

<LOGO / NAME>

IT Customer Satisfaction Survey

<DATE>

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1 Introduction

This Customer Satisfaction Survey is intended for companies that have an internal Corporate IT department.

This Corporate IT department wants to understand customer satisfaction about the levels of service that Corporate IT provide. The following survey is trying to capture opinion based information on different types of services.

Services can be added by copying chapters and modifying questions.

The following areas are captured in this survey:

- Business Knowledge (of Corporate IT of the business)
- Project Management
- Change Management
- Technical (Infrastructure and Applications) Support
- Service Desk
- Application Development

Consulting Cloud Preview

2 Business Knowledge

2.1 Questions

Based on your interactions with Corporate IT, could you rate:

NR	QUESTION	POOR		AVERAGE			GOOD		EXCELLENT		
		1	2	3	4	5	6	7	8	9	10
BK-1	The knowledge that Corporate IT has of your business unit										
BK-2	The knowledge that Corporate IT has of your business processes										
BK-3	The ability of Corporate IT to learn about your organisation										
BK-4	The amount of interaction between Corporate IT and your business unit										
BK-5	The quality of interaction between Corporate IT and your business unit										

2.2 Development and improvement

NR		WORSE	EQUAL	BETTER	UNKNOWN / NOT APPLICABLE
A1	Compared to one year ago, how would you rate Corporate IT's knowledge of the business ?				
A2	Based on what do you make the above statement ?				
A3	What would be an immediate improvement ?				