CloudAngles

App. Portfolio Assessment: End User Feedback

Find Out What Users Really Think of Applications & IT Services

Your Journey Starts Here.

Understand Application Portfolio & IT Service Satisfaction

Identify Cost Savings Opportunities from Unused or Unimportant Apps

Build a Roadmap for Improving User IT Services

Manage Needs by Department & Seniority

The following report is a sample of what you will receive after completing the Application Portfolio Assessment: End User Feedback program. Each report is customized to the individual organization highlighting the IT department's most pressing application and service issues.

Complete the diagnostic program to get the data you need to start your application portfolio and service management journey.

Application Portfolio Assessment: End User Feedback Copy: Inside the Report

	1 **Understand Application Portfolio & IT Service Satisfaction**	Use effectiveness and criticality to evaluate the overall health of your applications portfolio.	Understand user satisfaction with the services provided by IT.	Identify opportunities to drive more value from effective apps, retire nonessentials and address at risk apps.
	2 **Identify Cost Savings Opportunities from Unused or Unimportant Apps**	Identify applications that users believe are ineffective due to inadequate features or usability.	Upgrade or replace apps to address issues with features. Re-train users to improve usability and deliver business value.	Save money by not renewing non-essential applications.
	3 **Build a Roadmap for Improving User IT Services**	Cut through the noise: uncover the IT services that really matter to end users.	Align your team behind achieving your vision, communicating the rationale behind your decisions.	Prioritize quick wins to show your users that rapid improvement is a priority.
	4 **Manage Needs by Department & Seniority**	Understand satisfaction & needs by department, seniority, and individual.	Work with your most important and most dissatisfied groups to ensure their needs are met.	Empower your team to build relationships with key stakeholders to make IT a trusted business partner.

End-User Satisfaction Diagnostic Program

29%
Complete

To be completed by users across the organization

Prepared for
You
Your Company

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General Overview

Your Company 585 Responses

End User Diagnostic

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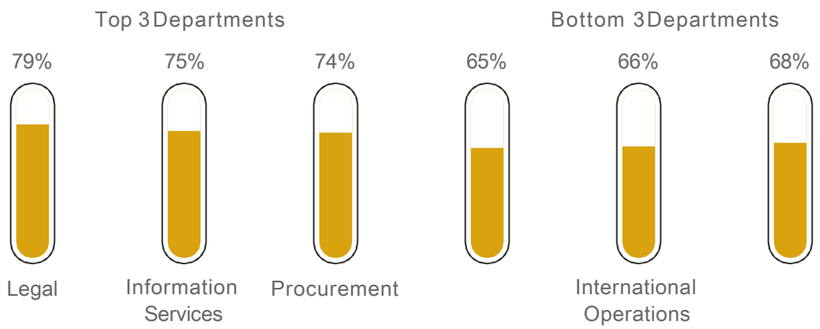
See IT satisfaction by department and overall across 4 major areas. Work with the least satisfied departments to better address their needs.

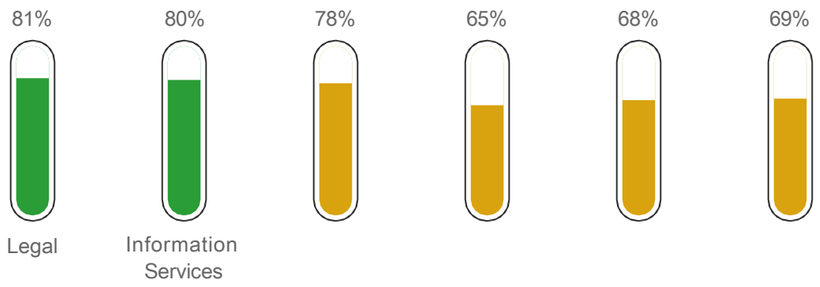
Business Enablement

"Overall, how satisfied are you that the IT group gives your organization a competitive advantage over competitors?"

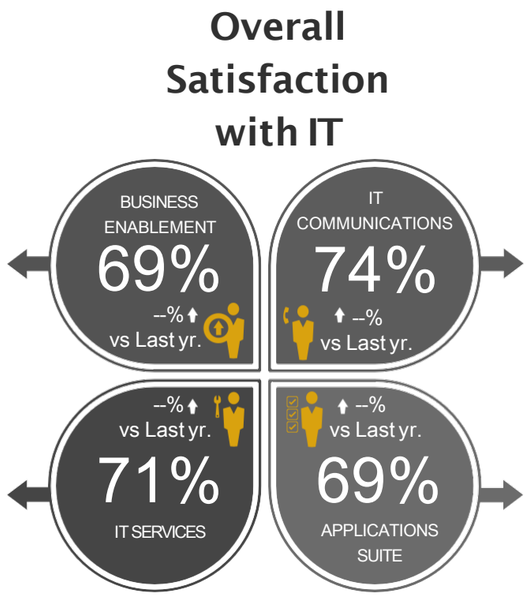


IT Services

"How satisfied are you that the services provided by IT enable you to perform your job effectively?"



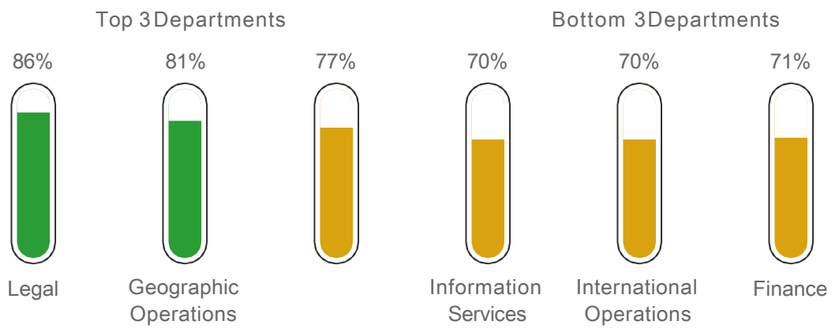
Overall Satisfaction with IT



Different departments have varying demands from and reliance on IT. Overall satisfaction and satisfaction by department shows what areas of IT need to be addressed most.

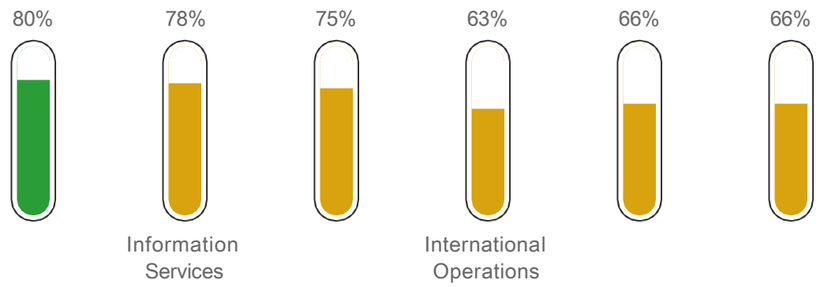
IT Communications

"How satisfied are you with IT's current level of communication to end users regarding changes to services and/or applications?"



Suite of Applications

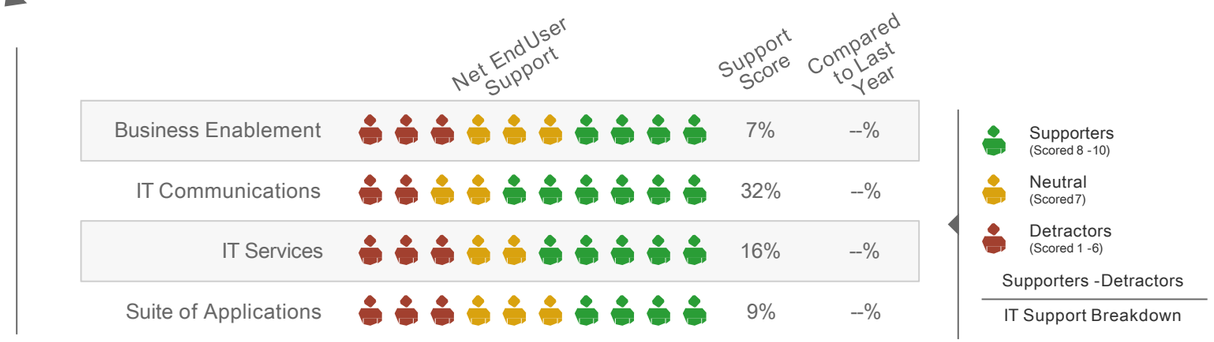
"How satisfied are you that the suite of applications you have is the appropriate set for enabling you to do your job effectively?"



Overall Support for IT

IT Support Breakdown provides an at a glance view of end user sentiment in four key areas of IT, based on the percent of users that fall into three important categories:

Promoters	Loyal enthusiasts of IT.
Neutral	Satisfied Stakeholders that are unenthusiastic about IT.
Detractors	Unhappy stakeholders who can damage your reputation.



Business & IT Communications Overview

Your Company 585 Responses

End User Diagnostic

CloudAngles

Business Enablement Support

There are many facets of IT-Business alignment that may lower opinion of IT. This begins with listening to end users and should enable a culture of continuous evolution and innovation.

BUSINESS ENABLEMENT

69%

--% vs Last Year

	Net EndUser Support	Support Score	Compared to Last Year
Company Innovation		-19%	--%
IT Agility		-13%	--%
Department Technology Enablement		-32%	--%

Evaluate Enablement & Communications across 6 areas.
Prioritize areas requiring improvement.

Supporters (Scored 8 -10)
Neutral (Scored7)
Detractors (Scored 1 -6)
Supporters -Detractors
IT Support Breakdown

IT Communications Support

Communications can involve various levels of information. Many communicate low levels issues well but should focus on evangelizing IT's vision.

IT COMMUNICATIONS

74%

--% vs Last Year

	Net EndUser Support	Support Score	Compared to Last Year
Training		-20%	--%
Feedback Receptivity		7%	--%
Professionalism		69%	--%

See satisfaction by seniority & area.
Focus improvement efforts by stakeholder group based on importance.

Enablement & Comms. by Seniority

Ensure that end users at all levels agree on what works and what doesn't. Groups that differ from the norm should be targeted for improvement or evangelism.

	Satisfaction	Executive Satisfaction	Director Satisfaction	Manager Satisfaction	Front Line Satisfaction
Company Innovation	63%	60% 3%	58% 5%	59% 4%	67% 4%
IT Agility	64%	63% 1%	59% 5%	61% 3%	67% 3%
Department Technology Enablement	59%	56% 3%	54% 5%	55% 4%	63% 4%
Training	63%	60% 3%	57% 6%	61% 2%	65% 2%
Feedback Receptivity	69%	76% 7%	66% 3%	67% 2%	71% 2%
Professionalism	84%	91% 7%	85% 1%	84% --%	83% 1%

Last Year / vs company avg.

Enablement & Comms. by Department

Look beyond the averages to see the problem areas. Talk to the most disg issues.

Most Satisfied Departments

Name	Sat. Score
Information Services	75%
Information Services	75%
Information Services	73%
Legal	74%
Legal	83%
Legal	91%

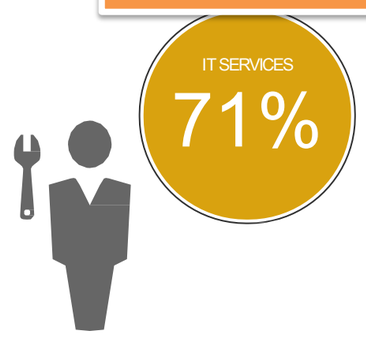
Least Satisfied Departments

Name	Sat. Score	Name	Sat. Score
	59%	International Operations	58%
	60%	International Operations	58%
International Operations	54%		54%
	60%	International Operations	56%
International Operations	65%	Procurement	60%
Finance	80%		77%

Services Overview

Your Company 585 Responses

Assess the importance and effectiveness of 7 key IT services. Use gap between the two scores to determine improvement priority..



Core Services by Seniority

End users functioning in different roles within the organization place importance on different core services. Improvement should address both the right services and the right users.

↓/↑ vs company avg.

Core Services	Executive Satisfaction	Executive Importance Rank	Director Satisfaction	Director Importance Rank	Manager Satisfaction	Manager Importance Rank	Front Line Satisfaction	Front Line Importance Rank
Service Desk Effectiveness	80% ↑3%	6th ↓2	77% --%	4th --	76% ↓1%	5th ↑1	77% --%	3rd ↑1
Service Desk Timeliness	79% ↑3%	5th --	79% ↑3%	5th --	74% ↓2%	4th ↑1	76% --%	4th ↑1
Application Suite	66% ↓3%	1st ↓2	67% ↓2%	3rd --	67% ↓2%	3rd --	71% ↑2%	5th ↓2
Policies	67% ↓1%	7th --	65% ↓3%	7th --	65% ↓3%	7th --	70% ↑2%	6th ↑1
Devices	77% ↑12%	3rd ↑1	72% ↑7%	2nd --	61% ↓4%	2nd --	66% ↑1%	2nd --
Analytics & Reports	53% ↓11%	4th ↑2	59% ↓5%	6th --	61% ↓3%	6th --	67% ↑3%	7th ↓1
Network	59% --%	2nd ↑1	57% ↓2%	1st --	55% ↓4%	1st --	62% ↑3%	1st --

IT Services Satisfaction Support

The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

Core Services	Importance Rating	Versus Last Year	Satisfaction
Service Desk Effectiveness	4th	-- ↑ --	77%
Service Desk Timeliness	5th	-- ↑ --	76%
Application Suite	3rd	-- ↑ --	69%
Policies	7th	-- ↑ --	68%
Devices	2nd	-- ↑ --	65%
Analytics & Reports	6th	-- ↑ --	64%
Network	1st	-- ↑ --	59%

↓ Last Year

Core Services by Departments

Look beyond the averages to see the range of satisfaction rates and address key problem areas. Talk to the most disgruntled departments first to hone in key issues.

Most Satisfied Departments

Name	Sat. Score
Legal	90%
Legal	87%
	80%
Legal	77%
Legal	83%
	73%
Information Services	71%

Least Satisfied Departments

Name	Sat. Score	Name	Sat. Score
Finance	70%	Procurement	68%
Finance	70%	Procurement	60%
	66%	International Operations	63%
	63%	International Operations	61%
	61%		57%
Legal	59%	International Operations	52%
			40%

See satisfaction and importance by seniority & area. Focus improvement efforts by stakeholder group based on importance.

Applications Overview

Your Company 585
Responses

Get a list of your most critical, underperforming and data-poor applications. Prioritize which need to be immediately addressed.

SUITE OF APPLICATIONS
69%

Overall Applications Portfolio Satisfaction

Overall portfolio satisfaction is an indication of end user sentiment in the organization overall.

See a snapshot of overall application satisfaction. Use this to communicate the health of your portfolio.

Application Portfolio Component Satisfaction

Aggregated across all rated applications, scores on usability, features and data quality provide an overall indication of the effectiveness of the applications portfolio.

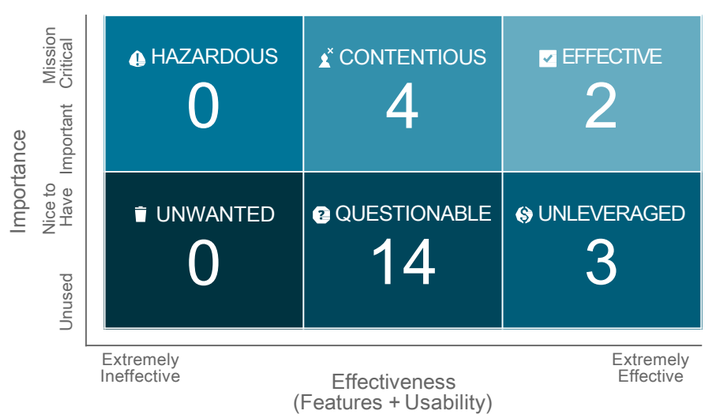
60% Usability
--% ↑ vs Last Year

59% Features
--% ↑ vs Last Year

65% Data Quality ↓ vs Last Year
--% ↑ vs Last Year

Number of Applications by Importance & Effectiveness

Evaluating the number of applications within each quadrant is a first step in assessing the health of the overall portfolio, and in determining which applications require immediate action.



Five Most Critical Applications

The most critical applications to an organization are those most widely used and rated by users as very important to their job. Underperforming applications in this group should be an immediate focus.

Applications	Users	Importance	Features	Usability	Data Quality	Status
XXXXXXXXXXXx	585	93%	75%	75%	78%	Effective
Microsoft SharePoint 2010	585	42%	62%	63%	66%	Questionable
XXXXXXXXXXXX	270	61%	62%	62%	62%	Contentious
XXXXXXXXXXXX XXXXXXXXXXXX	159	42%	56%	57%	63%	Questionable
XXXXXXXXXXXX	109	57%	47%	46%	50%	Contentious

Five Most Underperforming Apps

The most underperforming applications are those that have the lowest effectiveness. Improvements to these underperforming applications will have the widest affect on the organization.

Applications	Users	Importance	Features	Usability	Data Quality	Status
XXXXXXXXXXXX XXXXXXXXXXXX	109	57%	47%	46%	50%	Contentious
Transportation Manager	112	7%	45%	49%	53%	Questionable
Trapeze	112	11%	46%	49%	54%	Questionable
ArcLogistics	109	9%	46%	53%	52%	Questionable
XXXXXXXXXXXX	97	8%	53%	48%	58%	Questionable

Five Lowest Data Quality Applications

The most data impacted applications had the lowest data quality score according to end users. These applications should be assessed for data quality immediately.

Applications	Users	Importance	Features	Usability	Data Quality	Status
XXXXXXXXXXXX XXXXXXXXXXXX	109	57%	47%	46%	50%	Contentious
ArcLogistics	109	9%	46%	53%	52%	Questionable
Transportation Manager	112	7%	45%	49%	53%	Questionable
Trapeze	112	11%	46%	49%	54%	Questionable
XXXXXXXXXXXX	109	26%	53%	55%	57%	Questionable

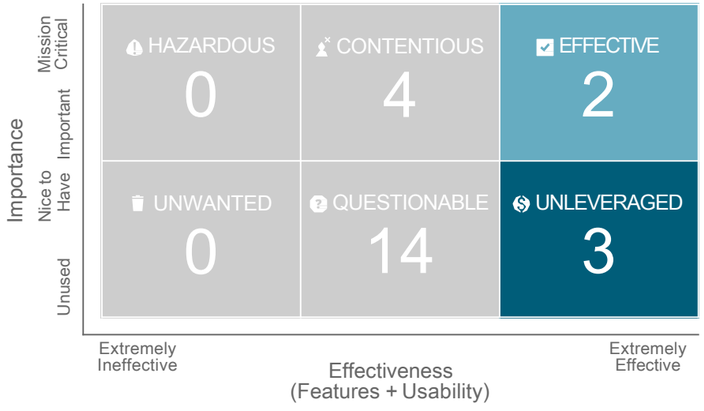
Applications Overview

Your Company 585
Responses

High Performing Applications

End Users love these apps. Pat yourself on the back and find ways to get more out of 'unleveraged' apps that are unused or nice to have.

Number of Applications by Importance & Effectiveness



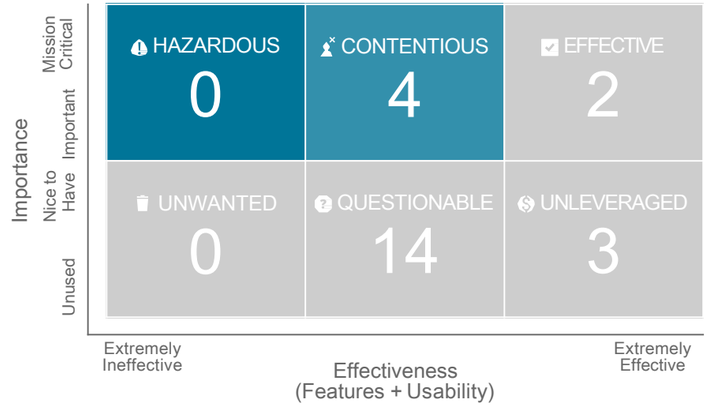
Application	Users	Importance	Usability	Features	Data Quality
XXXXXXXXXXXX	585	93%	75%	75%	78%
Accpac 6.0a	47	74%	70%	70%	78%
Great Plains	47	45%	72%	71%	78%
ADP	47	34%	71%	67%	78%
XXXXXXXXXXXX	47	30%	69%	71%	78%

See a list of applications based on how well they're performing.

At Risk Applications

While crucial to the business, these apps are underperforming and should be addressed for root cause immediately.

Number of Applications by Importance & Effectiveness



Application	Users	Importance	Usability	Features	Data Quality
XXXXXXXXXXXX	59	86%	53%	54%	58%
XXXXXXXXXXXX	270	61%	62%	62%	62%
XXXXXXXXXXXX	109	57%	46%	47%	50%
Call Center Anywhere	59	53%	66%	66%	71%

See At-Risk apps. Fix, retrain on or upgrade these apps immediately to improve user satisfaction.

Nonessential Applications

These apps bring questionable value proposition to the table. Consider retiring, upgrading or retraining end users on these apps.

Number of Applications by Importance & Effectiveness

Application	Users	Importance	Usability	Features	Data Quality
XXXXXXXXXXXX	112	7%	49%	45%	53%
Trapeze	112	11%	49%	46%	54%
ArcLogistics	109	9%	53%	46%	52%
XXXXXXXXXXXX	97	8%	48%	53%	58%
XXXXXXXXXXXX	109	26%	55%	53%	57%
NetCommunity 6.10	194	15%	56%	54%	58%
XXXXXXXXXXXX	112	17%	55%	56%	61%
XXXXXXXXXXXX	114	32%	66%	60%	66%
Moodle	156	37%	65%	62%	67%
MS CRM 11	100	43%	63%	64%	68%

See non-essential application. Save money by determining if these contracts can be cancelled.

Human Resources &

Your Company 47 Responses

Assess IT satisfaction by department. Partner with department leaders to understand and address their unmet IT needs.

BUSINESS ENABLEMENT	IT SERVICES	IT COMMUNICATIONS	SUITE OF APPLICATIONS
73%	74%	77%	75%
↑4% Compared to Company	↑3% Compared to Company	↑3% Compared to Company	↑6% Compared to Company

(Department) Business Enablement Net Support Score

Company Innovation	14%
IT Agility	12%
Department Technology Enablement	-10%

(Department) IT Communications Net Support Score

Training	-12%
Feedback Receptivity	34%
Professionalism	91%

Supporters (Scored 8 -10) Neutral (Scored7) Detractors (Scored 1 -6)

Supporters -Detractors

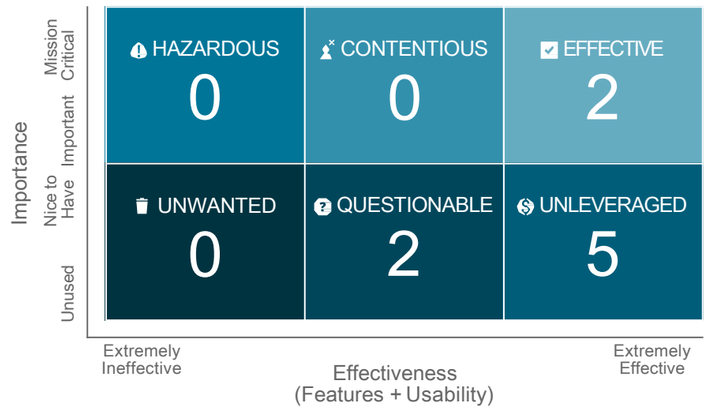
IT Support Breakdown

(Department) Services Overview | IT Services Importance & Satisfaction

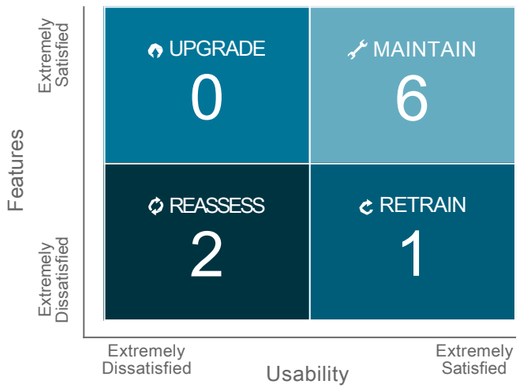
Core Services	Importance Rating	Compared to Company	Satisfaction
Service Desk Effectiveness	4th	4th --	78%
Service Desk Timeliness	5th	5th --	78%
Application Suite	3rd	3rd --	75%
Policies	6th	7th ↑1	73%
Devices	2nd	2nd --	69%
Analytics & Reports	7th	6th ↓1	69%
			62%

See IT Service Satisfaction

Number of Applications by Importance & Effectiveness



Application Features & Usability



(Department) Applications Portfolio Overview

The collection of applications that a department interacts with daily has considerable impact on end user productivity. Use this data to derive insights for areas to improve in this department.

Importance & Effectiveness by Department

Applications	Importance	Features	Usability	Data Quality	Status	Recommend.
[redacted]	96% (93%)	78% (75%)	77% (75%)	79%	Effective	Maintain
Microsoft SharePoint 2010	52% (42%)	69% (62%)	69% (63%)	75%	Effective	Maintain
Great Plains	45% (45%)	71% (71%)	72% (72%)	78%	Unleveraged	Maintain
[redacted]	45% (61%)	67% (62%)	66% (62%)	66%	Unleveraged	Maintain
Moodle	39% (37%)	64% (62%)	69% (65%)	73%	Unleveraged	Retrain
ADP	34% (34%)	67% (67%)	71% (71%)	78%	Unleveraged	Maintain
[redacted]				78%	Unleveraged	Maintain
[redacted]				69%	Questionable	Reassess
[redacted]	15% (15%)	63% (54%)	60% (56%)	65%	Questionable	Reassess

Company Average

See Application Satisfaction

Human Resources & Volunteer Services Department Comments

Your Company 47
Responses

Read comments from individual respondents. Use these to better understand specific issues and follow up directly to work on resolutions.

Q: What could IS provide you (e.g., applications or other technology) or improve on, to make you more effective in your job?

A larger screen would be appreciated. Would be interested in having access to visio with training.

I am satisifed with the service along with the great the team offers. I would like to mention that we do need to improve on the desktop freezing or logging out automatically which can take a long time to fix. Other than that the team and the services are very good

Just want to mention that here in my office in Bathurst I'm probably not using the right equipement...it's very slow..no sounds. no usb plug...old equipment that will probably need to be replace soon :) blackberry...mini laptop something that can be use on the road..!

Nothing within the realms of IT, as it's more at the application level – too many different systems that don't necessarily work well together.

I feel we get amazing customer service from everyone on the team across Canada. Sometimes the response rates from the help desk are not a quick as we would like but we know it is due to volume, it can be frustrating when the sytem is not working and you have to wait but know that everyone is doing their best to get us back up an running.

Better response time, less freezing of the system. It can be very frustrating to have the system freeze when you're in the middle of something and have to shut everything down and reboot to get it going. It would be nice to have sound on monitors for video conferencing, etc.

rolling out Lync, granting access to Adobe PDF converter/creater to more staff employees, rolling out the RC version of FB, having an address list for all employees that is not just the advanced search on the address list now. A process for granting volunteer email addresses that includes sign off from the VR team.

So far I believe for my role I have been provided with the necessary tools to accomplish my goals

I would request that IS continue giving the great client support that it gives. I find the vast majority of the team client focused and this always goes a long, long way! Great team and I enjoy working with them. Theresa

Access to a data/smart phone, tablet or portable technology - the device and desktop access on it. Knowledge of and training in the applications available. Un-restricted remote access to the desktop as long as there is internet connection. Often I can't get in using computers that don't have Citrix or something (I don't remember exactly) Improved webmail application - it is just not as user-friendly as Outlook on the Desktop.

The only thing on my and my colleagues wish list is an online recruitment / application software program. Over the past 6 years, we have received on average 1,600 applications to various positions. This is just for Atlantic Canada. It takes manpower time to process, our paper, ink and wear and tear on printers to simply process the applications. There MUST be a better online / paperless option out there. On a National scale, the cost of our current practice must be enormous. These are my thoughts ...

Improve network efficiency to reduce interruptions due to server problems.

Thank you to the IS team - you are always willing to assist and in a very timely manner. Much appreciated!

I think it woul dbe an improvement if applications loaded and ran faster, with less freezing.

sound/increased ability to the access internet/effectiveness of the citrix

For the payroll team the ADP system is mission critical. The system is fed through GP. To assist ensure the latest technology in GP is being used and compatible to ADP.

I am very pleased with the service.

please review comments about moodle.

International Operations Overview

Your Company 41
Responses

End User Diagnostic

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BUSINESS ENABLEMENT
66%
3% Compared to Company

IT SERVICES
69%
2% Compared to Company

IT COMMUNICATIONS
70%
4% Compared to Company

SUITE OF APPLICATIONS
63%
6% Compared to Company

(Department) Business Enablement Net Support Score

Company Innovation	-43%
IT Agility	-39%
Department Technology Enablement	-43%

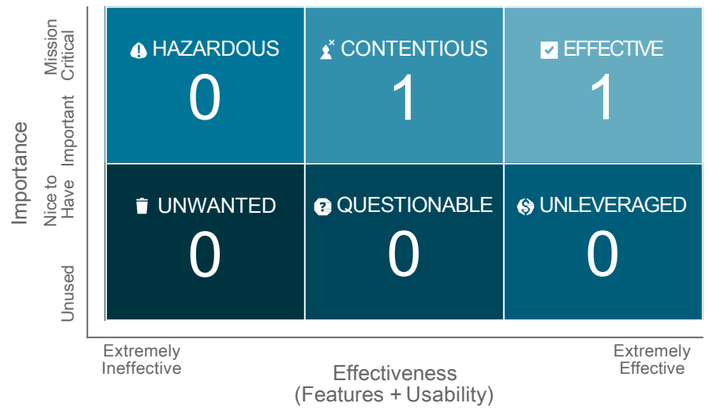
(Department) IT Communications Net Support Score

Training	-31%
Feedback Receptivity	-12%
Professionalism	65%

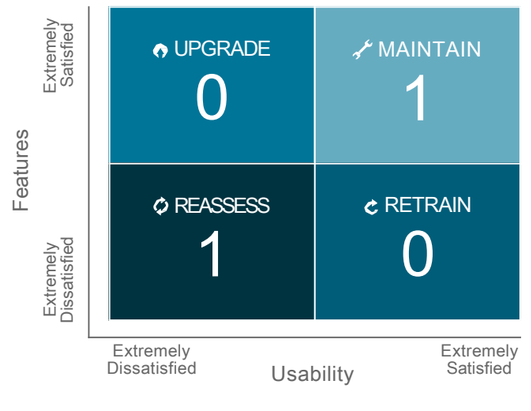
Supporters (Scored 8 -10) Neutral (Scored7) Detractors (Scored 1 -6)

Supporters -Detractors
IT Support Breakdown

Number of Applications by Importance & Effectiveness



Application Features & Usability



(Department) Applications Portfolio Overview

The collection of applications that a department interacts with daily has considerable impact on end user productivity. Use this data to derive insights for areas to improve in this department.

(Department) Services Overview | IT Services Importance & Satisfaction

Core Services	Importance Rating	Compared to Company	Satisfaction
Service Desk Timeliness	4th	5th ↑1	77% (76%)
Service Desk Effectiveness	5th	4th ↓1	75% (77%)
Devices	2nd	2nd --	65%
Application Suite	3rd	3rd --	63% (69%)
Policies	7th	7th --	61% (68%)
Network	1st	1st --	55% (59%)
Analytics & Reports	6th	6th --	52% (64%)

↓ Company Average

Importance & Effectiveness by Department

Applications	Importance	Features	Usability	Data Quality	Status	Recommend.
	83% (93%)	71% (75%)	72% (75%)	74 %	Effective	Maintain
Microsoft SharePoint 2010	60% (42%)	55% (62%)	52% (63%)	55%	Contentious	Reassess

↓ Company Average

Q: | What could IS provide you (e.g., applications or other technology) or improve on, to make you more effective in your job?

Free wi-fi in the building would be very helpful. We have iPhone, iPad, .. For example I prefer to use iPad in the meetings instead of printing papers (agendas, minutes of last meeting, correspondence etc.)

- make it simpler and easier (user friendly)

training on new available technologies to amke our work more effective.

Work on making AAA desktop accessible to delegates and invest in information management databases that allow teams to analyze data and generate reports. We are left to rely on Excel spreadheets to track information.

Being able to connect my phone to my email directly

Training of users for Sharepoint. May be completed internally to our department. Speed of connectivity. AAA issues and network speed.

More applications and standardization of tools would help program teams in IOPs imporve their project management tasks. Databases and additioal Project management tools would be much appreciated.

I'm not sure whats out there that may help so maybe a better knowledge/info sharing on what apps or technology are out there that can benefit us.

Better access to Skype through Desktop. Agreement to use SharePoint for templates and sharing of key documents across AAA and Departments. Expansion of shared (S:) drive to store IO docs. Blackberries with greater battery capacity would be nice! :)

upgrades

easier access to my files while travelling when cannot use CITRIX or it is too slow

WinZip, Adobe Acrobat, Windows 7, antivirus compatible with Win8, PIXresizer .

IS could work with operational areas to support automation of workflows (some trials are underway). Support will be required to improve Accpac reporting in the next year.

ensure that internet has sufficient bandwidth with Skype and Video Skype. connect video conferencing with Geneva and Panama at minimum

Financial reporting system which integrates field with NO system

File sharing with delegates in the field.

More flexibility with Course manager

A more robust PDF printer that allows you to build documents from multiple print jobs. More training and best practice solutions for staff to ensure we are using the IS solutions already in place to the best of our ability

Dunnant Board Room at NO, has one microphones which makes it difficult for the other end to hear people talking around the table. Would be good to have adequate microphone divices without keep on moving the only one around the table.

1) Need better functionality/access for AAA desktop and sharepoint especially for delegates and travellers overseas. 2) Need more support for setting up/improving data bases and project management systems.

Adobe editor software - ability to insert/remove pages Mapping GIS software

Capability to use a wider range of application More up to date softwares on Citrix Wider range of application (that being said, I may not know what is actually available) Internet connectivity to workstation so individual workstation could be used for more than just accessing citrix Innovation, or opportunity to try out new features/products which could facilitate work

Webmail application could be more sophisticated. Because of low network capacity in Africa, I often rely on webmail. However, it is difficult to sort and find particular emails (eg: sort on "from so-and-so"). If network is slow (typical), this is extra painful. I can easily spend 20-30 min to find an email. THEN the slow attachment download can begin (if I haven't lost network in meantime). Anyway to establish more seemless link between USB to Citrix? Network stability and speed can always be improved.

Finance Overview

Your Company 47 Responses

BUSINESS ENABLEMENT	IT SERVICES	IT COMMUNICATIONS	SUITE OF APPLICATIONS
69%	69%	71%	69%
--% Compared to Company	2% Compared to Company	3% Compared to Company	--% Compared to Company

(Department) Business Enablement Net Support Score

Company Innovation	-10%
IT Agility	-12%
Department Technology Enablement	-21%

(Department) IT Communications Net Support Score

Training	-17%
Feedback Receptivity	6%
Professionalism	57%

Supporters (Scored 8 -10) Neutral (Scored7) Detractors (Scored 1 -6)

Supporters -Detractors

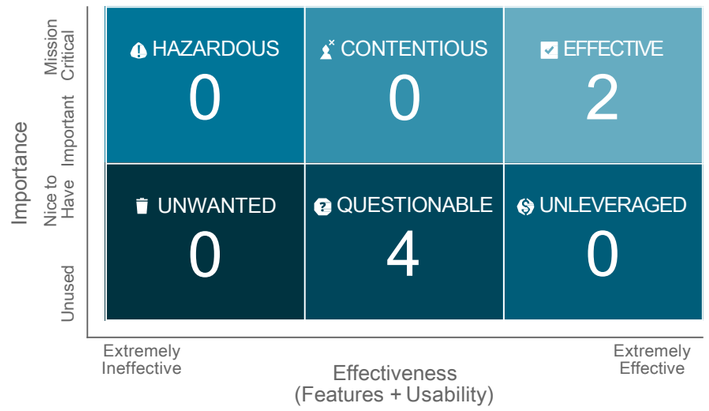
IT Support Breakdown

(Department) Services Overview | IT Services Importance & Satisfaction

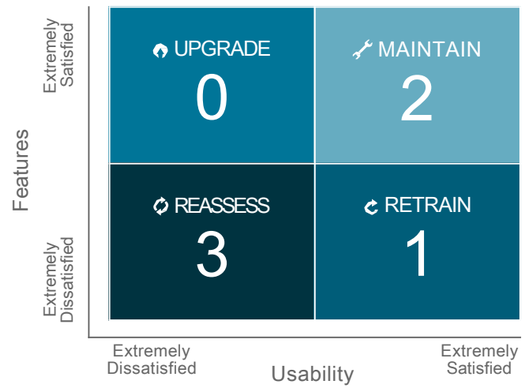
Core Services	Importance Rating	Compared to Company	Satisfaction
Service Desk Effectiveness	3rd	4th ↑1	70% (77%)
Service Desk Timeliness	4th	5th ↑1	70% (76%)
Devices	5th	2nd 3	69% (65%)
Application Suite	1st	3rd 2	69% (69%)
Policies	7th	7th --	67% (68%)
Analytics & Reports	6th	6th --	63% (64%)
Network	2nd	1st ↓1	60% (59%)

↓ Company Average

Number of Applications by Importance & Effectiveness



Application Features & Usability



(Department) Applications Portfolio Overview

The collection of applications that a department interacts with daily has considerable impact on end user productivity. Use this data to derive insights for areas to improve in this department.

Importance & Effectiveness by Department

Applications	Importance	Features	Usability	Data Quality	Status	Recommend.
	91% (9 % 3)	75%	75%	76%	80%	Effective	Maintain
Accpac 6.0a	74% (74%)	70% (70%)	70% (70%)	78%	Effective	Maintain
[redacted]	42% (6 % 32%)	64% (62% 60%)	68% (62% 66%)	71%	Questionable	Retrain
	36%	58%	64%	67%	Questionable	Reassess
Microsoft SharePoint 2010	20% (42% 42%)	54% (62% 56%)	61% (63% 57%)	55%	Questionable	Reassess
[redacted]	20%	43%	45%	47%	Questionable	Reassess

↓ Company Average

Q: | What could IS provide you (e.g., applications or other technology) or improve on, to make you more effective in your job?

more reliable network

It would be nice if we could access our e-mail directly to a smartphone, even if we are not issued a AAAphone Would also be nice if the citrix receiver that is used to access AAAA desktop from home was supported for Linux.

nothing

Technical support desk staff should be better educated on the software application packages that we use. Speak to a live person at the support desk when we call and not go directly into a voice mail box. Quicker response to emails sent to support desk. Replacing ACCPAC with a more modern software package with software that would allow us do more customization. This would permit us to have the flexibility where needed to ensure us to gain efficiencies while maintaining data integrity.

Standard Operating Procedures Training on " Insight" Training on the features of ACCPAC, RE, BAM

Improve applications (exp. share point etc.)

To have a better result to you survey you should send it in french for Quebec zone it takes me 30 minutes to do it!!

Formation Raiser's Edge

I always like having a fast solution when our computer is blocked(surrounded)

There are always new applications of technology which could be very useful. However, we already spend so much time on computers that any new technology has to replace another one and be really efficient.

In an organization of this size with the amount of users on the network, it is no wonder that things can get unstable - I am impressed at the job that IS has done in keeping things up to date and running as smoothely as it does...

Digital Copy of End-Usermanuals

I cannot think of anything that IS could provide for me to make me more effective other than a new brain! Hahaha! I just want to let you know to keep up the great work and that you're all very much appreciated! Cheers!

Since a couple of years, IS as implemented Project Lead which are responsible of specific software that AAAA own. But I find IS doesn't have enough doers to make the changes happen a lot of good ideas but the work to be done is very long (6 months to a year for simple tasks). For new decisions on software, it should be decided by program/dept.team leaders with IS. (not only Programs because they own the budget and not only IS because of new improvements needs to be done). These are my whish list but need to say Keep up the good work! - it is getting better.

Before updates are done, they should check with the users to make sure the updates don't affect how they perform their daily functions.

Application for DM (Electronic PO, Pcard...). This would considerably reduce the level of paper that circulate in the finance department. We would be much more effective.

We need to find better ways to utilize and extract data out of ACCPAC PJC in order to meet the reporting requirements of our clients. We are currently doing most project financial reports in excel because PJC is not currently able to meet our reporting requirements. For Finance to become more efficient , we should be able to input and extract information from a Data base without having to do so much excel manipulation to meet client needs for such things as multi year project reporting and soft commitments. I

I have not had any big issues with IS in having issues solved or fixed in a timely manner. I have actually found them to be better over the past year when an issue has come up.

Yes, it provides application and technology both to perform our job effectivley and efficient manner.

I WOULD JUST LIKE TO ADD THAT THE IS TEAM IS GREAT. ALWAYS PUNCTUAL AND HELPFUL.

Legal Overview

Your Company 7
Responses

BUSINESS ENABLEMENT	IT SERVICES	IT COMMUNICATIONS	SUITE OF APPLICATIONS
79%	81%	86%	74%
↑ 10% Compared to Company	↑ 10% Compared to Company	↑ 12% Compared to Company	↑ 5% Compared to Company

(Department) Business Enablement Net Support Score

Company Innovation		-28%
IT Agility		–%
Department Technology Enablement		-71%

(Department) IT Communications Net Support Score

Training		28%
Feedback Receptivity		57%
Professionalism		71%

Supporters (Scored 8 -10) Neutral (Scored7) Detractors (Scored 1 -6)

Supporters -Detractors
IT Support Breakdown

(Department) Services Overview | IT Services Importance & Satisfaction

Core Services	Importance Rating	Compared to Company	Satisfaction	
Service Desk Effectiveness	4th	4th --	77%	90%
Service Desk Timeliness	5th	5th --	76%	87%
Devices	3rd	2nd ↓ 1	65%	83%
Policies	6th	7th ↑ 1	68%	77%
Application Suite	2nd	3rd ↑ 1	69%	74%
Network	1st	1st --	59%	64%
Analytics & Reports	7th	6th ↓ 1	64%	59%

↓ Company Average

Number of Applications by Importance & Effectiveness

Importance	Extremely Ineffective	Effectiveness (Features + Usability)	Extremely Effective
Mission Critical	HAZARDOUS 0	CONTENTIOUS 1	EFFECTIVE 1
Important / Nice to Have	UNWANTED 0	QUESTIONABLE 0	UNLEVERAGED 0
Unused			

Application Features & Usability

Features	Extremely Dissatisfied	Usability	Extremely Satisfied
Extremely Satisfied	UPGRADE 0		MAINTAIN 1
Extremely Dissatisfied	REASSESS 1		RETRAIN 0

(Department) Applications Portfolio Overview

The collection of applications that a department interacts with daily has considerable impact on end user productivity. Use this data to derive insights for areas to improve in this department.

Importance & Effectiveness by Department

Applications	Importance	Features	Usability	Data Quality	Status	Recommend.
AAAA Desktop	100% (93%)	86% (75%)	84% (75%)	80 %	Effective	Maintain
Microsoft SharePoint 2010	52% (42%)	62% (62%)	60% (63%)	69%	Contentious	Reassess

↓ Company Average

Legal Department Comments

Your Company 7
Responses

Q: | What could IS provide you (e.g., applications or other technology) or improve on, to make you more effective in your job?

Focus mor on how could preserve records of the Society as it is the history of it all.

There was an icident where I have logged onto an insurance related webinar and was not able to get the sound through the computer. I was able to dial in to receive content via phone but it would be more convenient to get sound through the computer along with webinar presentation.

A risk management information system to track claims, incidents and risk assessments.

either more reliable systems for skype/overseas calling or training on how to ensure the systems in place are properly used.

Geographic Operations Overview

Your Company 29
Responses

CloudAngles

BUSINESS ENABLEMENT	IT SERVICES	IT COMMUNICATIONS	SUITE OF APPLICATIONS
70%	78%	81%	72%
↑1% Compared to Company	↑7% Compared to Company	↑7% Compared to Company	↑3% Compared to Company

(Department) Business Enablement Net Support Score

Company Innovation	-48%
IT Agility	-20%
Department Technology Enablement	-34%

(Department) IT Communications Net Support Score

Training	-31%
Feedback Receptivity	-3%
Professionalism	79%

Supporters (Scored 8 -10) Neutral (Scored7) Detractors (Scored 1 -6)

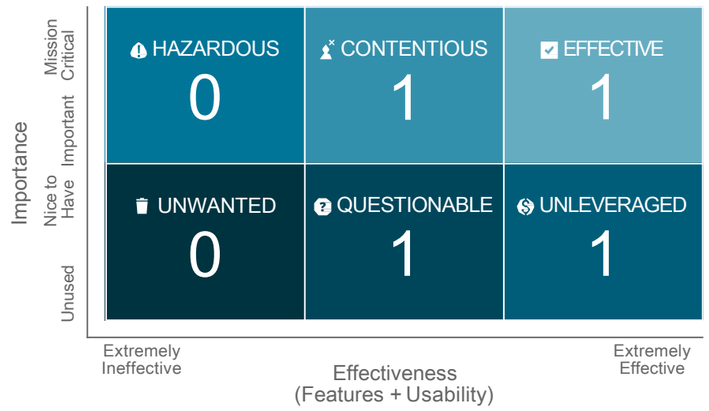
Supporters -Detractors
IT Support Breakdown

(Department) Services Overview | IT Services Importance & Satisfaction

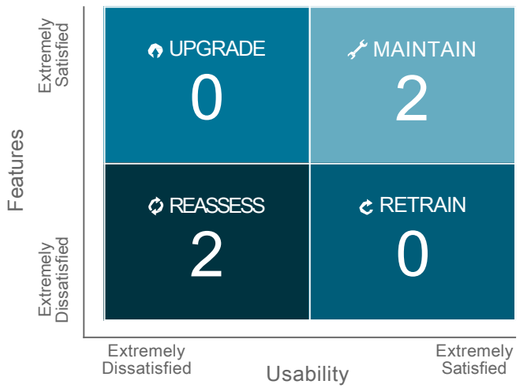
Core Services	Importance Rating	Compared to Company	Satisfaction
Service Desk Effectiveness	3rd	4th ↑1	83% (77%)
Service Desk Timeliness	5th	5th --	82% (76%)
Application Suite	4th	3rd ↓1	72% (69%)
Policies	7th	7th --	69% (68%)
Devices	2nd	2nd --	63% (65%)
Analytics & Reports	6th	6th --	62% (64%)
Network	1st	1st --	57% (59%)

↓ Company Average

Number of Applications by Importance & Effectiveness



Application Features & Usability



(Department) Applications Portfolio Overview

The collection of applications that a department interacts with daily has considerable impact on end user productivity. Use this data to derive insights for areas to improve in this department.

Importance & Effectiveness by Department

Applications	Importance	Features	Usability	Data Quality	Status	Recommend.
AAAA Desktop	99% (93%)	76% (75%)	77% (75%)	79%	Effective	Maintain
[redacted]	59% (61%)	64% (62%)	62% (62%)	60%	Contentious	Reassess
	39% (32%)	66% (60%)	72% (66%)	71%	Unleveraged	Maintain
Microsoft SharePoint 2010	34% (42%)	61% (62%)	65% (63%)	59%	Questionable	Reassess

↓ Company Average

	does an awesome job when I send requests!! Very satisfied with their level of knowledge and ability to assist when we are having issues.
	I would like IS to advise of updates to the system so that the general use laptops can have the new versions downloaded...specifically the desktop login icon. It would also be nice to have the laptops and other equipment that is purchased, be tracked by IS so they can let us know when they should be replaced. I am not up on technology so have no idea...
	Every time I open outlook, i have to wait a bit before I begin working in it. It didn't used to like this, so I'm not sure what's happened. Plus it will freeze up every couple of days. Not all things applied to me, so it would have been nice to have the option to select - not applicatible. Since I have a vision imparment, it would be nice to able to enlarge some things. Overall, I think you folks are doing a good job. thanks Lea
	Tweetdeck, MS Link, etc. The Telus line at the Dartmouth office has not been reliable -- system slows down or freezes. But great to have a couple of IS staff on hand for other technical issues. A few years ago, we relied on general staff with little knowledge for technical issues such as phones, printer, hardware set up.
	I would like to see DM staff have access to BB's or access to email through smart phones
	Skype or similar apps for web conferencing
	Reduce the number of times that I need to LOG IN !!!
	We need a strong scheduling, payroll and billing system for the Home Support and Community Health programs. Also a more robust inventory program for HELP. A better phone system, that doesn't stop functionnning once we loose power, since we're a Disaster Relief organization.

Procurement Overview

Your Company 5
Responses

End User Diagnostic

CloudAngles

BUSINESS ENABLEMENT	IT SERVICES	IT COMMUNICATIONS	SUITE OF APPLICATIONS
74%	78%	74%	74%
↑5% Compared to Company	↑7% Compared to Company	--% Compared to Company	↑5% Compared to Company

(Department) Business Enablement Net Support Score

Company Innovation		-20%
IT Agility		–%
Department Technology Enablement		20%

(Department) IT Communications Net Support Score

Training		-20%
Feedback Receptivity		0%
Professionalism		40%

Supporters (Scored 8 -10) Neutral (Scored7) Detractors (Scored 1 -6)

Supporters -Detractors

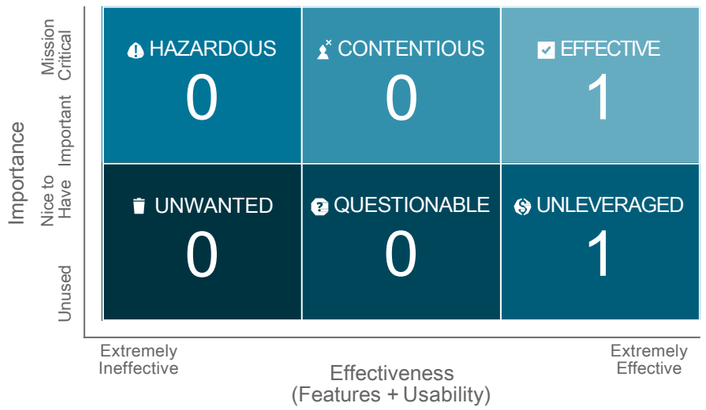
IT Support Breakdown

(Department) Services Overview | IT Services Importance & Satisfaction

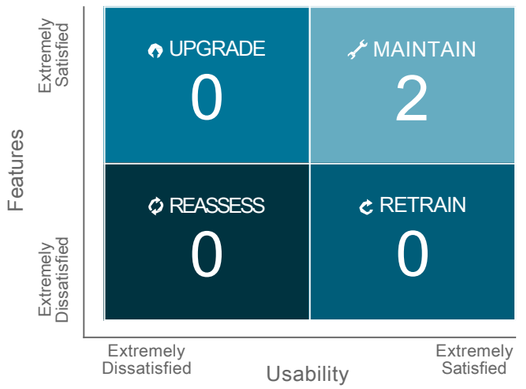
Core Services	Importance Rating	Compared to Company	Satisfaction
Application Suite	1st	3rd ↑2	74% (69%)
Devices	5th	2nd ↓3	70% (65%)
Service Desk Effectiveness	4th	4th --	68% (77%)
Policies	6th	7th ↑1	68% (68%)
Network	2nd	1st ↓1	62% (59%)
Service Desk Timeliness	3rd	5th ↑2	60% (76%)
Analytics & Reports	7th	6th ↓1	60% (64%)

↓ Company Average

Number of Applications by Importance & Effectiveness



Application Features & Usability



(Department) Applications Portfolio Overview

The collection of applications that a department interacts with daily has considerable impact on end user productivity. Use this data to derive insights for areas to improve in this department.

Importance & Effectiveness by Department

Applications	Importance	Features	Usability	Data Quality	Status	Recommend.
AAAA Desktop	93% (93%)	82% (75%)	84% (75%)	82	Effective	Maintain
Microsoft SharePoint 2010	47% (42%)	73% (62%)	70% (63%) %	75%	Unleveraged	Maintain

↓ Company Average

Q: | What could IS provide you (e.g., applications or other technology) or improve on, to make you more effective in your job?

	More mobile options such as tablets would be very useful since I am not always on site for my work.
	I believe the right set of apps are being provided now and with the current leadership team in IS, I am very confident that my needs are being addressed effectively and efficiently.
	more trainning should be givin within application that are available, example, they give us a new phone but never we have got any trainning on the application available to the phone and between pc and phone. many times in my work i have to rely on certain application like visio, that aint the good application that i should have i would need more than this, like an autocad technology for building applications, as a manager for the zone building i would
	greattly need this, it would help also in certain budget decision that i have to make, a good sizing as to be made
	When we send an email for support it's like we're sending it into a black hole. It's mostly annoying to get that email back like an autoresponder. It doesn't do anything that I'm aware of. It just feels like we cannot communicate with support. It is so annonymous that there is no confidence in it. We cannot call and "TALK" to anyone so you just have to hope for the best. There have been occasions where we get an email to check out a Red Cross event or video but our system is not capable of playing a video without it chopping it all up. Rather archaic.
	Increase of speed for connectivity for networks

Accpac 6.0a Scorecard

Your Company 47
Responses

End User Diagnostic

CloudAngles

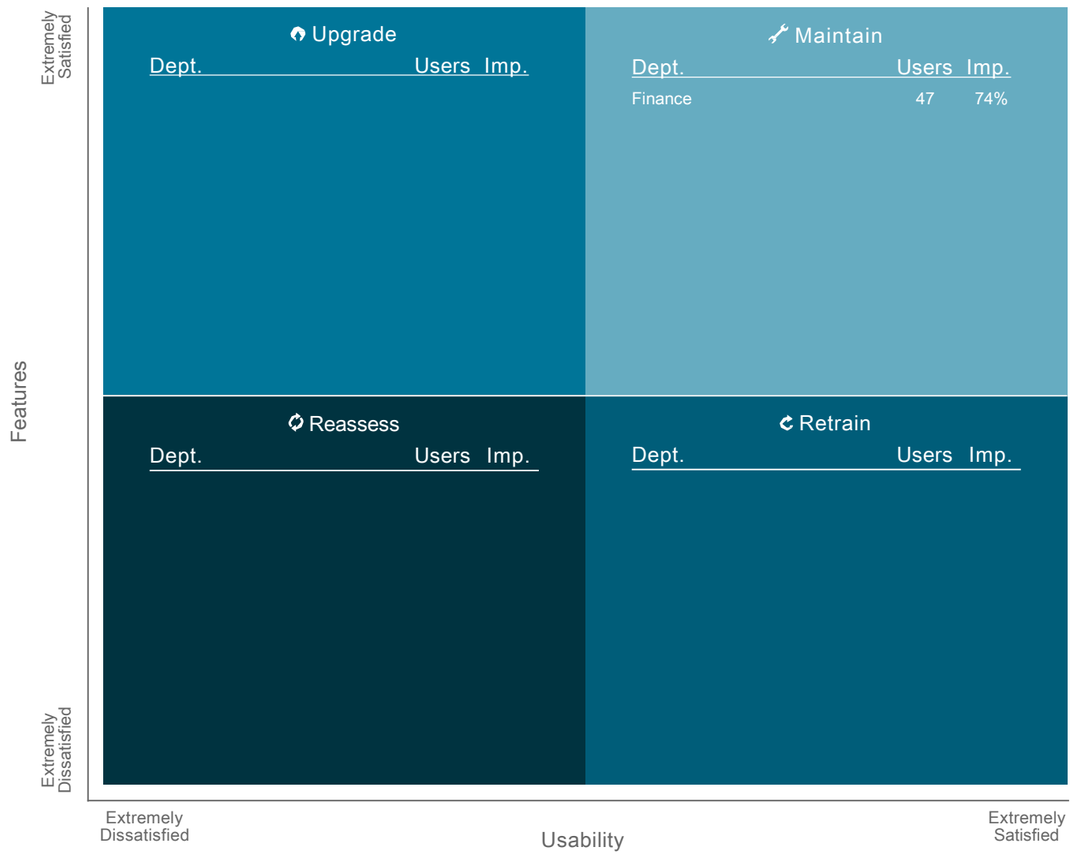
Satisfaction Metrics

Company avg.

Importance	Usability	Features	Data Quality
74%	70%	70%	78%
36% ↑ Compared to Company	10% ↑ Compared to Company	11% ↑ Compared to Company	13% ↑ Compared to Company

Number of Departments by Features & Usability

Ease of use and features capability can variably impact application effectiveness. Understand end user perspectives in this regard to decide on mitigation strategies.



Importance & Effectiveness by Seniority

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.

Executive

–% of user base
0 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	–%	–%	–%	–%
Important	–%	–%	–%	–%
Nice to have	–%	–%	–%	–%
Do not use	–%	–%	–%	–%

Director

6% of user base
3 Users

Critical	100%	70%	63%	90%
Important	–%	–%	–%	–%
Nice to have	–%	–%	–%	–%
Do not use	–%	–%	–%	–%

Manager

17% of user base
8 Users

Critical	100%	74%	71%	88%
Important	–%	–%	–%	–%
Nice to have	–%	–%	–%	–%
Do not use	–%	–%	–%	–%

Front Line

77% of user base
36 Users

Critical	61%	70%	71%	76%
Important	2%	60%	60%	60%
Nice to have	8%	70%	70%	70%
Do not use	27%	60%	–%	60%

Q: What about the following applications makes it most helpful or detrimental to you performing your job effectively?

	Status		Importance	Features	Usability	Data Quality	Responses
Finance	Effective	Maintain	74%	70%	70%	78%	47

I use this to complete JE's and posting

N/A

There are certain fields that should be hard coded to avoid accidental deletion of a field. As well, when you input a record into an invoice batch you should be able to make changes to this record in any way you desire until the batch has been posted. If an incorrect vendor code is selected, after you hit the save button you cannot go back and change the vendor code, you must delete the whole record and re-enter the whole record under the correct vendor name. This appears to be counter productive, ACCPAC should allow more flexibility to make changes. There should be division within ACCPAC between Accounts Payable and Accounts Receivable which does not impact each other. If AR closes for the month, any invoice that we process that is dated before the closed month an ACCPAC information message pops up on the screeen and the user must click on the box in order to proceed with data entry.. This slows down the data entry process thus affecting productivity. At month end the system normally slows down when everyone is under the gun to meet deadlines. We are not really sure why this happens..too many users in at the same time, someone runnin reports that maybe ties up the system??? Because of the time zone difference, technical support desk only opens 1 hr after our start time. If we have experience any trouble during that time we cannot reach anyone at the desk. We are to follow the process which is to report all technical issues to the support desk. We have technical staff in our building however we are not to go to them directly to get resolution of issues. When we do send an email or leave a voice mail it usually takes awhile before we ever hear anything back. It would be nice to be able to speak to someone directly on the initial call rather than go to a voice mail box and have to wait until someone can call back to help resolve the issue. The folks at the help desk are not subject matter experts for this application which can cause a bit of frustration in trying to get ACCPAC issues resolved. If there is no one at the help desk that understands enough about this application, we should have another point of contact or a couple of folks need to be brought up to speed.

If we run into trouble with certain parts of our process within ACCPAC the local technical staff end up having to do the trouble shooting however it takes some time to get them involved. It would be great to open the trouble ticket and have it refered a more timely fashion, Our team ends up copying a couple of the local technical people so that we can get assistance a little quicker

Training

PJC needs improvment, and all AccPac system needs improvment as well.

N/A. Although, I know this application. I used to work wit it in my previous position and I think it is a great application.

P.O Module needs to be activated User name should be easily visible directly from the system instead of leaving it at the mercy of the person making the JE to enter their name in description lines, it should be an easy track to find the user from JE batches

While sometimes not user-friendly, it still has some excellent time saving features

Limited number of licenses which, especially during month end, means some people are unable to access the program. Other than that - it does quite well.

n/a

I don't use it

Accpac insight reports - missing toolbars frequently, datamart not always up todate.

N/A

Would keep Accpac but would invest in the new technology they offer.

Performs without errors and in a timely manner

Require training to create reports

Having access to ACCPAC is necessary to do our job in finance. We need to ensure we can input and extract data daily from ACCPAC in order to do our job

	It is most important programs open fast and there are no long delays in opening and closing reports. When there is an issue it seems it is during month end - the busy time of the month.
	AccPac works great, I have no issues except slow at times or freezes up ocassionaly
	When large reposrts are being run and ACCPAC freezes and is unable to use especially during month end
	Works well.
	Our accounting and finance data are intered and processed in ACCPAC which gives us the final product that is financial reports. We also use ACCPAC for transactions queries, adhoc reporting. sharing of data etc. Our financial system's backbone is ACCPAC as we need reports accurate and prompt. Manual and excel cannot fulfill or wider requirement of acccouting and finance work.
	monthend the systems seem to slow down way too much.
	THIS PROGAM HAS THE POTENTIAL TO DO MUCH MORE. I FEEL THAT WE NEED TO BE ABLE TO DO MORE WITH IT AND ITS JUST A MATTER OF THE CORRECT PROGRAMMING
	There are some limitation especially PJCmodule
	I require AccPac for 3/4 of my job. When Order Entery, A/R or G/L is running slowly then I am being held up from doing my job effeciently. A/R and Order Entry are slow even when other areas oF AccPac are running effectively.
	reports are not reliable for inventory
	not sure about this one
	AccPac is where most of my financial work is done
	not able to manipulate data very well. There is a lot of manual manipulation after exporting info from this program when some things should be available at a click of a button. Also, Crystal Reports & Insight reports have terrible formats to manipulate and I have to contantly make sure links aren't broken when working in them.
	Insight is what saves Accpac from being completely clumsy, but the budgeting side of Insight is not currently used and perhaps should be considered. Also, the trust transactions and module are awkward. It would be nice if the financial systems was more dynamic and always current.

Great Plains Scorecard

Your Company 47 Responses

Evaluate satisfaction and importance for each application. Use this to determine how to ensure effectiveness or remove each application.

End User Diagnostic

CloudAngles

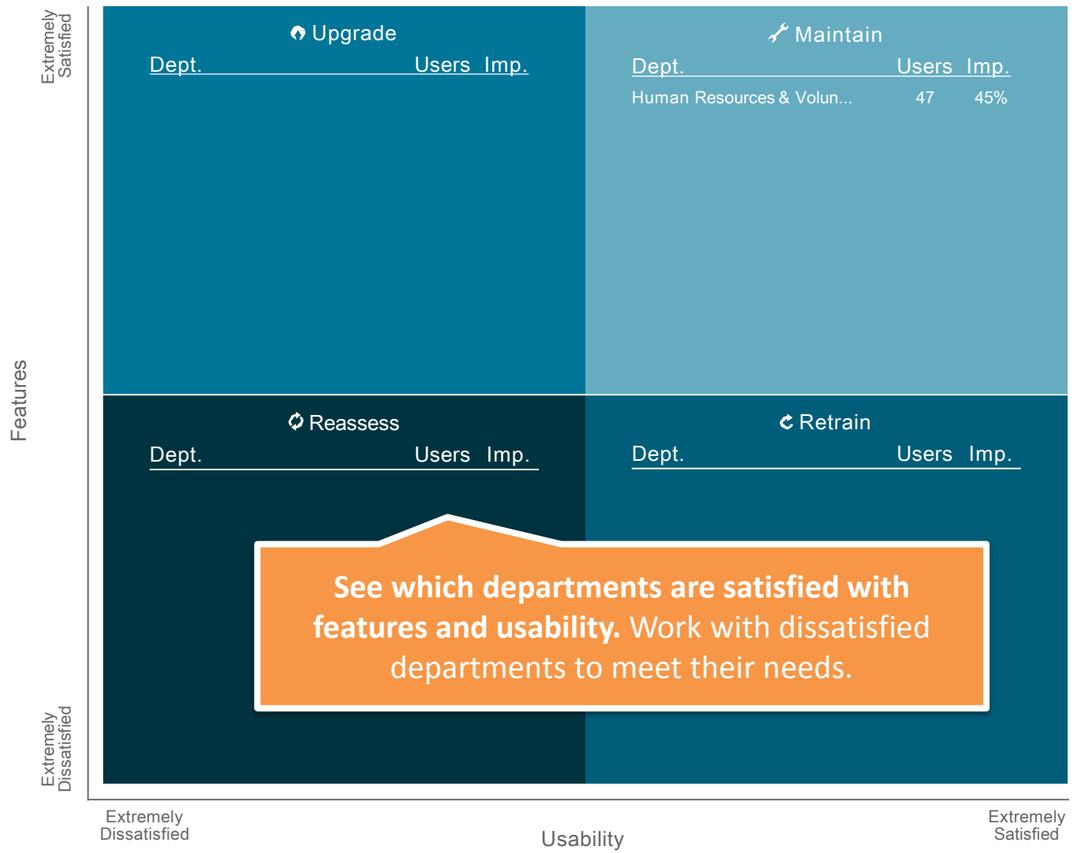
Satisfaction Metrics

Company avg.

Importance	Usability	Features	Data Quality
45%	72%	71%	78%
7% ↑ Compared to Company	12% ↑ Compared to Company	12% ↑ Compared to Company	13% ↑ Compared to Company

Number of Departments by Features & Usability

Ease of use and features capability can variably impact application effectiveness. Understand end user perspectives in this regard to decide on mitigation strategies.



See which departments are satisfied with features and usability. Work with dissatisfied departments to meet their needs.

Importance & Effectiveness by Seniority

Evaluate importance and satisfaction by seniority level within each department.

Stakeholders often hav… key applications. Ensur… are discrepancies to ensure mitigation st… target the right user groups.

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Executive 2% of user base 1 Users				
Critical	100%	70%	70%	70%
Important	–%	–%	–%	–%
Nice to have	–%	–%	–%	–%
Do not use	–%	–%	–%	–%
Director –% of user base 0 Users				
Critical	–%	–%	–%	–%
Important	–%	–%	–%	–%
Nice to have	–%	–%	–%	–%
Do not use	–%	–%	–%	–%
Manager 36% of user base 17 Users				
Critical	52%	73%	74%	81%
Important	11%	80%	75%	80%
Nice to have	–%	–%	–%	–%
Do not use	35%	80%	80%	45%
Front Line 62% of user base 29 Users				
Critical	27%	73%	75%	84%
Important	3%	80%	80%	80%
Nice to have	10%	80%	80%	80%
Do not use	58%	10%	10%	–%

Great Plains Comments

Your Company 47
Responses

Read comments on each application organized by department. Generate improvement ideas based on a specific understanding of user issues.

Q: What about the following applications makes it most helpful or detrimental to you performing your job effectively?

	Status		Importance	Features	Usability	Data Quality	Responses
Human Resources & Volunteer Services	Unleveraged	Maintain	45%	71%	72%	78%	47

The system is slow is open.

- use this application on daily basis as its stores employee personal information

N/A

Relies on interface compatibility with other systems – possibility of something not working and we don't necessarily know about it.

Only one person knows how to make significant changes or add information to the coding in GP, sometimes this is a hinderance. The rest seems to be working fine.

Again a pretty good HRIS system.

although I do not have access to this application as a VR staff many of the functions that GP performs or doesn't impacts my team as we work across the HR/vR continuum,eg. if we want to pull a list out of moodle of course participants and put it into GP it is not a bulk upload that can be done, one person must enter the info one by one...

I didn't know/acknowledge this was available.

Limited fields we can populate; ability to filter or pull/request certain information for reports is limited. HR cannot function without a database although we did somehow for years until we started with GP around 2007 I think it was ... I equate it to having a Finance department trying to work without an accounting software. Nutso! :)

Most helpful: Create analytics and reports

N/A

N/A

Ability to store historical information is limited. Training on reports usage and creation is self study.

Ability for me to develop customizations and write various types of reports and download to Excel for users.

Feeds our payroll provider

Do not use

This application is essential for my role as it gives me access to employee information. Being able to download data into Microsoft Office programs is exteremely useful.

Would like to be able to pull reports with a mixture of data without having to have them created by administrator - so looking for more autonomy in the report writing controls if such a thing is possible

NA

Would really like to have a data aggregator that would connect the data from different exported files. Tableau looks very robust, and something like this would assist in creating a dashboard simply. GP on its own is still useful, but not all of our data is stored in the same place at this time.

Helpful: no freezing or loss of info

Easily able to print reports. I particularly like the reports available on the G drive as they regenerate themselves based on the most current information in GP.

n/a

MS CRM 11 Scorecard

Your Company 100 Responses

End User Diagnostic

CloudAngles

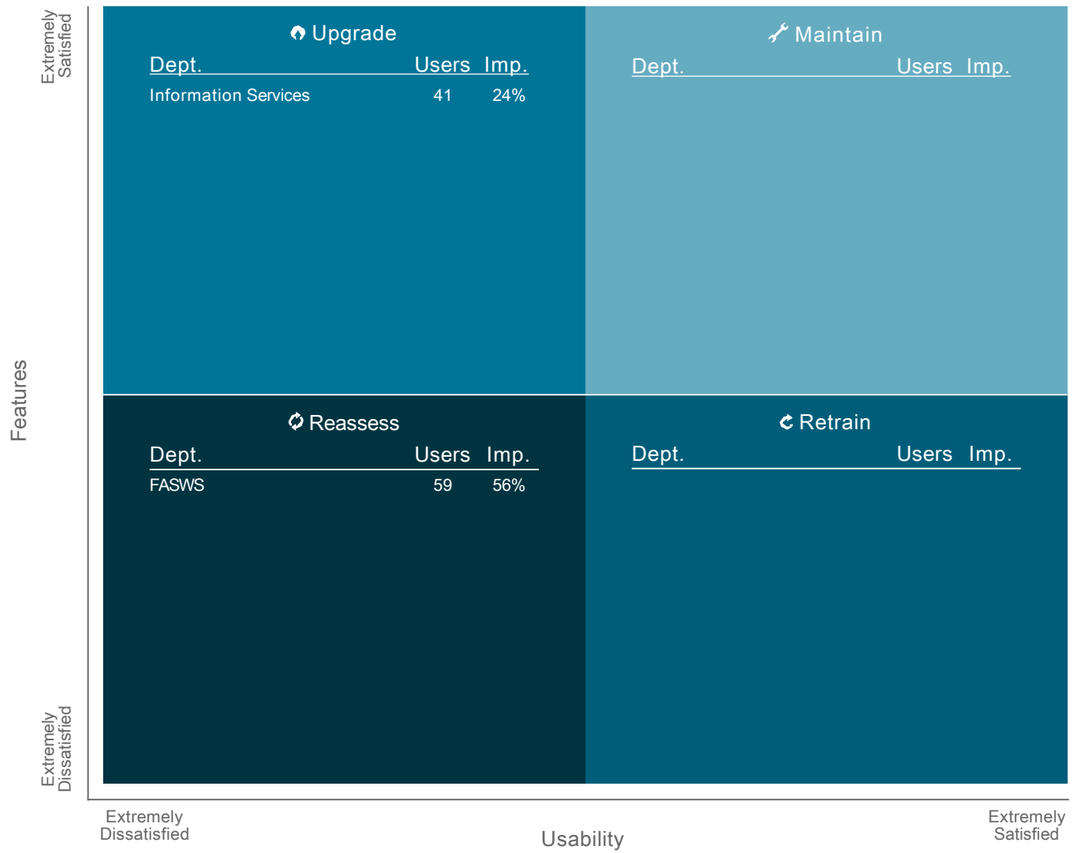
Satisfaction Metrics

Company avg.

Importance	Usability	Features	Data Quality
43%	63%	64%	68%
5% ↑ Compared to Company	3% ↑ Compared to Company	5% ↑ Compared to Company	3% ↑ Compared to Company

Number of Departments by Features & Usability

Ease of use and features capability can variably impact application effectiveness. Understand end user perspectives in this regard to decide on mitigation strategies.



Importance & Effectiveness by Seniority

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.

Executive

–% of user base

0 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	–%	–%	–%	–%
Important	–%	–%	–%	–%
Nice to have	–%	–%	–%	–%
Do not use	–%	–%	–%	–%

Director

4% of user base

4 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	25%	80%	70%	80%
Important	25%	80%	80%	80%
Nice to have	–%	–%	–%	–%
Do not use	50%	–%	–%	–%

Manager

26% of user base

26 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	38%	68%	64%	67%
Important	15%	60%	70%	65%
Nice to have	15%	60%	63%	63%
Do not use	30%	50%	50%	–%

Front Line

70% of user base

70 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	18%	61%	63%	69%
Important	24%	68%	64%	71%
Nice to have	14%	57%	54%	57%
Do not use	42%	67%	70%	80%

Q: | What about the following applications makes it most helpful or detrimental to you performing your job effectively?

	Status		Importance	Features	Usability	Data Quality	Responses
Information Services	Questionable	Upgrade	24%	66%	65%	68%	41

n/a

N/A

My experience with CRM is on the development side, not on its usage. Overall, I find Dynamic CRM to be a solid platform and look forward to upgrading to CRM 2013, in order to maximize user experience and use a number of new added features.

n/a

Fuctional.

N/A

N/A

N/A

N/A

This was difficult to answer as I had to be forward thinking vs scoping on real time experience. Excited for the OneView of the constituent and glad to see that the leadership team is fully supporting this. Way to go.

N/A

N/A

I develop more on it than I used it

Good "workflow-integration policy and practise" is essential.

N/A

Don't have

Currently not used, but hope this will change soon

N/A

N/A

Not sure what this is. CLEAN UP OLD INFORMATION IF A POLICY OR PROCEEDURES mAKES IT HARD WHEN SERACHING FOR CURRENT INFORAMTION

N/A

	Status		Importance	Features	Usability	Data Quality	Responses
FASWS	Contentious	Reassess	56%	64%	62%	68%	59

ease of use, more intuitive

My job is to test and improve the databases based on the user perspective so this is very important to me.

Great tool that will become better as we continue to use it.

n/a

N/A

Easy to navigate, easy access. Central info.

Although I do not personally have access to CRM, other coworkers on mine do and I am able to witness the benefits. When needed I often have someone check CRM if I need additional information that cannot be found on the IP database - features such as notes make this possible.

I really like CRM as it is out of the box and then customized for Red Cross. It is easy to use and I feel for the most part the data is accurate. At times it seems to crash our Outlook which needs to be addressed.

Dependability.

This is a great application. Works well.

Great tool. Need more direction on how to use for specific situations (i.e. need processes). This tool is not used consistently by those dealing with our training partners so the information in CRM is fragmented.

our department, program reps have started using this, and tracking customer service, which is fabulous, and crucial for them to share information about customers.

Haven't used this yet but have seen a demonstration and it looks great.

Doesn't work well with Outlook, I run it as a standalone program, so that it doesn't effect my outlook reliability. The system is capabile of way more than we use if for, under utilized and not enough training on the system.

Excellent that we can now view financial data whe nlooking at customers. Very easy program to work with. Would love to see reports function operational.

N/A

- more time upfront prior to implementation so that desired outcome could have been indentified prior implementation - document training needed to support input of data - excellent tool to track customers - excellent support from the crm implementation team

N/A

I beieive that it is crutial to have a CRM for prospecting and my job does not have access to this technology

CRM has lots of potential, we really do not know enough about what it can do. More training is necessary. Not all of us are using it, not sure just how much should be going through CRM. We only have the TP info there so have to back and forth from IP to receive Instructor info.

love it when I have access...it is usually disabled as it interferes with my ability to access outlook and I am often locked out.

Again - great potential with this application, but we are moving slowly due to resources (people and money). The move to CRM means we are now trying to manage data accuracy between 3 systems (CRM, ACCPAC, IPDB/CM) rather than the 2 we had. Ideally we should only have to manage data once! Training on what the tool can provide would be helpful - we only build what we know vs building to use the platform's potential.

I would love further training on CRM. It's such a large program, and I'm having a hard time making the connection of how to use it to my advantage.

I enjoy working with CRM. The recent changes have been great. I still need training on report printing.

Need more training.

n/a

Not sure what this is?

Fairly new tool and still getting to know the program. So far it's been good.

I've heard about this, but from my understanding hasn't been implemented into Direct Delivery First Aid. I think it would be beneficial if I could use it.

Very important for our field staff, I have not yet implemented this.

Love the tool, our staff are just starting to use it. We've just purchased iPads for our Reps and i strogly believe this tool with assist us with the account management process.

N/A

	Very useful tool. It captures all the information a PR needs to have for current customer data.
	Confusing at times, we need to be able to have acces to the TP's password, not accessable on CRM. This is important in our work to help them with course manager or to find things on their TP website. Tried to edit a contact and it didn't work. More group training could be done.
	We have just implemented. Love what I see so far.
	Excellent tool, but we have recieved no training on sharepoint so there is no way I (or my department) can use this application effectively. What is teh purpose of buyinng this
	amazing tool if we are not going to provide training to our staff? CRM will fail without training.
	I do not use this application.
	Having a software where i can quickly and easily find needed customer information
	I am just getting into using CRM and am sure this will be a major go to tool as this app progresses
	Not in use for a long time but not as user frinedly as we were told it would be. Missing training on that application. Were told chosen for its bilingual possibilities well ...

Microsoft SharePoint 2010 Scorecard

Your Company 585
Responses

End User Diagnostic

CloudAngles

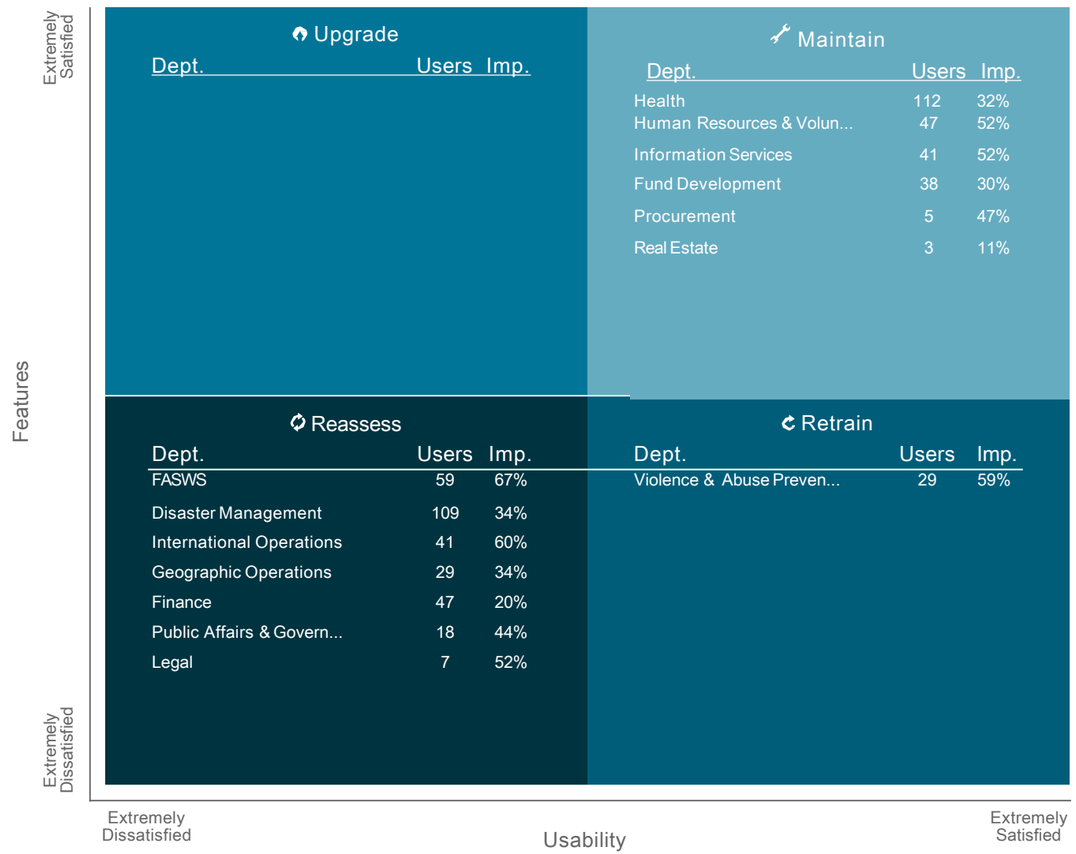
Satisfaction Metrics

Company avg.

Importance	Usability	Features	Data Quality
42%	63%	62%	66%
4% ↑ Compared to Company	3% ↑ Compared to Company	3% ↑ Compared to Company	1% ↑ Compared to Company

Number of Departments by Features & Usability

Ease of use and features capability can variably impact application effectiveness. Understand end user perspectives in this regard to decide on mitigation strategies.



Importance & Effectiveness by Seniority

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.

Executive

1% of user base
7 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	28%	60%	65%	50%
Important	42%	70%	73%	80%
Nice to have	28%	65%	65%	50%
Do not use	–%	–%	–%	–%

Director

6% of user base
34 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	29%	61%	61%	60%
Important	44%	65%	67%	66%
Nice to have	8%	47%	60%	43%
Do not use	17%	80%	–%	–%

Manager

38% of user base
222 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	15%	71%	69%	74%
Important	31%	64%	63%	64%
Nice to have	25%	55%	55%	61%
Do not use	27%	50%	62%	68%

Front Line

55% of user base
322 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	12%	64%	62%	66%
Important	25%	70%	69%	73%
Nice to have	22%	60%	60%	62%
Do not use	40%	41%	51%	54%

Q: | What about the following applications makes it most helpful or detrimental to you performing your job effectively?

	Status		Importance	Features	Usability	Data Quality	Responses
Development	Unleveraged	Maintain	30%	66%	70%	68%	38

N/A

Fullfills a need to have a place to store and share information. It is difficult to navigate and use.

Jene l'utilise pas

Personally do not use... department does

Our department has a custom site with department public areas and locked down areas. They system itself is somewhat cumbersome and because of this many members of the department refuse to use it rather than the shared drive. We have one fully trained designer/administrator and two other admin users. It is adequate for the purpose we use it but could be more user friendly.

I wished more folks in Fund Development used this. Not sure why it is not being used to it's full capability as it's a great tool. I had actually forgotten that we even had it. Perhaps it can be made a bit more mandatory as opposed to our Shared Directories that are poorly organized?

This could probably improve our productivity, but no one is using it - or knows how.

Often times I look for forms, etc., and they are not there. Should have more updated info/ forms/templates/info. Nice to have everything in one spot but not everything is there.

no training has been provided, difficult to use and really just becoming another dog's breakfast of a shared directory.

It is great to be able to look up policies, contact information, ideas

It is important and helpful for me for file management - input, download (stores documents) and track data.

n/a

Limited standards in place. Gets messy very quickly.

A crictial way to share information/data. The problem is more with business units either not using properly or not keeping files updated, or incomplete.

FD still isn't using SharePoint to its full capabilities, but when we do use it, it's been very useful.

I have not engaged in Sharepoint, but I have used in other organizations. I will need to take a look at it and see how I can use to help me with my role.

	Status		Importance	Features	Usability	Data Quality	Responses
Information Services	Contentious	Maintain	52%	66%	66%	68%	41

Sharepoint is useful as a central storage of documents and can be accessed by all stakeholders. Would like to have version control in sharepoint (curretnly if version control is turned on, the feature to upload multiple documents is turned off), also if we have policy of where to store certain documents it will be helpful as sometimes it is hard to track the documents.

Needs to improve the search capability. Need to implement BLOB (Off-loading large files)

Automatic version control is very beneficial. There are some issues when using Visio files that cause problems from time to time.

We are still not using SharePoint as a central doc management system so information is in a variety of places; and we still do not use the collaboration features of SharePoint which will enable us to do more together.

There's an important need for some programs to make SharePoint accessible from the outside (Extranet). Also, SharePoint isn't very intuitive to use.

Sharepoint is theoretically a good tool for storing, managing and sharing documents. However, I find the AAAA' implementation of sharepoint lacking. Useful features such as version control, workflow, etc., are not available. Version control is a useful feature as it would simplify the management of documents; historical documents/versions could be maintained without having to create a second copy. Workflow would also reduce the amount of document management (once a process has been established). Interacting with sharing point in IE is also a slow and buggy experience. In addition, there is a limit to 128 characters in the file path names, and I am constantly having to rename my documents to have them fit into or open the files on sharepoint.

Staff report that ease of use is an issue; familiarity takes time, training would be helpful.

Access to all relative documentation and business content, can be a bit slow at times.

Complicated structure for the IS team site makes it hard to locate documents. Search feature often throws an error and you have to go back and re-search again. Good place for keeping track of vacations and RFCs.

Unable to use version history and workflow options; this is helpful for work collaboration

N/A

SharePoint hasn't been architected and customized well for playing a central document and collaboration role in everybody's daily work.

Difficult to use. Incomplete feature roll-out. Little to no organized training. Restrictions on document file names.

Out of the box functionality is not sufficient. No Records Management No Standardization No productivity add-ons installed No rights to use advanced features Poor quality - I have lost data due to unexplained connectivity issues and have had to redo documents

Usefull to share documentation about architecture and requirement

Helpful: I use it on daily basis for document sharing and creating portals. Some of the features we use are very helpful like calendars. but we need to enable more features like workflows, archiving, search index... Detrimental: Search is not useful at all. Documents are not indexed so in case moved to another place, previous links won't work anymore and makes it difficult to find them. It's not so user friendly.

Universality

N/A

Don't have

SharePoint is being underutilized. In order to have this changed, training needs to be provided to all users, and the benefits of using the SP need to be communicated to them to ensure the buy-in.

Data is easily reachable and can be shared amongst all in the team.

N/A

Helps access data bases for programs not in my own branch. ex HELP statistics data base

Duplication duplication is a hinder,

The search feature

	Status		Importance	Features	Usability	Data Quality	Responses
Human Resources & Volunteer Services	Effective	Maintain	52%	69%	69%	75%	47

Need more training on how to upload documents, set up folders, ensure confidentiality

-user friendly -easy access

N/A

Moodle Scorecard

Your Company 156 Responses

End User Diagnostic

CloudAngles

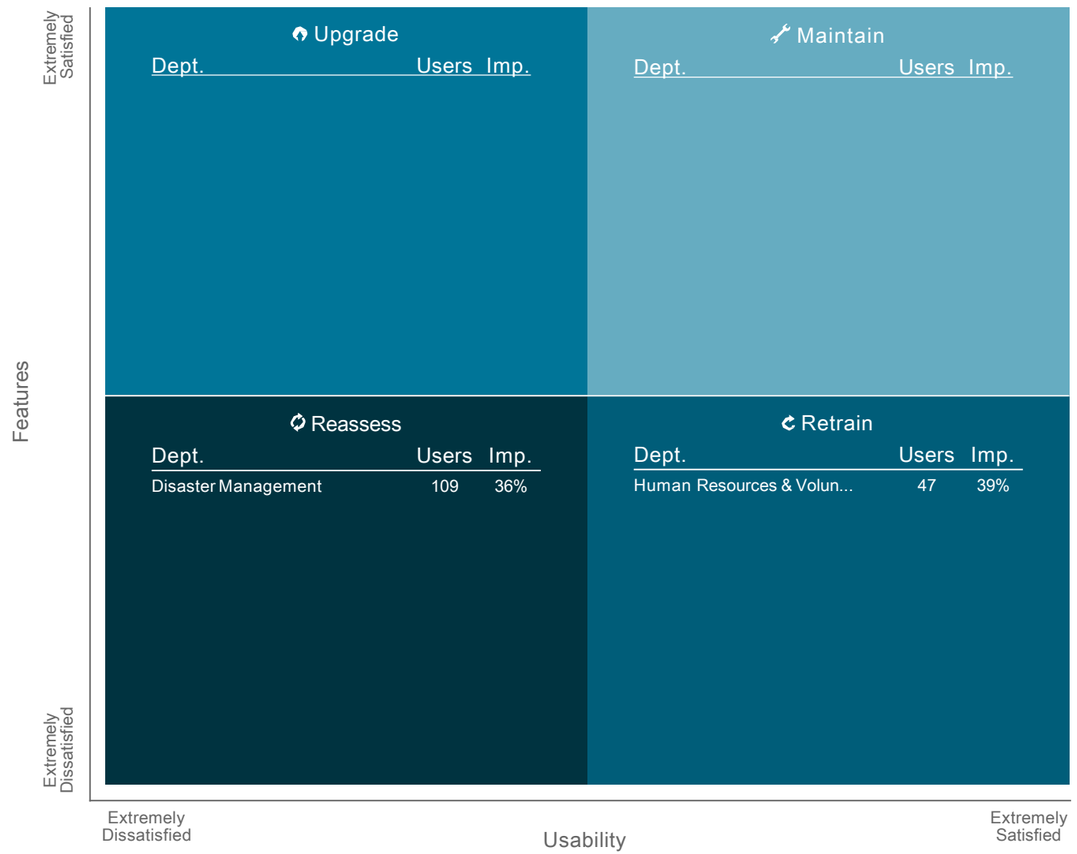
Satisfaction Metrics

Company avg.

Importance	Usability	Features	Data Quality
37%	65%	62%	67%
1% ↓ Compared to Company	5% ↑ Compared to Company	3% ↑ Compared to Company	2% ↑ Compared to Company

Number of Departments by Features & Usability

Ease of use and features capability can variably impact application effectiveness. Understand end user perspectives in this regard to decide on mitigation strategies.



Importance & Effectiveness by Seniority

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.

Executive

1% of user base
2 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	50%	50%	50%	30%
Important	50%	60%	60%	70%
Nice to have	–%	–%	–%	–%
Do not use	–%	–%	–%	–%

Director

2% of user base
3 Users

Critical	33%	80%	90%	80%
Important	–%	–%	–%	–%
Nice to have	33%	70%	60%	60%
Do not use	33%	–%	–%	–%

Manager

47% of user base
74 Users

Critical	17%	61%	71%	66%
Important	28%	68%	65%	67%
Nice to have	18%	59%	63%	67%
Do not use	35%	36%	40%	47%

Front Line

49% of user base
77 Users

Critical	15%	70%	78%	77%
Important	16%	68%	65%	68%
Nice to have	7%	80%	85%	80%
Do not use	59%	38%	40%	53%

Q: | What about the following applications makes it most helpful or detrimental to you performing your job effectively?

	Status		Importance	Features	Usability	Data Quality	Responses
Human Resources & Volunteer Services	Unleveraged	Retrain	39%	64%	69%	73%	47

N/A

N/A

I find that when registering a person for several courses, you need to repeat the steps over and over again, it would be nice to have the option to reigster someone for several courses at once instead of having to go into each course 1 by 1 to register someone.

Have only used this once but found it to be quite user friendly.

useful for its purpose, doesn't always load properly, thank good ness for Denis! The team in Ontario has 2 volunteers who are in very close contact regarding moodle as the database has cross program usage, without the communication between them the duplication of profiles in the database is difficult to manage. Again when a report is pulled from Moodle the data entry into RE or GP at this point is done manually, would be great to have a seamless process (eg. import o matic) and a staff to manage this process.

Reporting could be better

I didn't know/acknowledge this was available.

N/A

N/A

N/A

I have used moodle at the college and was unaware this product is available

Minimal exposure to this at this point but I think it is a great tool for our training needs.

As volunteers are expected in BC/Yukon to undergo three training modules: Intro to the Movement, Intro to Volunteerism and Respect in the Workplace we need to combine all three of these modules onto one training platfor. Currently they are on two. This is not helpful to staff or volunteers. Staff have to monitor progress and have to go to two training platfors to do so. Volunteers have to register two accounts, go through two different training platforms, with lists of intructions. We have a very diverse population from youth to seniors, ESL, computer literate/not computer literate, persons with disabilities. The platforms for some are very difficult to navigate.

If there was one platform for all online learning it would simplify a holistic approach to online training for anyone in any area

Do not use

From what I've heard, a great e-learning tool. Have not yet had direct experience.

I know that Moodle is there and while I know that some of our volunteers use this, I am not using this system at this point

Works well, but the reports generated can be a lot to sift through for data entry.

N/A

n/a

Ability to register volunteers for training; monitor their progress and verify their grades. This information can then be entered into Raiser's Edge.

	Status		Importance	Features	Usability	Data Quality	Responses
	Questionable	Reassess	36%	61%	63%	64%	109

N/A

na

While it is easy to use and serves as a good basic LMS, a more robust solution would allow for features such as online registration for all courses, data sharing with RE (or other VRM solution), etc.

Just Googled this to see what it was- local staff does not use it as a tool (creating a training) however; staff and volunteers use it via the intranet (Learning Centre on the info site)

Need to incorporate this more

Moodle is only used in training and has minimal impact to the work I do. As a volunteer DM instructor it suits its purpose. However volunteer candidates have had difficulty navigating, could be the user not the program itself.

helfpul: assist in organization. detrimental: not all users keen to use it

My volunteers seem to have good experiences with Moodle training, I almost never get questions or complaints from them. My struggle is with the process to get a volunteer into a Moodle course, but that's more a problem with AAA process than with the actual application itself. I wish I could go backwards in this survey to amend some responses.

Critical for all of the DM online modules

Needs to be fully developed as a key DM tool.

:) Ease of finding profiles and course completions/scores :(Sorting ability in several areas is weak

Key application for training. This is extremely important for training our volunteers.

Used for outside agencies but not with AAA

do not use much, may develop more understanding of program and its effectiveness as work progresses

Being a DMI it helps a great deal.

N/A

generally works well

NA

I don't use this much myself but have been on sessions where it has been used and think this could be a fantastic tool. I have also have times when the person leading the session wasn't really sure on how to do it so much time was used with getting it to work. Training on how to utilize it is critical.

Volunteers have expresse having difficulties with running Videos witihn training courses. Appears that not all browers are supported causing issues for some people to take courses. Under the Grades section, it woudl be nice to know the date someone registered for a course and the date they actully completed the course. The ability to add grades when a Paperbased Exam is required woudl be helpfull.

I'm part of the Volunteer Resources Team, so Moodle is a useful tool.

I do not use this application very often.

N/A

I have no experience with this.

not utilize enough to make a good judgement

Do not use/have not used

N/A

Fine for online training. However, you cannot take a course through Moodle off your Citrix database as it will be garbled. Not enough bandwidth?

It seems to work ok for my experience

a little rough on design and user friendliness.

I have used it on several occasions to take our on line courses and am always impressed with what it can do. I know nothing about what goes into it behind the scenes but as a user

ADP Scorecard

Your Company 47 Responses

End User Diagnostic

CloudAngles

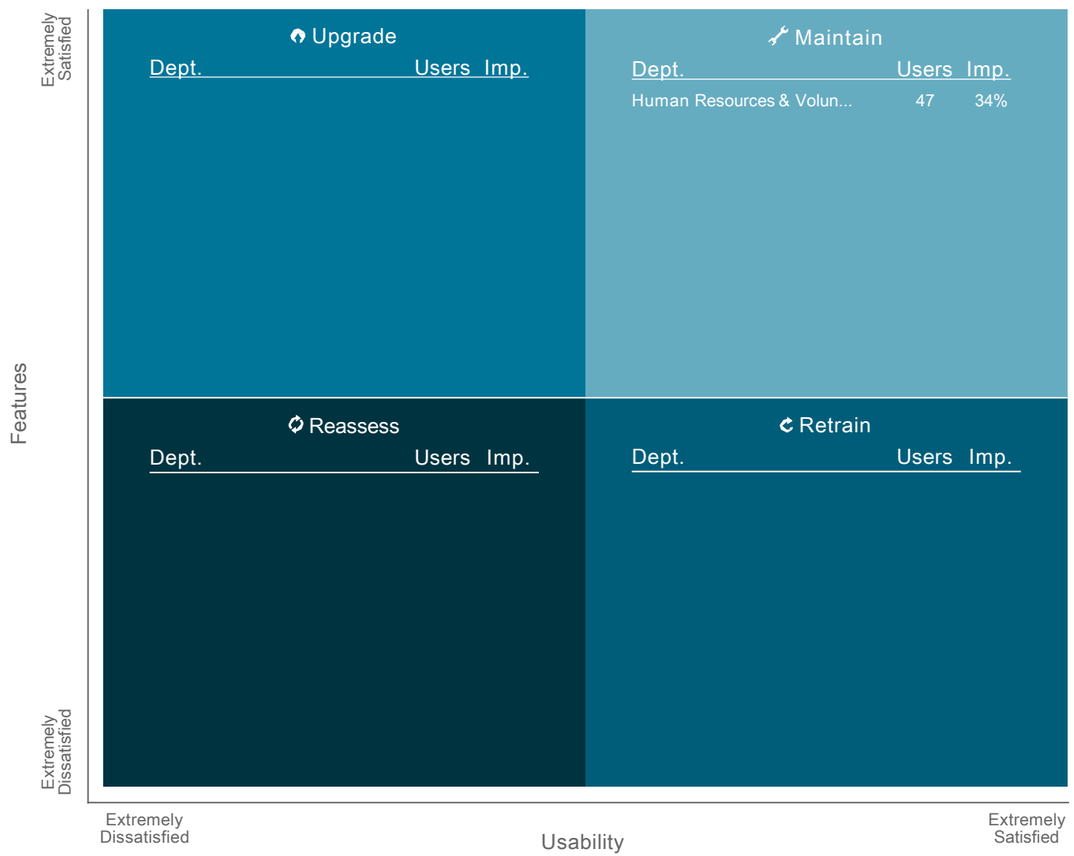
Satisfaction Metrics

Company avg.

Importance	Usability	Features	Data Quality
34%	71%	67%	78%
4% ↓ Compared to Company	11% ↑ Compared to Company	8% ↑ Compared to Company	13% ↑ Compared to Company

Number of Departments by Features & Usability

Ease of use and features capability can variably impact application effectiveness. Understand end user perspectives in this regard to decide on mitigation strategies.



Importance & Effectiveness by Seniority

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.

Executive

2% of user base
1 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	100%	70%	70%	70%
Important	–%	–%	–%	–%
Nice to have	–%	–%	–%	–%
Do not use	–%	–%	–%	–%

Director

–% of user base
0 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	–%	–%	–%	–%
Important	–%	–%	–%	–%
Nice to have	–%	–%	–%	–%
Do not use	–%	–%	–%	–%

Manager

36% of user base
17 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	29%	60%	65%	73%
Important	5%	60%	60%	–%
Nice to have	–%	–%	–%	–%
Do not use	64%	80%	80%	80%

Front Line

62% of user base
29 Users

Importance Level	Percent of Users	Features	Usability	Data Quality Score
Critical	24%	77%	79%	86%
Important	10%	80%	87%	80%
Nice to have	3%	50%	50%	50%
Do not use	62%	10%	10%	–%

Q: | What about the following applications makes it most helpful or detrimental to you performing your job effectively?

	Status		Importance	Features	Usability	Data Quality	Responses
Human Resources & Volunteer Services	Unleveraged	Maintain	34%	67%	71%	78%	47

N/A

N/A

Easy to use, straight forward and good visuals.

Relies on interface compatibility with other systems – possibility of something not working and we don't necessarily know about it.

Removes the need for a paper paystub. Allows users to view pay info at any time.

I didn't know/acknowledge this was available.

N/A

N/A

N/A

At critical times of processing there are issues with system slowness, system going down, server issues.

Many customizations to function

Our payroll service provider.

Do not use

N/A

NA

Helpful: to be able to process without slow downs or freezing

N/A

n/a

For the terms in which I need to use this appilcation, I am happy with it.