

UCSF IT SERVICE MANAGEMENT ANNOUNCEMENT IT Survey Response Policy

WHAT'S HAPPENING:

IT Service Management is formalizing the survey response process for Enterprise IT. Upon Incident resolution, a survey link is available to customers via the Incident Resolution notification. Those surveys give customers the opportunity to assess their experience with IT and includes an option to speak with a manager or supervisor.

THE SURVEY FOLLOW-UP PROCESS:

1. When completing the survey, the customer may choose “Yes” for the question “I would like to discuss my support experience with a supervisor/manager.”
2. If Yes is chosen, ServiceNow triggers an email to the appropriate assignment group manager informing them of the customer’s request. A link to the incident is provided in the email and survey managers can also find their survey follow-up tasks by clicking the “My Team Surveys” link within ServiceNow. Any open survey follow-up tasks will be found under “My Survey Follow-ups” on the dashboard.
3. The survey manager should research the incident history and then contact the customer to discuss what happened. If an action plan is necessary, it can be conveyed to the customer at this time.
4. Once customer contact and discussion are complete, the survey manager must close their task by going to the My Survey Follow-ups dashboard. Click on the appropriate survey response to open the record and set the “Follow-up Completed” field to Yes.
5. Another attempt should be made at a later date if the customer is out of the office. All contact attempts should be logged in the survey follow-up task in the Manager Comments field.



For Task	Response	Question	Follow-up Completed	Manager Comment
INC4292089	Yes	I would like to discuss my support experience with a supervisor/manager.	No	
RITM0149567	Yes	I would like to speak with a supervisor/manager.	No	
INC3765687	Yes	I would like to discuss my support experience with a supervisor/manager.	No	
INC3557632	Yes	I would like to discuss my support experience with a supervisor/manager.	No	
INC3533531	Yes	I would like to discuss my support experience with a	No	

THE SURVEY FOLLOW-UP POLICY:

Due to the nature of customer follow-ups, it is vital that we contact customers as timely as possible. For this reason, survey follow-ups must be completed no later than 7 days after the response is submitted.

WHY:

By formalizing this process, we can better ensure that all managers are following the same practice and customers can expect a consistent response to their concerns. Setting achievable customer expectations can help with overall customer satisfaction.

WHEN:

Effective immediately.

WHAT YOU SHOULD DO:

If you are an assignment group manager, be aware that customer requests to discuss specific incidents must be responded to as quickly as possible. If time permits, complete survey follow-ups as soon as you are notified of them or develop routines where you consistently work on your follow-ups at least once a week.

ADDITIONAL INFORMATION:

All survey responses can be found in the Survey Responses tab of the Related Links section at the bottom of the Incident form. This tab is only visible if a survey was submitted for that ticket and is only visible to assignment group and survey managers. If you plan to be out of the office for an extended period and would like to delegate this responsibility, please open an Incident with the ITSM team for assistance.

Related Links
Create or Join Chat Room

Incidents | Approvers | **Survey Responses (9)** | Affected CIs (1) | Requested Items | Change Requests | Apex Change Requests | Bomgar Sessions | CIs by Customer | Enhancements

Incident Tasks

Survey Responses **New** Go to: Created Search 1 to 9 of 9

For Task = INC3173650

Answer	Question	Response
(empty)	Understood my request and what I needed (1=not at all, 5=completely)	5
Yes	I would like to discuss my support experience with a supervisor/manager.	Yes
(empty)	Was courteous and professional (1=not at all, 5=completely)	5
(empty)	Demonstrated knowledge and experience (1=not at all, 5=completely)	5
I would like to commend the outstanding ...	Any other comments you would like us to know?	I would like to commend the outstanding ...
(empty)	Overall satisfaction (1=not at all, 5=completely)	5
(empty)	Addressed my request in a timely manner (1=not at all, 5=completely)	5
(empty)	Communicated effectively (1=not at all, 5=completely)	5
(empty)	Was able to address my request Question (1=not at all, 5=completely)	5

If you have any questions, please email or call Peter Stampfer at (415) 353-9114. Incident Management process documents, quick reference guides and other information can be found on the ITSM website at <http://itsm.ucsf.edu/incident-management>.