ITSM Survey Questions

1. Name of your area (your work queue) in which you answer/resolve questions, issues, complaints, tasks submitted to you via RNS?
    a. About how many people use your work queue(s)? Is there an easy way to tell who should/not be in the group (e.g. everybody in department X) or do you manually decide that as people are hired or leave? Do you have a specific term for these people, for example "agents"?
    b. Does everyone involved have the same level of access in RNS, or do you have sub-groups of people who do things others cannot (like only the "shift leads" can close a ticket without sending a response to the customer)?
    c. Does your current work queue(s) meet your needs, or would it be better if it was split up or combined?

2. Please provide the "Top 5" most frequently (and/or business-critical) submitted questions, issues, complaints, tasks: Later we'll ask you more about how you resolve/satisfy each kind of request, including who else is involved.
    a.
    b.
    c.
    d.
    e.

3. How (email, phone, visit) are most of your tickets created?
    a. Do you have an email-address(es) that automatically create tickets in your work queue(s)? For example, HR-Help@usf.edu.
    b. Do your tickets often have many or large attachments?
    c. Any security/privacy issues with the content of your tickets?
    d. Are many of your tickets created by someone on behalf of someone else?
    e. What do you think of the contact search tool within RNS?
    f. Do you often have to contact customers via a phone or email that's different than their USF-issued phone or email?
    g. Do you use any of the USF-custom fields (BldgCode, VicePresArea, WindowsDomainID, APYN, Address, etc.) added to user and incident records in RNS? We will provide the list for you to look through.

4. Tell us about any customers you have that are not USF students, staff, or faculty (and may not be able to login to RNS).
    a. How and what are they requesting?
    b. Any concerns regarding creating new "contact" entries for them?
    c. Any trouble exchanging emails with them through the RNS system?

5. How long (on average) do you estimate it takes to answer/resolve each RNS item?
    a. We need this to help us measure whether the new system will make that "response time" better or worse, especially when multiple responders/agents are involved.
    b. Are there some requests that you'd love to see automated with a workflow?
    c. Do you have any sub-groups of people who do "approvals" or another specialized duty during the resolution of your tickets?
    d. How do you like the current RNS "Status", "Product", "Category", and "Disposition" choices?
    e. Do you use the "SmartAssistant", "Search Knowledgebase", or "Standard Text" features?
    f. Do you ever have to combine or send the same response through multiple tickets to multiple customers?
    g. Do you ever split off tickets so multiple people ("agents") can work in parallel on parts of the resolution needed?

6. Are you using any kind of automatic escalation rules, such as notifying the ticket assignee's supervisor if a particular type of ticket has not been resolved within a certain period of time?

7. What kind of reporting (if any) are you doing based on RNS data?
    a. Any fields, groupings, dates/times, etc. particularly important for your reporting?
    b. Do you do any billing based on tickets in RNS?
    c. Do you use automatic customer satisfaction surveys?

8. What things do you **like** about RightNowService?

9. What things would you **change** about RightNowService?