

From the IT Director:

I hope that your 2019 is going well so far! It looks like this year is set to fly by even faster than 2018 did!

Every year, the IT department asks staff to fill out a survey that looks at the technology that we provide and how we as a department are serving the City.

The survey started out as a way to get a few performance measurement numbers for our budget process but over the years it has grown into a great tool to gauge the effectiveness of the initiatives that we have put in place. We always ask a core set of questions so we can keep track of IT performance year in and year out. These questions revolve around IT staff, and the service that is provided. We also tailor questions to particular projects that are planned as another way to gather input. Over the years we have gathered incredibly valuable information that has helped define the IT department.

Excellent customer service is a corner stone element of IT. I am proud to say that we have maintained a near excellent customer service rating in all of the metrics that we track for as long as we have conducted the survey. Customer service is broken down even further to look at the speed of the service, attitude, knowledge and expertise and the variety of support that is provided.



An open comment box is available to everyone so that they can provide IT with suggestions and ideas on technology improvements that they would like to see throughout the City. These comments can be very helpful in identifying areas that people have questions about. Training needs are routinely addressed based on responses in these fields.

Additional questions about Wilsonville Maps were added to this year's survey because of the planned overhaul of the system. The answers provided help narrow down exactly how Wilsonville Maps is used within the City. Most of the time, these types of questions confirm what we know about something. Sometimes it reveals whole new uses that we did not know about prior to the survey. All of this information will be considered in the redesign of the website.

A large portion of the survey is dedicated to how the current technology is working and where

improvements could be made in the system. All of these responses help to shape future projects. For instance, the survey points out that in a couple of City buildings the wireless can be spotty at times. The issue had not become a problem that a help desk ticket was created however. This survey helps us identify these types of issues early and allows us to be much more proactive than we would have been if we found out through the normal channels.

My favorite part of the survey is the IT response. We don't just gather the survey and put it on a shelf so we can say that we did it. We analyze all of the responses and create a response for all of the users that took the time to give us feedback.

IT staff will list out future projects that address issues identified in the survey. If the issue that a person is facing is caused by a policy or limitation that is outside of our control, we will explain it to give better context to the situation. I feel like this is a very important part of the process and I think that is why we continually get a high participation rate.

None of this would be possible without the staff taking some time out of their very busy days to fill the survey out. I have talked with other organizations that do something similar and they lament the fact that they only get high participation when there is a significant issue. We work hard to keep the survey fresh and relatively short and to get the most information out of it as we can.

The entire IT team puts a lot of effort into the survey each year but I would especially like to acknowledge our Senior Systems Analyst, Beth Wolf for her work. Her analysis and presentation of everything that we collect really makes it easy for everyone to understand.

I wanted to leave you with one of my favorite comments from this year's survey:

"I've worked in numerous organizations. This is the first one where IT staff don't make me feel stupid or like I'm bothering them. And they are all such a pleasure to see, no matter the occasion."

This is the sentiment that we strive for here at the City and we will continue to do what we can to continue to support the incredible staff of the City of Wilsonville.

Until next time,

Andy Stone

IT Director