

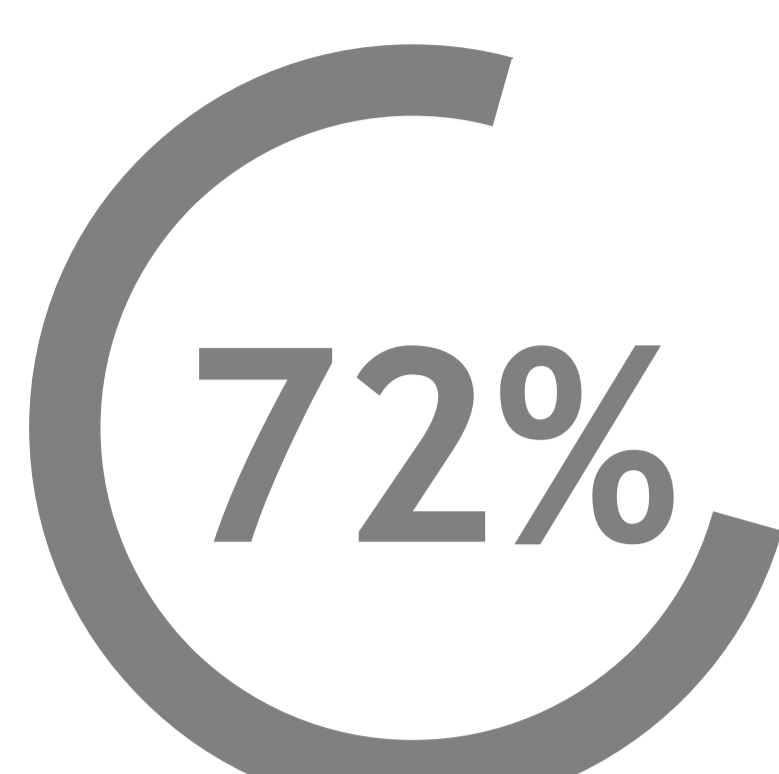
IT SERVICE QUALITY SURVEY 2018 Staff results



Staff Satisfaction with IT Services



Griffith University Staff



CAUDIT* Group 2017 Average for Staff

+11% MORE satisfied

than the CAUDIT average for overall staff satisfaction with IT Service Quality

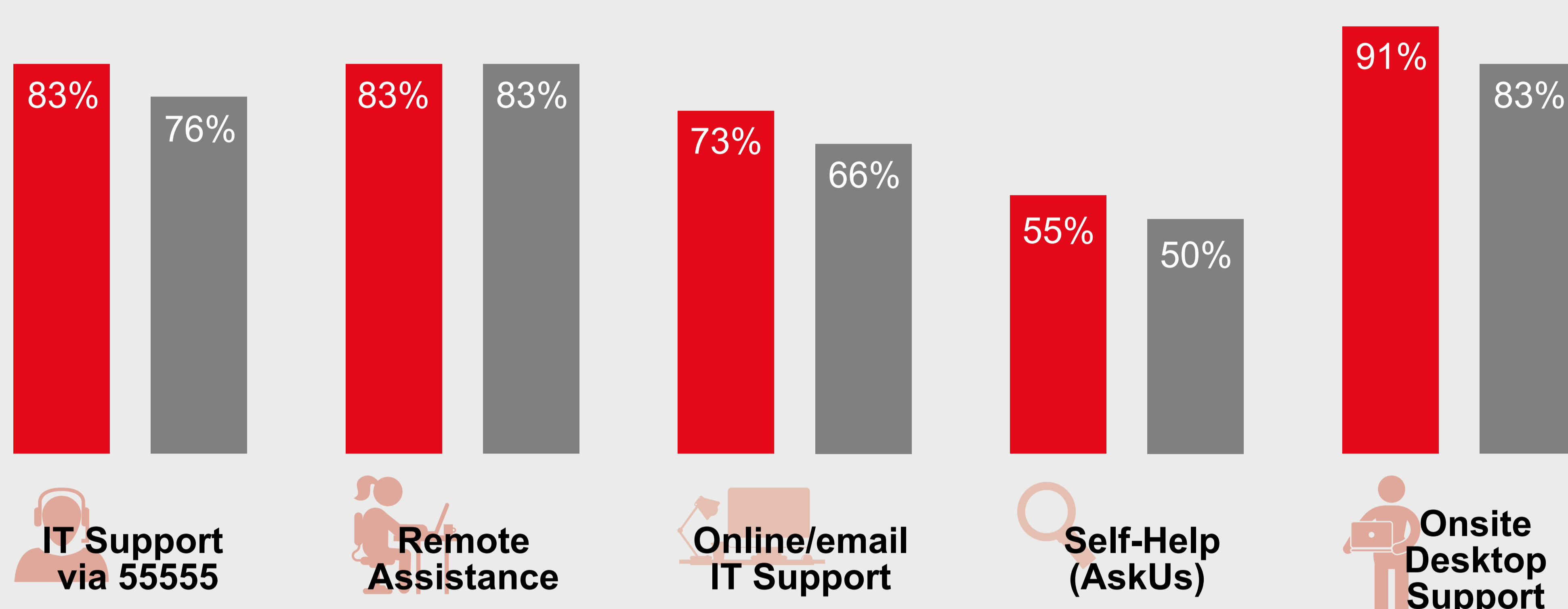
*NOTE: CAUDIT refers to the The Council of Australasian University Directors of Information Technology



Staff ratings of IT Support

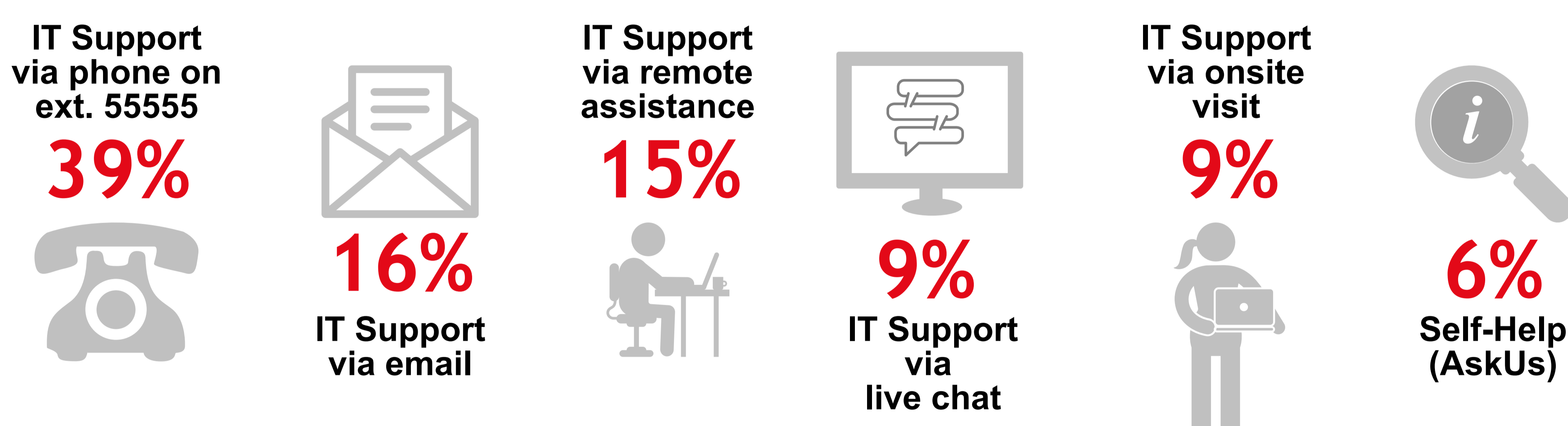
% of Staff who said that they were 'satisfied' or 'very satisfied' with IT support @Griffith

■ Griffith Staff 2018 ■ CAUDIT Average



Staff IT Support preferences

% of Staff who said that they prefer this mode of IT support @Griffith



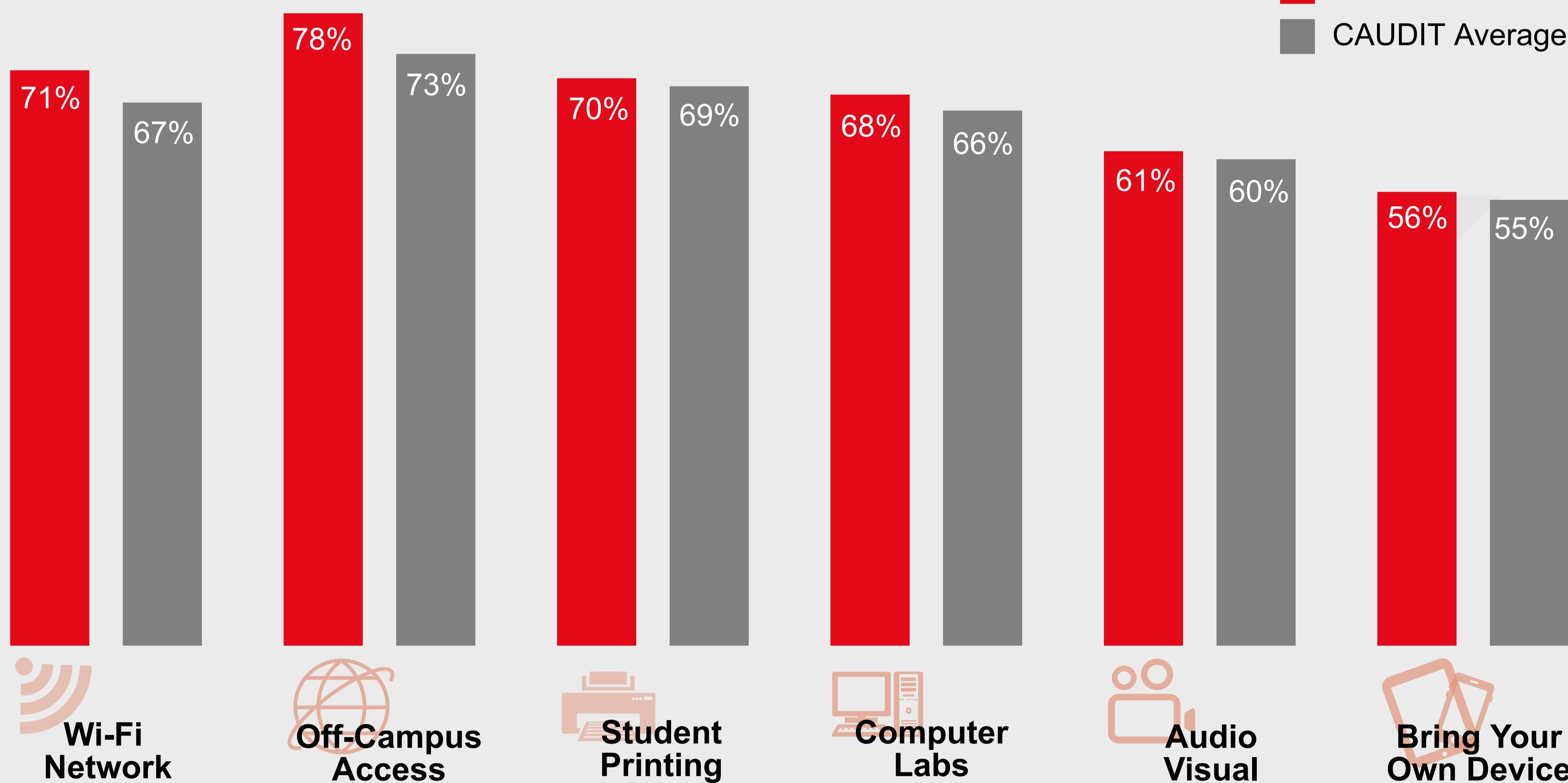
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Staff ratings of IT Services

% of Staff who said that they were 'satisfied' or 'very satisfied' with these IT services @Griffith

■ Griffith Staff 2018 ■ CAUDIT Average



Staff IT Services & Support comments

what staff said about IT services @Griffith...& what action Griffith is taking in response...

"can find it difficult to receive the appropriate answer to questions I've asked."

"AskUs can be frustrating. Doesn't give you the answers you are looking for"

"Finding the resource you need can be difficult - using search function not finding what you need. Resources are often out of date or have broken links."

Griffith's Response...

- Digital Solutions staff are taking the following actions to improve AskUs IT Self-Help:
1. Remove all outdated/unrelated AskUs articles under DS control & provide updated content.
 2. Use Knowledge Centred Support methodology to continually update and add new content.
 3. Initiate a project to improve all self-help resources
 4. A dedicated staff member to develop and promote Tier 0 support



Staff response rate

The Survey cohort consisted of 2,000 staff, of whom 414 responded giving a response rate of... **20.7%**
This is just below the typical response rate for the sector of around 22%.



Survey information

Griffith, along with many unis in Australia & NZ, participate in a benchmarking exercise for IT Service Quality. The IT Service Quality Survey is a short survey which asks about staff experiences with IT Support Services. This survey was conducted in May 2018.