

FAA

AIT/Business Partnership Service (APS)

AIT Experience Service Survey

AIT Service Catalog

**Purpose for Survey**: Gain understanding of what delights and pains users of the existing MyIT Service Catalog

**Audience**: All users of the Service Catalog in the last 3-6 months

**Bargaining Unit Employees Included**: Yes

**Survey Tool:** Microsoft Forms, delivered via email

**Questions**:

1. What did you use the Service Catalog to request?
   1. Dropdown list of available services, can select more than one
2. On a scale of 1-5 (1=very difficult and 5=very easy), How easy was it to access the Service Catalog?
   1. *Optional* additional comments about access to the Service Catalog (concern, recommendation, compliment)
3. On a scale of 1-5 (1=very difficult and 5=very easy), once in the Service Catalog, was it easy to find the service you were looking for?
   1. *Optional* additional comments about access to services in the Service Catalog (concern, recommendation, compliment)
4. On a scale of 1-5 (1=very disorganized and 5=very polished), how would you rate the look and feel of the Service Catalog site?
   1. *Optional* additional comments about site interface and usability (concern, recommendation, compliment)
5. On a scale of 1-5 (1=very dissatisfied and 5=very satisfied), Once you made your request, how satisfied with the speed of which you received your service?
   1. *Optional* additional comments about speed of service delivery (concern, recommendation, compliment)
6. *Optional* space for any remaining comments, concerns, and/or recommendations (concern, recommendation, compliment)