

2021 UC ANR Customer Service Survey

Information Technology

PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Prior Year	Current Year (2020-2021)	PO Identified		
2.87	3.49	Moving in a Positive Direction	<p>IT has continues to create yearly roadmaps for critical projects to meet organizational objectives. Our current roadmap has 3 critical projects that have been communicated to ANR community.</p> <p>Critical Projects:</p> <ol style="list-style-type: none"> 1. Identity Management (IDM) 2. Integrated Web Project (IWP) 3. Cybersecurity Plan (Drake's letter) 	
2.71	3.46	Responds to Requests Within an Acceptable Time Frame	<p>Moved to a new ticketing system with more features for tracking tickets. Also working on changing ticket workflow for quicker/more complete triage.</p> <p>Our largest ticket hole is on the web team, our resources on the web team are 100% dedicated to projects and not able to work on tickets at this time. We are actively recruiting for additional resources in our web team, this will improve ticket turnaround time</p>	
2.57	3.20	Training for Clientele	<p>IWP has multiple open office training and help sessions on going for prep work. As we transition more into the new platform, there will be ongoing training sessions for the new platform.</p>	

ADDITIONAL OPPORTUNITIES IDENTIFIED	ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Clarity of Policy	IT is actively working on updated our policies and procedures to be more clear and concise.	
Clear Procedures	IT is actively working on updated our policies and procedures to be more clear and concise.	
Approval Time	Our new IDM platform will allow for a much smoother approval workflow process.	
Approval Workflow Process	Our new IDM platform will allow for a much smoother approval workflow process.	

2021 UC San Diego Academic & Staff Customer Satisfaction Survey

CFO - Human Resources

BENEFITS

PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
3.19	4.00	Facilitates problem resolution	Established customer service and response time standards to ensure timely feedback to customer inquiries	Focusing on enhancing overall communication with campus customer partners

ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)	ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
"Website is not mobile-friendly"	and accessibility for the entire website	Website views doubled within two weeks of improving interface