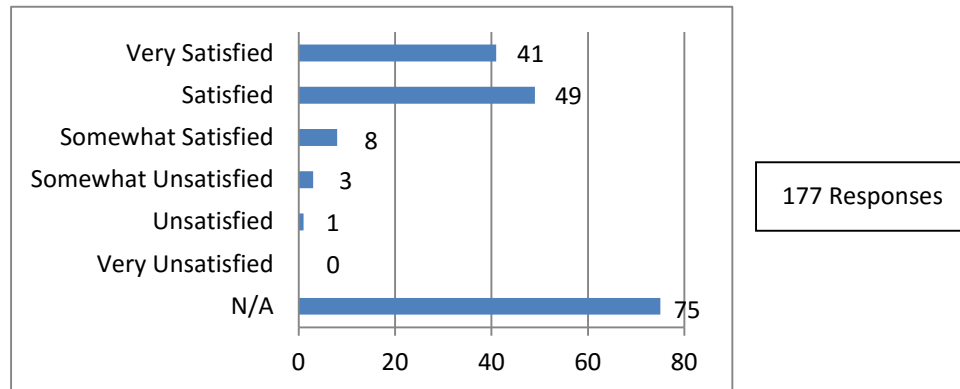
### Q27 - Control of malware and prevention of viruses



### Q28 - Enforcement of password policy



**Q29 - Ability to recover lost file or damaged files**

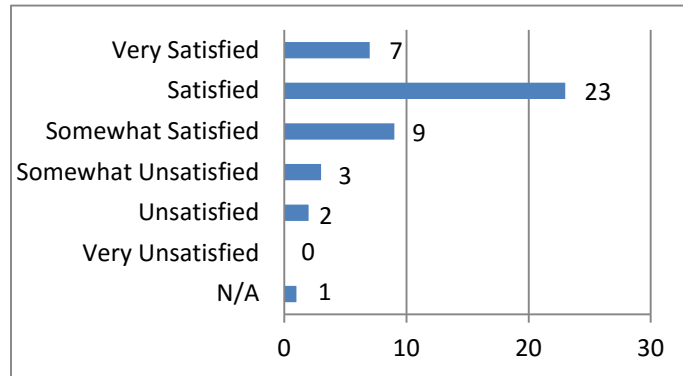


**Q30 - Comments on IT’s security oversight**

- IT has been actively involved in collaborative processes for HIPAA and confidentiality in IT equipment and processes. Appreciate that IT has taken such an active role. Your expertise is necessary and invaluable
- I’ve never needed to attempt to recover a lost file or damaged file.
- Lost a hard drive within second month of being with Carson City
- Need alert from IT when password is going to change
- The Mobile Device Policy is not useful. If I purchase a laptop my department will reimburse me \$1,000. However, because it is my property, the security policies state I cannot use it for work - that's crazy.
- Too many passwords and too case and number sensitive
- We used to be able to "restore previous versions of files.

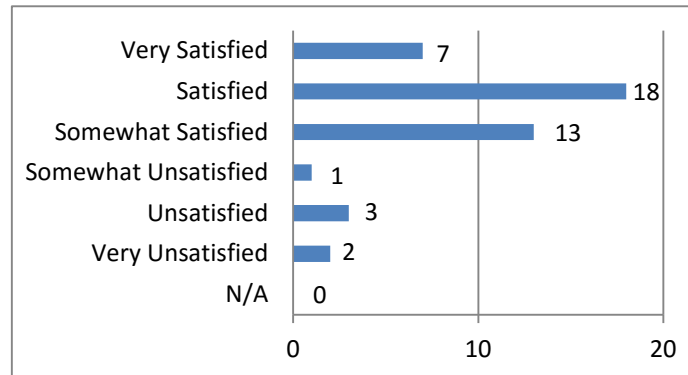
## 7.0 Technology Governance

### Q32 - IT’s understanding of City’s business objectives



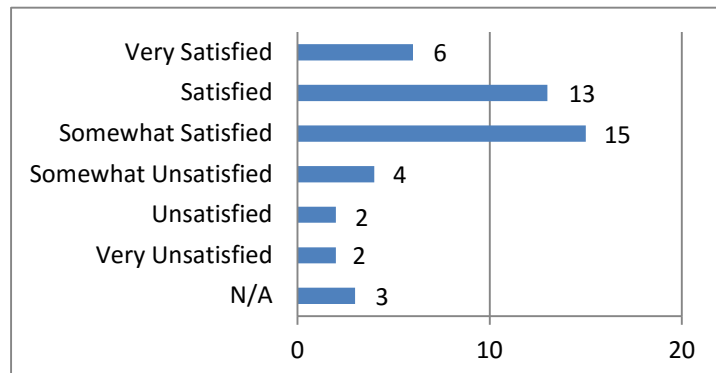
45 Responses

### Q33 - IT’s understanding of your department’s business operations

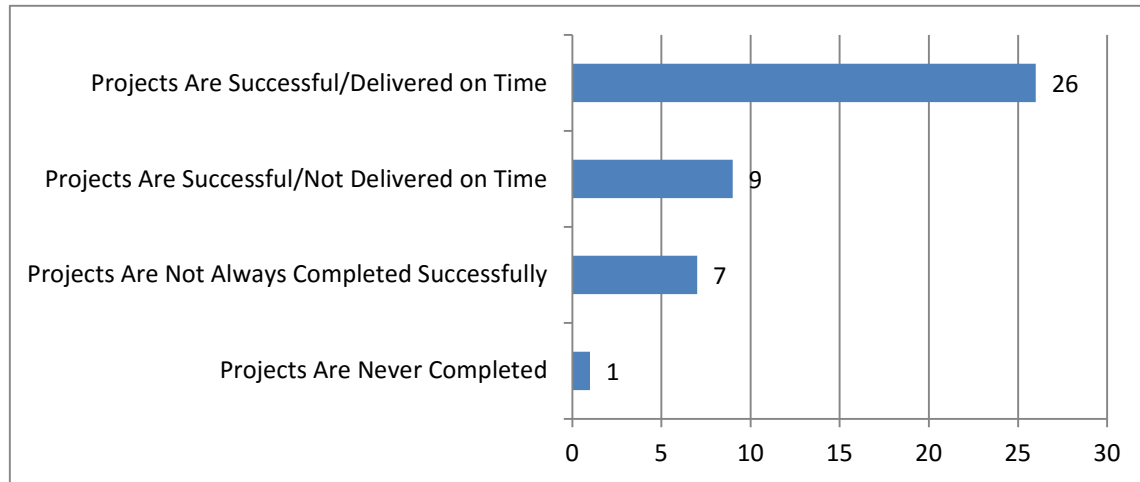


44 Responses

### Q34 - City’s technology planning efforts



45 Responses

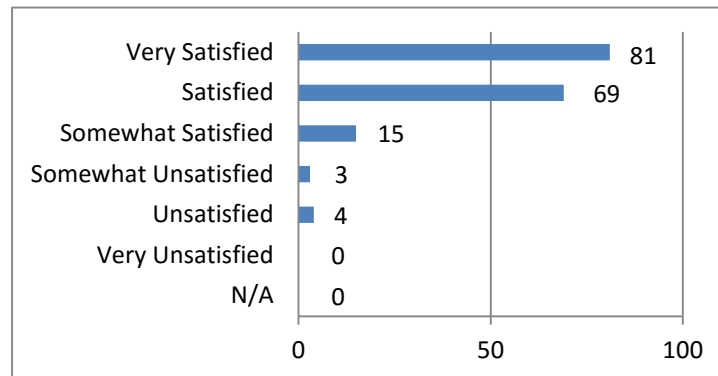
**Q35 - IT's management of technology projects****Q36 - Comments on technology leadership and governance practices**

- Certain projects over the past 12 months have been completed successfully, but I can't answer that way, when a few items we have asked for repeatedly are never completed (Document storage and P-Card Application). If IT is working on them, it hasn't been communicated to me, so it appears nothing is happening. These items have been open for close to 3 years, so it's hard to believe they are really being worked on.
- Classes provided by IT for city staff would be beneficial, so departments wouldn't have to pay for training to a third party.
- IT should be responsible and funded for a computer replacement schedule.
- Low ratings result from inability to achieve connectivity with Sheriff's Office assets (mobile camera). The department has to use outside Wi-Fi in order to connect and the problem is not being resolved. This goes just as well to Wi-Fi installation in the jail, and video/phone technology in the jail. Inability to connect to resources makes expenditures wasteful.
- Not receptive to user input.
- The phone system has been very helpful.
- There should be a comprehensive IT plan to replace computers and other technology rather than relying on individual departments to plan for it.



## 8.0 Overall Assessment

### Q37 - Overall support received from IT



172 Responses

### Q38 - What does IT do well

- All the guys are great!
- Asks questions.
- Communicate
- Communicate, pleasantly
- Communication and response, I know that if I have a problem IT will do what they can to help out and they will do it as quickly as possible.
- Communication has greatly improved over the last year.
- Communication is much better.
- Communications and quick replies to requests have definitely improved over the last 12 months.
- Contact you, letting you know what is wrong and giving a time frame of when it'll be fixed
- Customer Service
- Customer Service Timely Responses Consistent resolution of issues Providing education in non-technical, everyday language
- Customer Service and knowledge on how to resolve issues.
- Customer service is done well; friendly and courteous.
- Customer service, timeliness of requests, knowledge base
- Data recovery, PR is great. Overall they do a good job when needed.
- Efficiency and customer service
- Everything I've needed.
- Everything. Very prompt service. IT team is always professional and kind. You don't get the typical "did you make sure it's plugged in" attitude.
- Everything.
- Exceptional employees and rapid response repair
- Fast and efficient
- Fast Response - to all problems I have had.
- Fast, correct and friendly response.
- Fix the issue and provide input.
- Fixing the issue.

- Fixing things with a smile. (So appreciated)
- Friendly, personal staff.
- Help desk
- Helps get back online
- I believe their customer service is outstanding! Always helpful, polite, and prompt when responding. Extremely knowledgeable in their specific areas of expertise.
- I have found them responsive and helpful
- I know they are very busy, but they respond to problems quickly and I am generally pleased with the results.
- I think we all understand that the IT staff are very busy and do the best with what they have. IT is just like the rest of the departments, struggling to meet the demand for services with limited staff and resources.
- IT always responds quickly to any issues and resolves them as quickly as possible.
- IT fixes my problems. Fast. Correctly. And they all have great attitudes, and terrific customer (me) service.
- IT responds promptly, they are always friendly and professional.
- IT staff personally checking in with us to see if there are concerns, problems, and needs.
- ITs response time is very fast and most people have a positive demeanor while doing it.
- Keep a network and Internet system running mostly well.
- Keep computers and networks available and operating; respond to requests to keep employees' computers operating.
- Most of IT has great attitudes. What I put forth, under normal circumstances comes back.
- Most staff members respond quickly. All are very friendly.
- Notice for updates or interruptions in service
- On the initial contact, they try to solve the problem right then. If they can't then they get back to me on an answer.
- Personal and quick response. Explains information well.
- Personal contact is prompt. Are now always asking what else they can do. When small needs are met, makes people feel like IT cares
- Personnel contact and follow up.
- Pleasant and solves the problems
- Process' work orders in a timely manner, keeps us updated on the process.
- Prompt response to problems, friendliness of IT staff, and quick resolutions
- Quick response and patience with user
- Quick service, takes care of issue the first time
- Quick to respond to issues, kind, helpful, and speak English instead of tech.
- Research issues
- Resolve issue fairly quickly
- Resolving problems quickly.
- Respond on the help line
- Respond quickly in a helpful, friendly manner.
- Respond quickly to issues.
- Respond to and resolve problems/inquiries in a timely manner
- Respond to problems given the infrastructure they have.
- Respond to request for assistance, explain solutions in terms we can understand.
- Respond to requests for service

- Respond, explain, and resolve. If they are in the building and have a minute they will pop in and make sure all is working well.
- Responds promptly, very professional and courteous, quick resolution of problem
- Response time
- Response time is great
- Response times and attention to bringing IT needs into the 21st century.
- Responsive, very nice.
- Return phone calls and works hard to take care of our issues.
- Since the changes in personnel with IT, I think this group is fabulous! They get back to me right away, remember who I am, and resolve issues quickly. I very much appreciate this team.
- Solves most issues quickly.
- Speedy response time, helpful attitudes, patience
- Super friendly and willing to assist with any problems that arise in our department.
- The guys are really easy to work with.
- The technicians are courteous and considerate.
- Their responses to service requests are timely and thorough.
- They all try to help us out here, but there needs to be more cross training, and communication within the department
- They are responsive when a problem arises and they fix the issue in a timely fashion.
- They are very friendly, always quick to try and resolve issues.
- They are very quick in their response or know where to direct you for the help that is needed.
- They do their best with the resources they have and try to ensure problems are resolved ASAP.
- They're fast, friendly, and efficient.
- Try to fix the issue as quickly as possible. Friendly with us and don't get impatient.
- Very friendly and helpful. Great supportive attitude!
- Very quick to respond, and very courteous.
- Very responsive and quick to address concerns.
- Well in being available
- When I have called about computer issues they are able to resolve them quickly by phone.
- When making a call to IT with a phone or computer issue it is usually resolved while I am on the phone and no ticket needed.
- When they are notified of a problem they jump right on it.
- You do very well for the staffing you have, you need more people

### Q39 - What can IT do better

- A quick call back to let people know that they are not going to address a problem right away.
- Answer the phone before the first ring (just kidding).
- At least for board members, more instruction on file and data storage techniques and requirements.
- Be more objective to different department needs.
- Better communication on progress being made on the issue, and when and how the issue was (or wasn't) resolved and what next steps would be, if any. All relevant parties should be notified of this--the one(s) submitting the request and the one(s) affected by the work performed by IT (if different).
- Communicate please
- Communicate the status of projects. A lot of times requests and other items disappear for weeks/months. Explanation of impacts of the other departments decisions/requests on IT's workload. Every department is busy, but a clear understanding of where IT's priorities stand and where my/our

items fit in could be much improved.

- Continue to see the users before there is a problem
- Create a work order list that is sent out regularly for all work orders and users. This would allow users to see the status of all work orders that are pending. Get connectivity back that was previously in place to assets owned by the department. Having to use "hotspots" and alternative Wi-Fi discredits the IT department
- Cross-training on software systems and ensuring someone with knowledge is available, at the very least during normal business hours, to address an issue that may be urgent
- Ensure there are resources for success for both IT and the customer, and improved documentation regarding communicating issues of systems failures.
- Even the simple projects seem to take a very long time with multiple requests having to be sent to get something done. It seems saying no it can't be done or no we won't do something like that is easier than fixing the problem.
- Follow up on work requests (much improved from the past), track life span of equipment and plan for regular replacement of outdated computers. Streamline new hire network access.
- Get here faster,
- Give status updates on projects/issues.
- Have someone on site at Public Works to take care of issues
- Help us get the software, products and support we need. Helping us fast track certain needs more expeditiously by prioritizing based off of department/city needs. Critical system to the top of the list not the back burner
- Hire more people
- I am satisfied with IT.
- I don't have time to nit-pick. They are awesome!
- I don't think there's anything they can do better, most of our issues are out of their control. All the guys are awesome!
- I realize IT is busy but offer one-on-one training for new programs, for those that need it. Before a new program is installed, meet with the people that will be affected by it the most and get their input.
- Improve network reliability as on-line applications are becoming more important in our work and we lose productivity when they are down.
- Improve speed of infrastructure. Improve infrastructure so that it is more resilient / redundant links & paths to critical sites. Improve technical skillset of all IT staff so that expertise area's overlap (i.e. we can't fix that because Mr. XYZ is on vacation).
- In house Instruction to city staff.
- In private business, IT's job is to make sure each employees computer is set up for the most efficient use on their job. I realize this is much more difficult in a government setting, especially with jobs like mine that vary so much. However, having computers set up properly for different jobs would make for a much more efficient work day.
- Internet is often slow at the Health Department.
- Issues are not always resolved and due to busy schedule the techs may not return to check if it has been. They also have difficulty following through with their promises of whatever they said they would do. When a request is made, at times it could take months, even longer, to get the service. Very frustrating. For an example having a printer/copier/scanner/fax machine finally getting the fax line connected to use the fax machine. It took multiple requests and nearly a year to get it connected and it took 5 minutes to connect. Phones and computer requests have been made and still waiting.
- Keep doing what you're doing.

- Knowledge and/or communication within IT Department are not consistent. Each IT person seems to have a niche but when we use the helpdesk, the person responding should forward it to the most knowledgeable person to help.
- Listen to users/customers, should not assume they know better what the user/customer wants/needs.
- Listen. We are not here trying to make things difficult or are trying to tick anyone off. We are explaining things to the best of our ability. We don't understand most of what is explained to us. That is why we did not get in to that line of work and have you all for. Follow through. Check back to see if changes that have been made are working for us. Maybe not closing the work orders right after the problem has been addressed. Communication is key. Know that we are by no means trying one bit to do any of your jobs but over the years have seen ways that our requests have been handled. We may ask for it to be handled that way again and maybe you all could learn something new. I have learned some new and pretty cool things from you all.
- Make setting up software for encrypted email a higher priority
- Maybe more hands on when having to deal with installation of new programs/software. Especially on cell phones.
- Move your office to the clinic!! (haha)
- Need to be better cross trained. Need to get schedules from various departments that let them know when a big job or file needs to be done. Year end, fiscal year end, 1099's, W2's, check printing, etc.
- Nothing customer service-wise. I do wish that we had someone that was a bit more accessible when it comes to technical situations and/or training in certain department programs, i.e., HTE, NeoGov, etc. This way when there are technical questions, or training needs to be conducted, perhaps they would be able to assist. I do realize this not something that IT can control, just a wish list.
- Nothing that I can think of - they are smart, courteous, and work hard.
- Nothing; all of the staff is awesome.
- On more specialized issues, service is not so good. Specifically, I had an issue with ARC, contacted the ARC person at IT and was told to deal with it.
- On site visits rather than remote as I am a hands-on learner.
- People skills and patience. There are several people that do an amazing job and have wonderful customer service. There are several others that need to learn how to speak to people. I have spoken to people from IT with issues and the way I am spoken to like I am being talked down to. People need to understand that people outside of IT do not have all the knowledge that they do. Patience's and people skills need to be improved.
- Perhaps be more transparent about the prioritization of help desk requests. If our staff knew that there was an urgent technology issue in another department, maybe they would be more patient if a request is not met immediately.
- Prevent spam in email
- Provide training to detention staff
- Research new technology/programs, be willing to institute and teach new technology or programs
- Sometimes you are dealing with lay people when it comes to information technology, a little patience goes a long way
- Spam blocking
- The special projects. Remote access. New technology.
- They are fine for everything that I need them for.
- Training
- Turnaround time
- Update our browsers - my Internet is starting to now work. But I have not reported it yet.

- Without additional staffing, not much. If there were more staff members, then perhaps more hands on training, evaluation of age of IT equipment and recommendations for replacement, and more assistance with Departments for technology and business software needs.

#### Q40 - Other comments

- Air printing and air play. Form management is critical to processes we have. Intranet for individual departments needs to be a priority as well. Fleet management software most become critical.
- Coordination of advanced "in-house" or "in-city" training on business software (Excel, Word, etc.) as well as HTE.
- Create internally a review of the projects that have been longest open. These are probably few and likely need greater asset coordination to work through the problem and achieve closure.
- I think overall the IT department does a good job.
- I think we need an automatic electronic court filing system and an updated system.
- I would have liked to know the Public Web site was changing as we needed some changes made to make it more user friendly for the public
- I would like to see City provided Wi-Fi in all our parks and recreation facilities, to include 3rd Street and Telegraph Square.
- I would like to see more of a collaborative effort on projects and policy development. I often feel as though the departments are very siloed when it comes to technology projects and can do better to partner together and share limited resources.
- I would like to see us move more quickly to paperless technology. We are lagging behind the rest of the world.
- I would love to have apps available to use
- Just something I thought you should know: At the internal audit meetings, one of the findings was brought up regarding IT, and it was in question as to why the Strategic Plan was being done first. They thought the intrusion detection system seemed more important so they asked the logic of doing the Strategic Plan before it.
- Keep up the good work!
- Like all the new people.
- More & better utilization of fiber optic interconnect cabling. We have the fiber and bandwidth; let's get the hardware to improve the backbone infrastructure.
- New website is beautiful and easy to navigate!
- Not at this time. Thank you for all you do.
- Possible new CAMA for the passage of SJR 13.
- Tablets may be more helpful than laptop in the field in the future.
- The library handles a lot of its IT separately from the city which makes it difficult to answer many of the questions on this survey.
- The up-coming process and what will become with GIS with Carson City.
- We appreciate all of IT's hard work and efforts and understand that they have a limited staff and funding to carry-out all that they do.
- We appreciate you guys.
- We need one on one work with our website. Want to make some changes but don't know how.
- We truly appreciate all the help we receive. We couldn't do it without you.