

# ***California Department of Technology***



## ***2014 Customer Satisfaction Survey Results***

# 2014 Survey Overview

## Methodology/Demographics

- ❑ Ratings were based on the following 1 – 5 scale:
  - ❑ (1=Poor, 2=Below Average, 3=Average, 4=Above Average, 5=Excellent)
- ❑ Surveys were tailored to which services departments subscribed to last year.
- ❑ Services were rated on the following performance categories:
  1. Reliability of Service
  2. Knowledge/Expertise of Staff
  3. Responsiveness of Staff
  4. Communications
- ❑ The following categories are new to the 2014 survey:

1. Billing System/Staff	4. Statewide Technology Procurement
2. Project Oversight Services	5. Geographic Information Systems (GIS)
3. Information Security Office	6. Mobile Device Management (MDM)
- ❑ 1,810 customer surveys sent (235 departments).
- ❑ 383 customers from 123 departments responded to at least a portion of the survey (21% response rate).
  - ❑ Industry standard response rate\* is 15-30%.
- ❑ 226 *completed* the survey in its entirety (12% completion rate).

\*Source: PeoplePulse.com

# 2014 Survey Overview

## Ratings Summary

- ❑ Overall “service and performance” report card grade: **3.44**
  - ❑ Compared to 3.75 in 2013 (an 8.3% decrease)
- ❑ Highest-rated Business Area: **Account Management, 3.96**
  - ❑ AMB was also highest-rated in 2013 at 3.85
- ❑ Lowest-rated Business Area: **ITPOC, 2.98**
  - ❑ Customer Service System was lowest-rated in 2013 at 3.04
- ❑ Highest rated Service Area: **Middleware, 3.77**
  - ❑ Mainframe was highest-rated in 2013 at 3.82
- ❑ Lowest-rated Service Area: **SBCS, 2.64**
  - ❑ CA.Mail was lowest-rated in 2013 at 3.15
- ❑ The **Online Service Catalog** is the most improved business area (+3.5%)
  - ❑ **Account Management** was the 2<sup>nd</sup> most improved business area (+2.7%)
- ❑ **Middleware** is the most improved service area (+7.7%)
  - ❑ **DB2 Support** is the 2nd most improved service area (+6.9%)

# 2014 Survey Overview

## Responses by Organization

### ORGANIZATIONS

### RESPONSES

Child Support Services, Department of	19
Consumer Affairs, Department of	19
Controller's Office, State	19
Transportation, Department of	19
Employment Development Department	13
Social Services, Department of	13
Finance, Department of	9
Victim Compensation & Government Claims Board, CA	9
Alcoholic Beverage Control, Department of	8
Equalization, Board of	8
Health Care Services, Department of	8
Industrial Relations, Department of	8
Public Health, Department of	8
High Speed Rail Authority	7
State Teachers Retirement System	7
Education, Department of	6

# 2014 Survey Overview

## Responses by Organization continued . . .

ORGANIZATION	RESPONSES
Motor Vehicles, Department of	6
Rehabilitation, Department of	6
County of Sacramento	5
Systems Integration, Office of	5
County of Fresno	4
Emergency Services, Governor's Office of	4
FI\$CAL	4
Human Resources, California Department of	4
Natural Resources Agency	4
Peace Officers Standards & Training, Commission on	4
State & Community Corrections, Board of	4
Treasurer, State	4
Business Oversight, Department of	3
County of Shasta	3
Education, Department of - Special Schools Division	3
Energy Commission, CA	3
Environmental Health Hazard Assessment, Office of	3
Forestry & Fire Protection, CA Department of	3
Health & Human Services Agency, CA	3

# 2014 Survey Overview

## Responses by Organization continued . . .

ORGANIZATION	RESPONSES
Agricultural Labor Relations Board	2
Alcoholic Beverage Control Appeals Board	2
Community Services & Development, Department of	2
Corrections & Rehabilitation, Department of	2
County of Santa Barbara	2
Developmental Disabilities, State Council on	2
Developmental Services, Department of	2
Emergency Medical Services Authority	2
Fair Employment & Housing, Department of	2
Fish & Wildlife, Department of	2
Franchise Tax Board	2
General Services, Department of	2
Health Benefit Exchange	2
Highway Patrol, Department of the CA	2
Judicial Council of CA	2
Justice, Department of	2
Managed Health Care, Department of	2
Parks & Recreation, Department of	2
Pesticide Regulation, Department of	2

# 2014 Survey Overview

## Responses by Organization Continued . . .

ORGANIZATION	RESPONSES
Public Employees Retirement System	2
Public Utilities Commission	2
Resources Recycling & Recovery, Department of	2
Secretary of State	2
Transportation Agency, State of California	2
22nd District Agricultural Association	1
32nd District Agricultural Association	1
Aging, Department of	1
Air Resources Board	1
Arts Council, CA	1
Audits, Bureau of State	1
Bar of CA, State	1
Business Consumer Services & Housing Agency	1
Children & Families First Commission, CA	1
Coastal Conservancy, State	1
Conservation, Department of	1
Consortium C-IV	1
County of Contra Costa	1
County of Humboldt	1

# 2014 Survey Overview

## Responses by Organization continued . . .

ORGANIZATION	RESPONSES
County of Lake	1
County of Madera	1
County of Merced	1
County of Monterey	1
County of Monterey Superior Court	1
County of Napa	1
County of Placer	1
County of San Mateo	1
County of San Mateo Superior Court	1
County of Stanislaus	1
Health Information Integrity, CA Office of	1
Horse Racing Board, CA	1
Housing & Community Development, Department of	1
Inspector General, Office of the	1
Judicial Performance, Commission on	1
Lottery Commission, CA State	1
Managed Risk Medical Insurance Board	1
Mental Health Services Oversight & Accountability Commission	1
Planning & Research, Governor's Office of	1

# 2014 Survey Overview

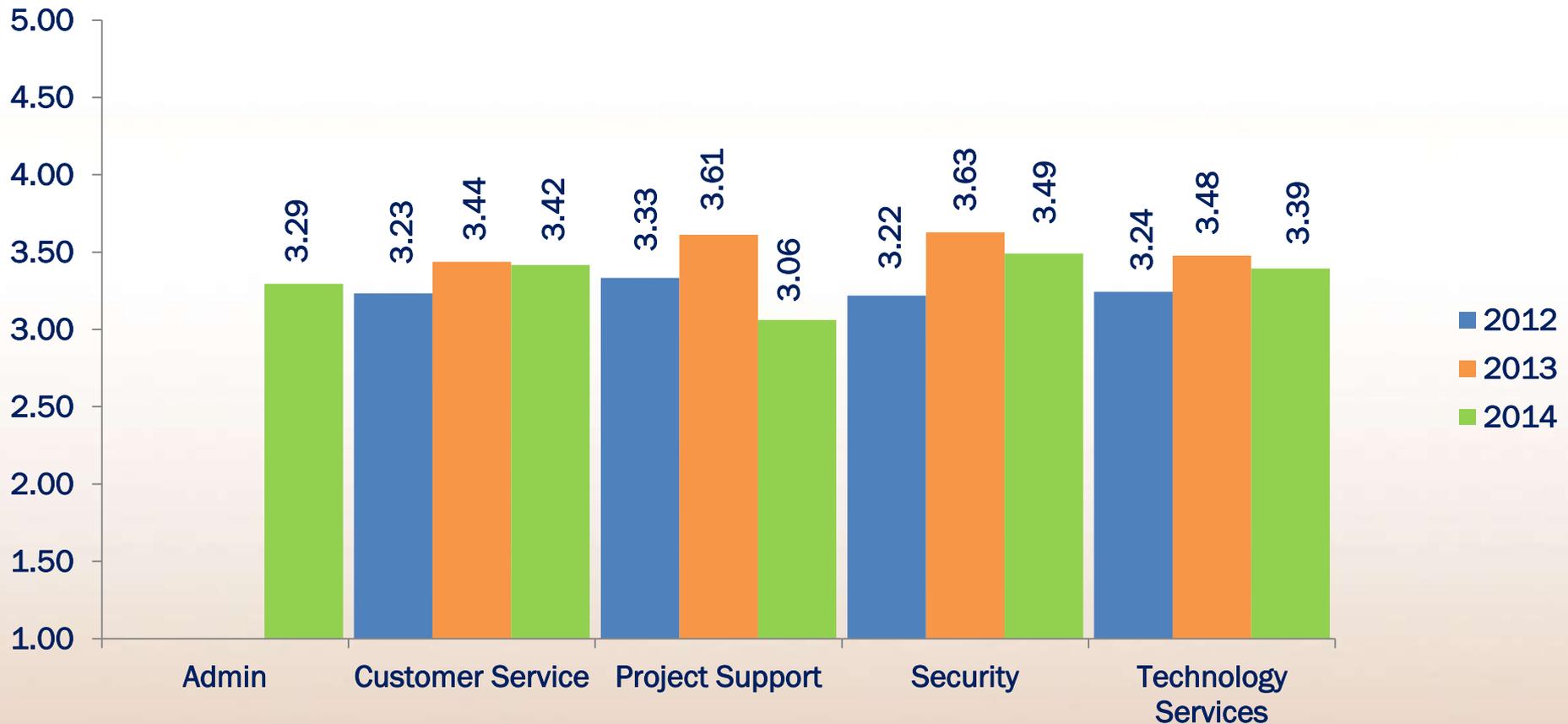
## Responses by Organization continued . . .

<b>ORGANIZATION</b>	<b>RESPONSES</b>
Public Defender, Office of the State	1
San Francisco Bay Conservation & Development Commission	1
Science Center, CA	1
State Hospitals, Department of	1
State Lands Commission, CA	1
Student Aid Commission, CA	1
Teacher Credentialing, Commission on	1
Unemployment Insurance Appeals Board	1
University - Chancellor's Office	1
University - Fresno	1
University - San Bernardino	1
University - San Jose	1
University - Sonoma	1
University - Stanislaus	1
<b>GRAND TOTAL</b>	<b>383</b>

# Overall Survey Results

## by Surveyed Groups

*AVERAGE RATING BY SURVEY GROUP*

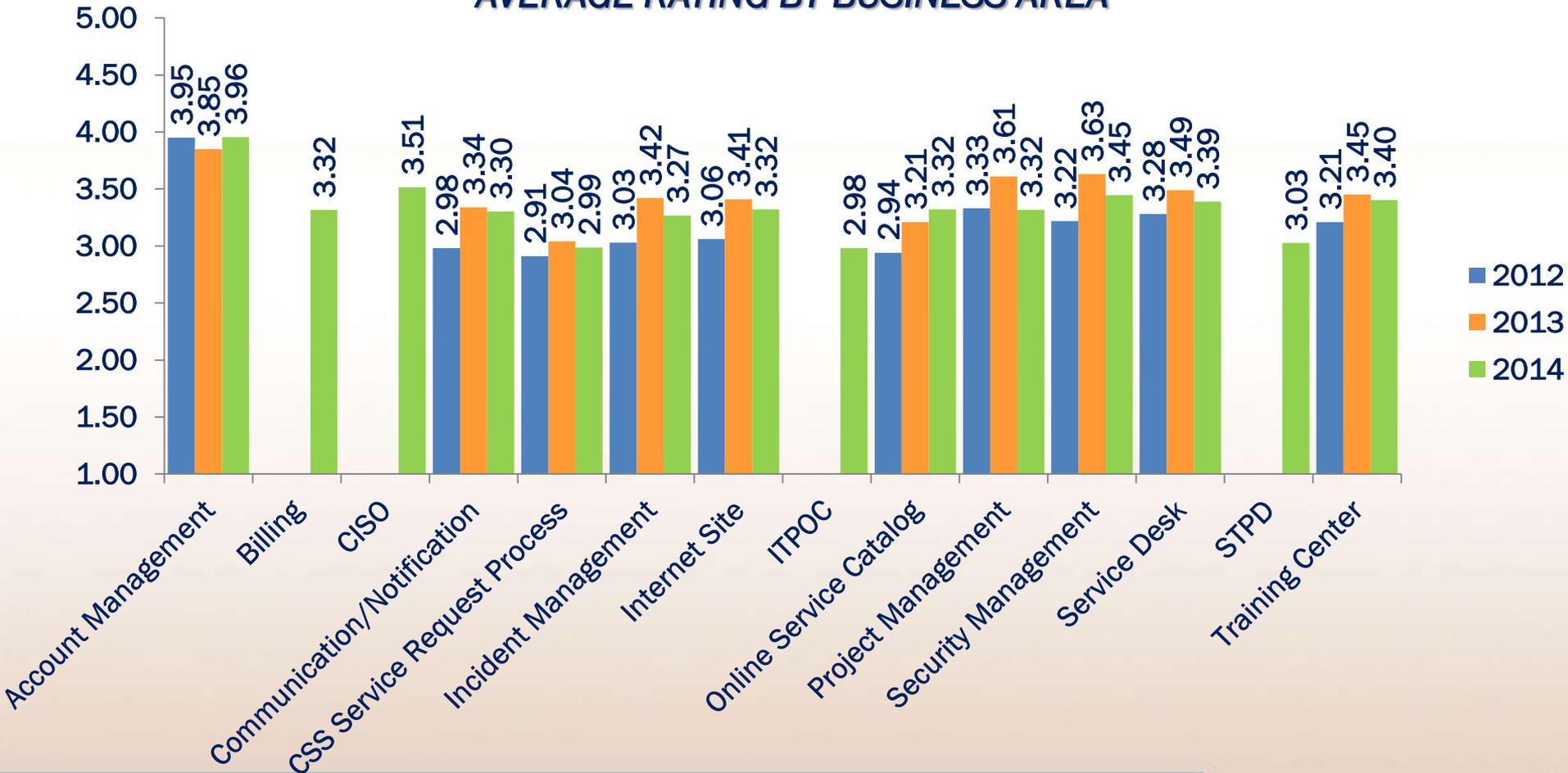


# Overall Survey Results

## by Business Area

Average Rating 3.39 - down 2.2% from 2013 (3.46)

AVERAGE RATING BY BUSINESS AREA

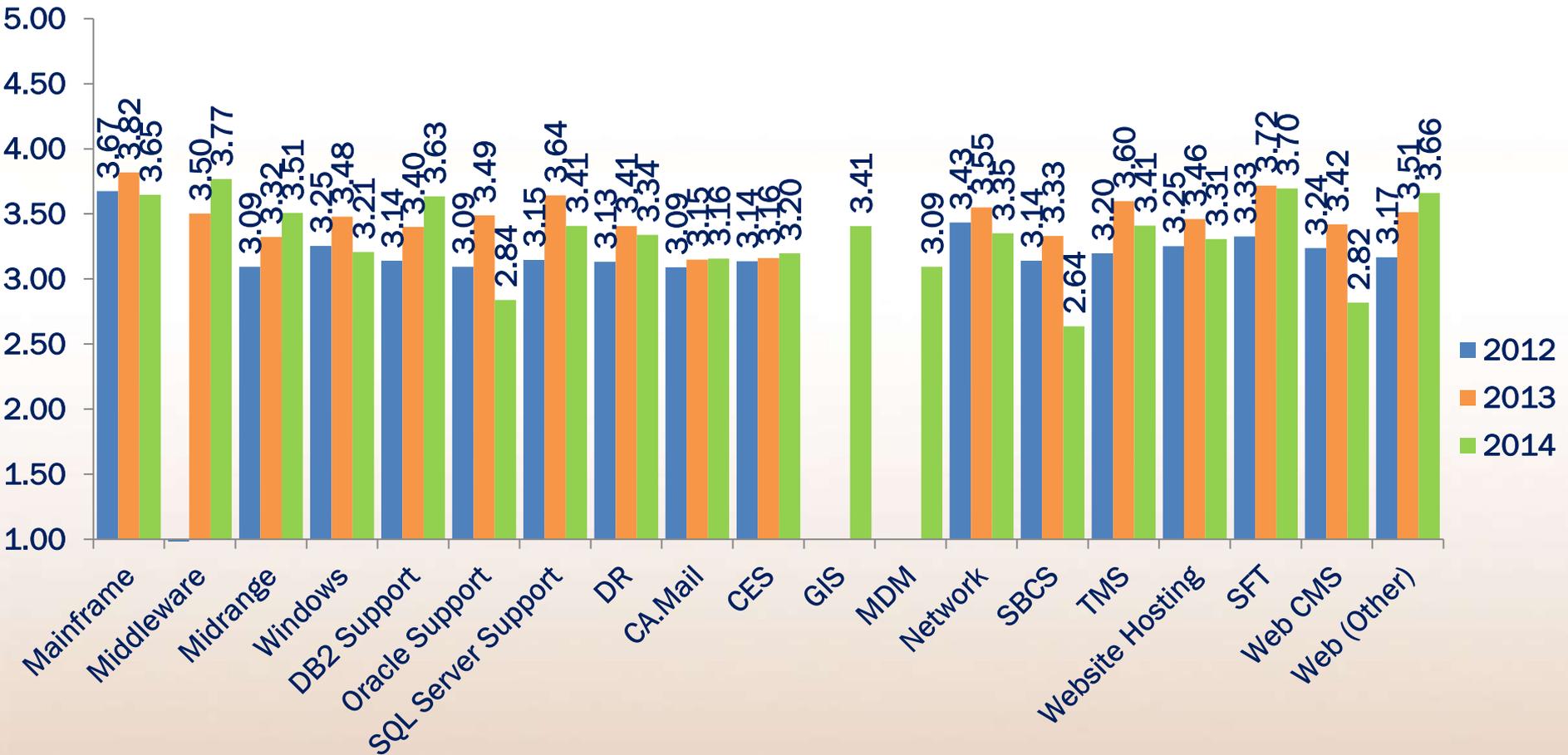


# Overall Survey Results

## by Service Area

Average Rating: 3.39 - down 2.4% from 2013 (3.48)

Average Rating by Technology Service



# Overall Survey Results

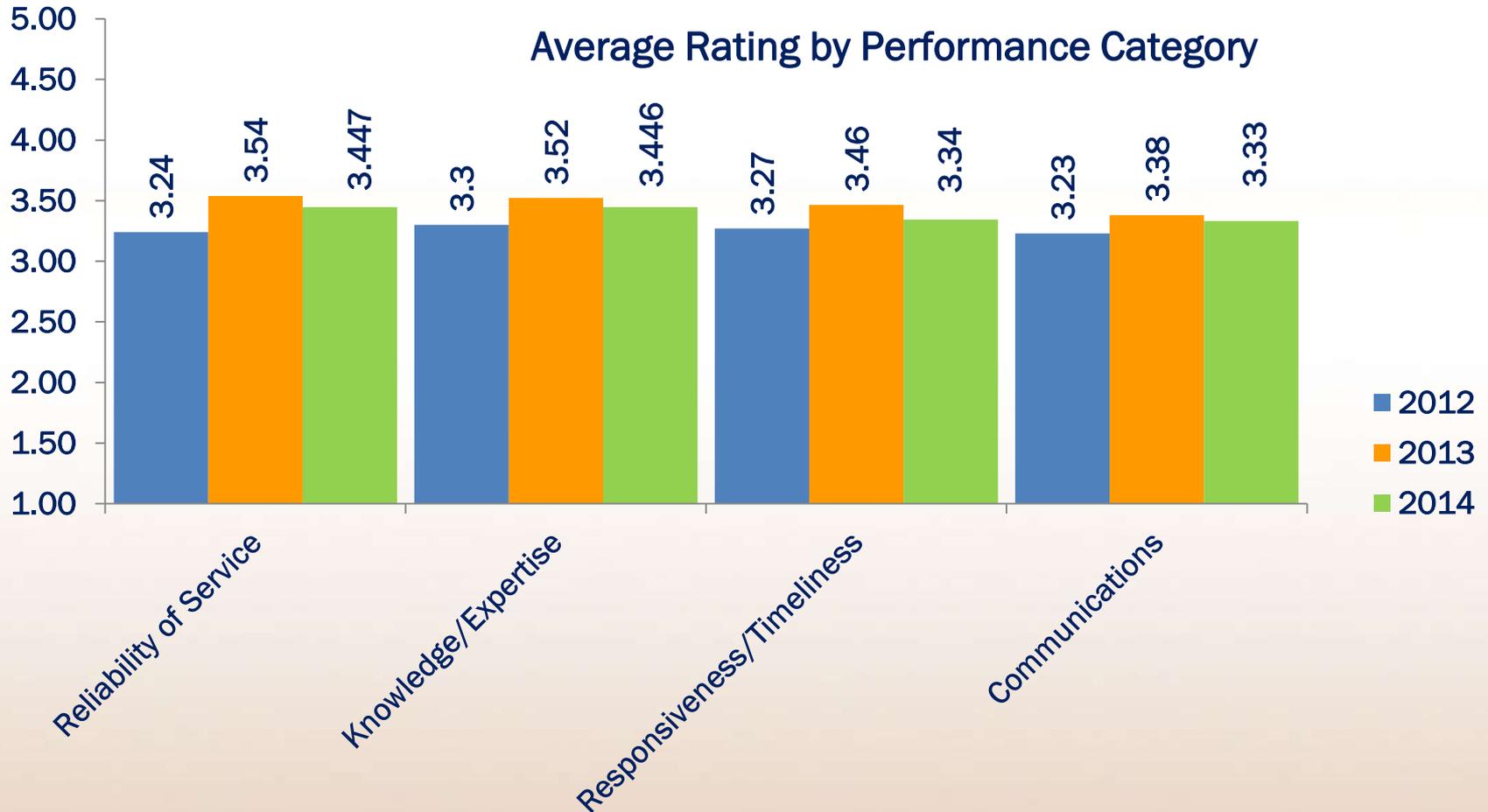
## Top 10 Ratings

2 0 1 4

2 0 1 3

<i><b>RANK</b></i>	<i><b>CATEGORY</b></i>	<i><b>RATING</b></i>	<i><b>RANK</b></i>	<i><b>CATEGORY</b></i>	<i><b>RATING</b></i>
1	Account Management	3.96	1	Account Management	3.85
2	Middleware	3.77	2	App - Mainframe	3.82
3	Web - SFT	3.70	3	Web - SFT	3.72
4	Web – Misc.	3.66	4	DB - SQL Server Support	3.64
5	Mainframe	3.65	5	Security	3.63
6	DB2	3.63	6	Project Management	3.61
7	Midrange	3.51	7	TMS	3.60
8	CISO	3.51	7	Network	3.55
9	Billing Staff	3.45	9	Web – Misc.	3.51
10	Security Management	3.45	9	App - Middleware	3.50

# Average Rating by Performance Category

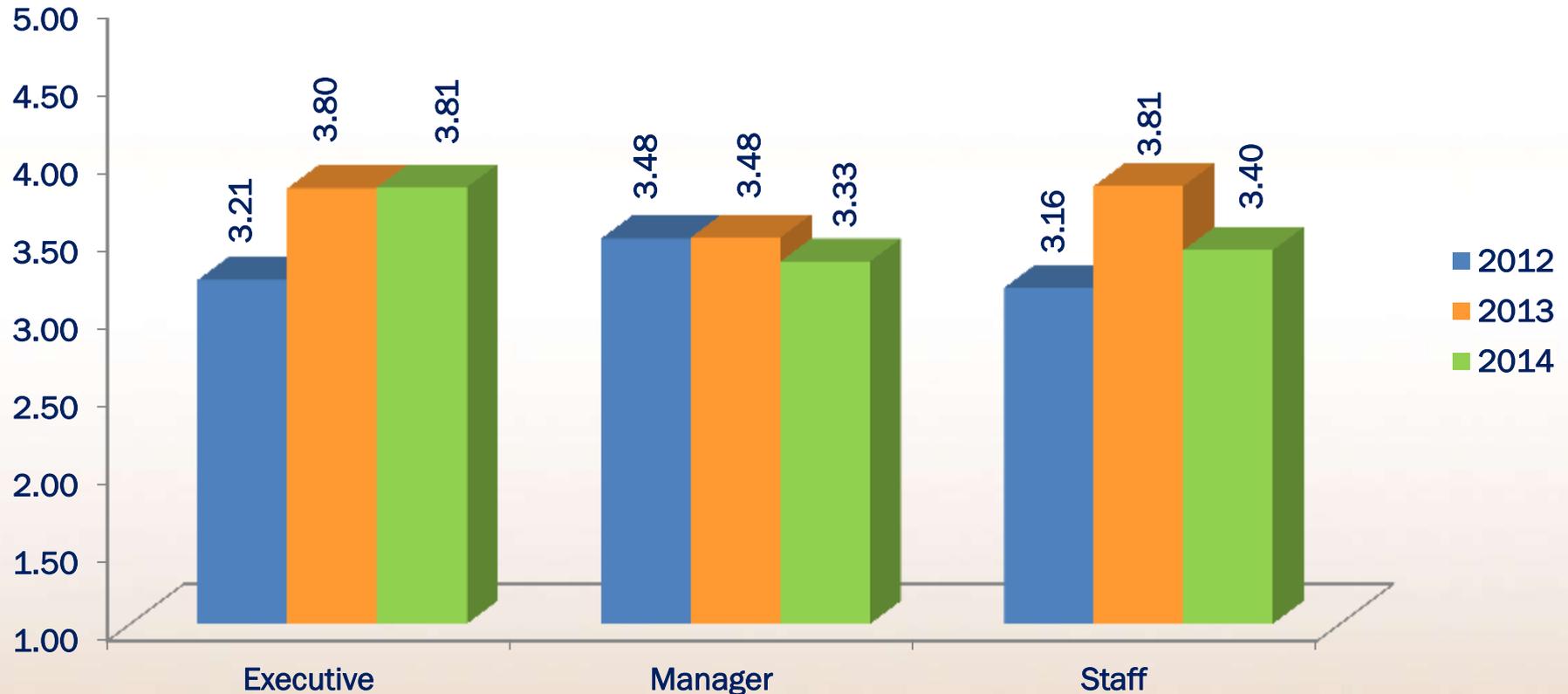


# CalTech as Strategic Partner

## by Surveyee Job Level

Overall Rating 3.43 - down 7.2% from 2013 (3.69)

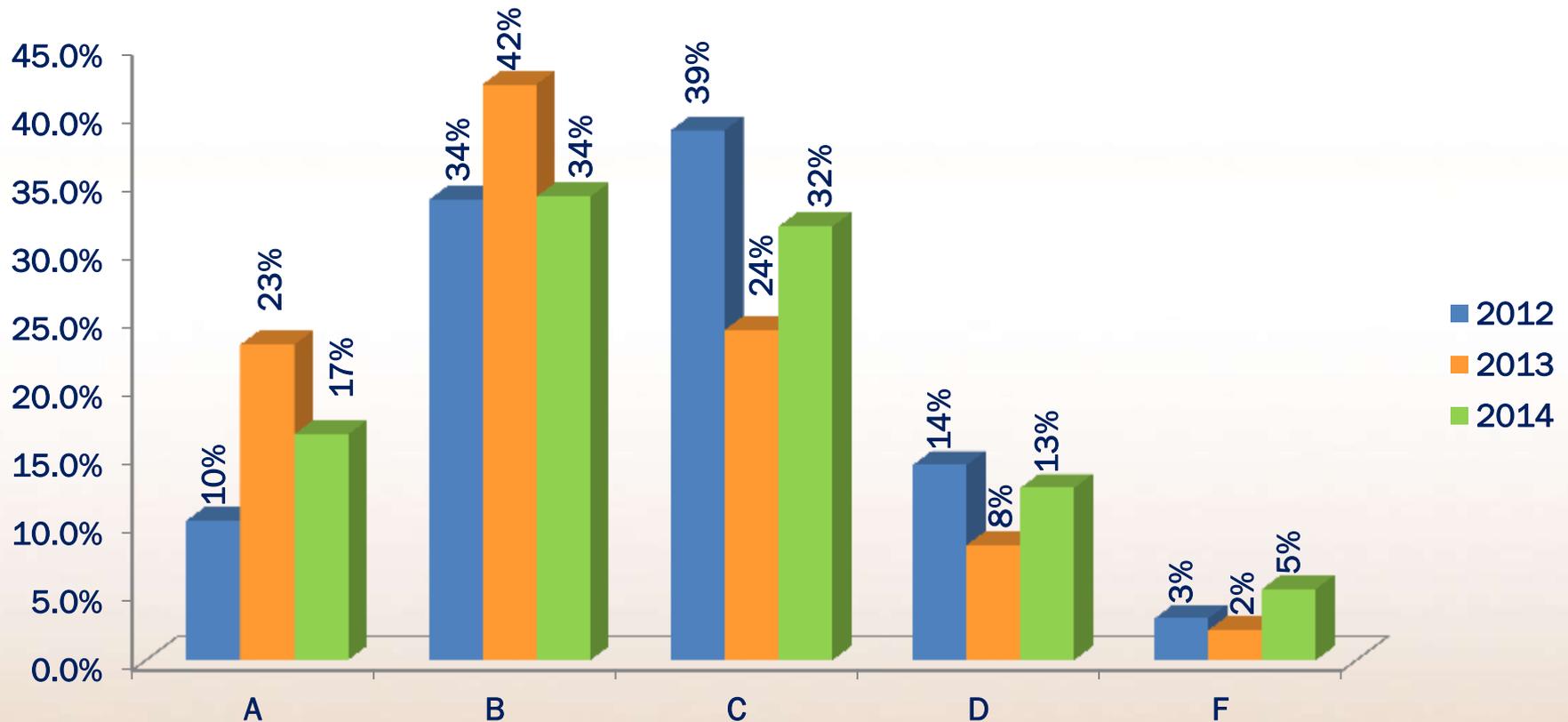
OVERALL STRATEGIC PARTNER RATING BY JOB LEVEL



2012: 97 respondents  
2013: 274 respondents  
2014: 230 respondents

# CalTech Report Card Grade for Service and Performance

## OVERALL SERVICE AND PERFORMANCE GRADE PERCENTAGES



2012: 97 respondents  
2013: 274 respondents  
2014: 230 respondents

# CalTech Report Card Grade

## for Service and Performance

*Overall Rating 3.44 - down 8.4% from 2013 (3.75)*

### OVERALL SERVICE AND PERFORMANCE BY JOB LEVEL



2012: 98 respondents  
2013: 273 respondents  
2014: 230 respondents

# CalTech Report Card Grade

## for Service and Performance

Overall Rating 3.44 - down 8.4% from 2013 (3.75)

### OVERALL SERVICE PERFORMANCE BY FREQUENCY OF INTERACTION



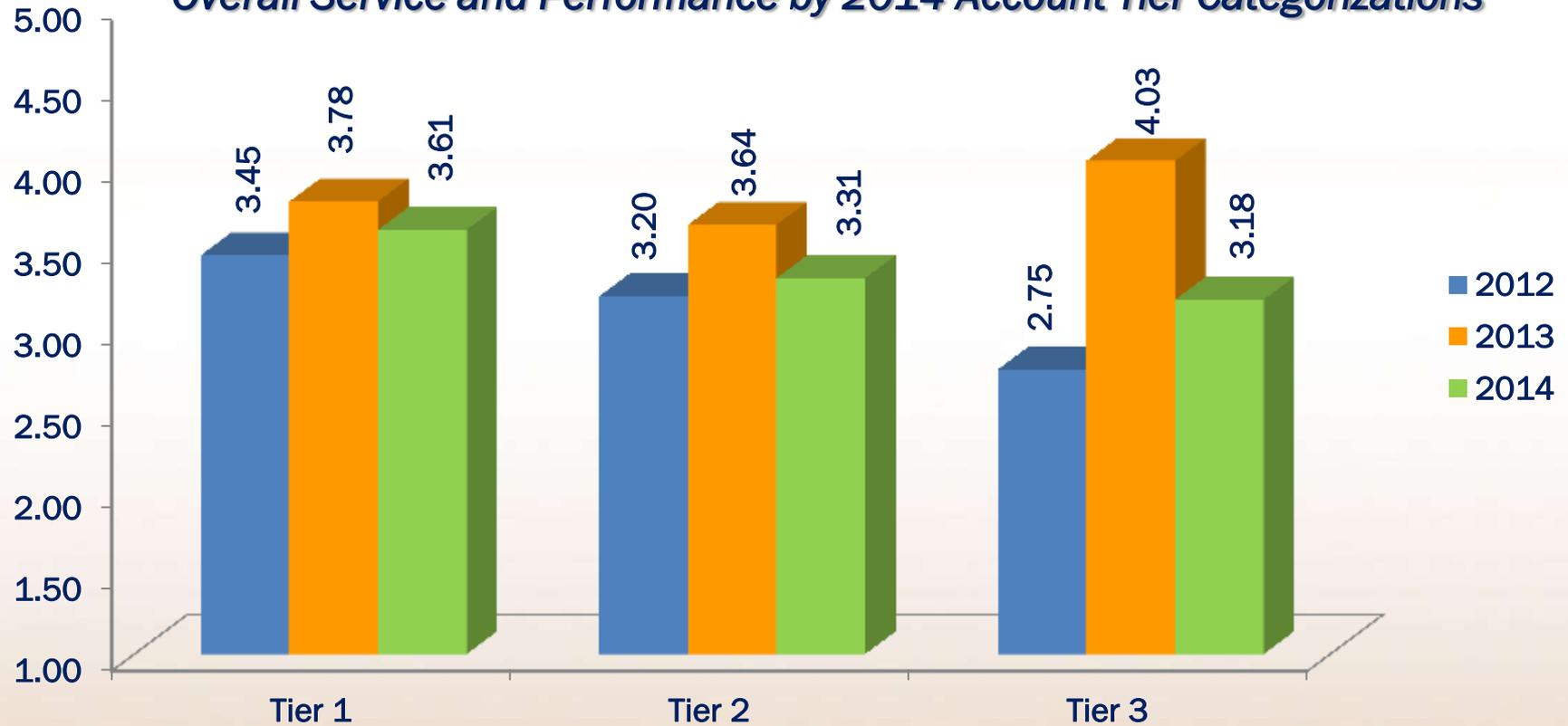
2012: 98 respondents  
2013: 273 respondents  
2014: 230 respondents

# CalTech Report Card Grade

for Service and Performance

Overall Rating 3.44 - down 8.4% from 2013 (3.75)

Overall Service and Performance by 2014 Account Tier Categorizations



2012: 98 respondents  
2013: 273 respondents  
2014: 230 respondents

# New and Potential Services

## by Interest Level

<u>NEW SERVICE</u>	<u>TOTAL INTERESTED *</u>
1. CalCloud	86
2. Mobile Device Management	50
3. Storage as a Service	43
4. Remedy on Demand	39
5. Project Portfolio Management	29
6. Mainframe University Training	28
6. Database as a Service	28
8. Salesforce Product Suite	18
9. Linux on Mainframe	10

\* Includes total responses indicating 'Likely' or 'Very Likely'

# New and Potential Services

## by Departments with the Greatest Interest Level \*

- ❑ **CALCLOUD**
  - ❑ DCSS/9, DSS/6, SCO/5, HIGH SPEED RAIL/5
- ❑ **MOBILE DEVICE MANAGEMENT**
  - ❑ DCSS/5, DCA/4, ABC/3, COUNTY OF SACRAMENTO/3, HIGH SPEED RAIL/3, DSS/3
- ❑ **STORAGE AS A SERVICE**
  - ❑ HIGH SPEED RAIL/4, DCSS/3, DMV/3, CDPH/3
- ❑ **REMEDY ON DEMAND**
  - ❑ DCSS/6, DCA/3, COUNTY OF SACRAMENTO/3, FISCAL/3
- ❑ **PROJECT PORTFOLIO MANAGEMENT**
  - ❑ HIGH SPEED RAIL/4, DPH/4, ABC/2, CHP/2
- ❑ **MAINFRAME UNIVERSITY**
  - ❑ SCO/7, EDD/4

\* Answered 'Likely' or 'Very Likely'

# New and Potential Services

by Departments with the Greatest Interest Level \* continued . . .

- ❑ DATABASE AS A SERVICE
  - ❑ SCO/3, HIGH SPEED RAIL/3
- ❑ SALESFORCE PRODUCT SUITE
  - ❑ CDPH/3, HIGH SPEED RAIL/2
- ❑ LINUX ON MAINFRAME
  - ❑ DMV/2, DOT/2

\* Answered 'Likely' or 'Very Likely'

# Requested Services

## Written Responses

### SHAREPOINT (3)

- DEPARTMENT OF ALCOHOLIC BEVERAGE CONTROL
- DEPARTMENT OF FINANCE
- HIGH SPEED RAIL AUTHORITY

### SOFTWARE AS A SERVICE (2)

- NATURAL RESOURCES AGENCY
- DEPARTMENT OF WATER RESOURCES

### DR AS A SERVICE

- SECRETARY OF STATE

### PRIVATE CLOUD SOLUTIONS

- EMERGENCY MEDICAL SERVICES AUTHORITY

### VOIP SOLUTION

- DEPARTMENT OF SOCIAL SERVICES

# Requested Services

Written Responses Continued . . .

- API MANAGEMENT**

- DEPARTMENT OF HEALTHCARE SERVICES

- INSTANT MESSAGE**

- DEPARTMENT OF HEALTHCARE SERVICES

- OFFICE 365 G3 ON BOTH EMAIL SERVICES**

- OFFICE OF STATEWIDE HEALTH PLANNING & DEVELOPMENT

# Take-Aways / Next Steps

- ❑ Customer Account Leads will:
  - ❖ Meet with their customers to discuss their department's survey results
  - ❖ Get in-depth feedback from customers on services receiving a notable decrease in the rating
  - ❖ Share feedback with the service area
  - ❖ Coordinate discussions between the service area and the customer, as needed
- ❑ Results are presented to all CalTech Divisions and managers
  - ❖ Each division will review their ratings and look for opportunities to improve
- ❑ Survey Result Highlights are presented to Customer Advisory Council, Information Technology Executive Council and Chief Information Officers
- ❑ Survey results summary is provided in the Customer Connection Newsletter
- ❑ Detailed survey results will be published on CalTech's website
- ❑ Improvements made by specific areas, as a result of the survey ratings, will be published in a future Customer Connection Newsletter edition

# Survey Result Details

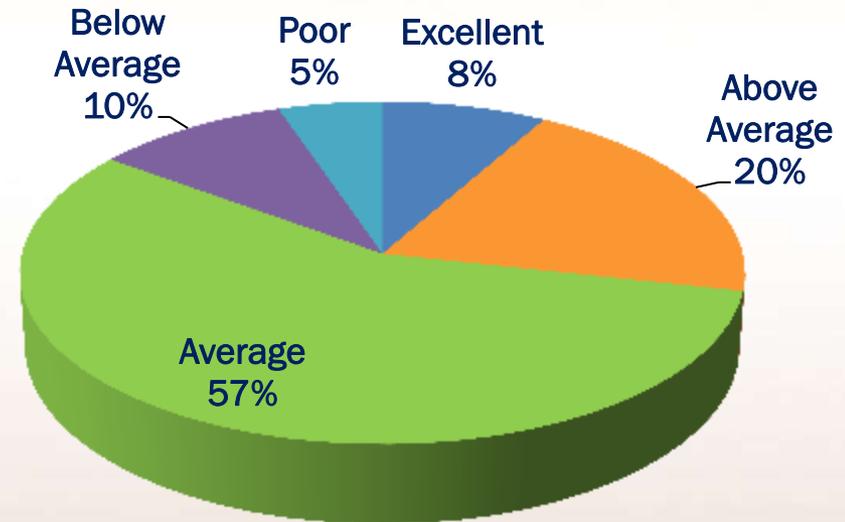
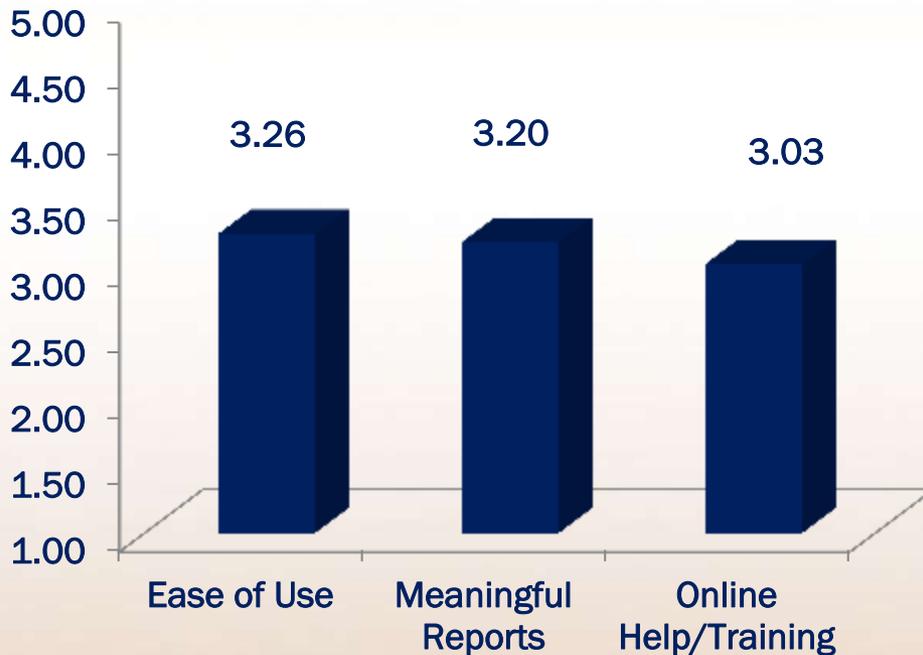
- ❑ The following slides provides a detailed view for the survey results of each service area and business area.

# Billing System *New 2014 Category!*

Overall Rating: 3.17

*Average Rating by Performance Category*

*Combined Overall Responses\**



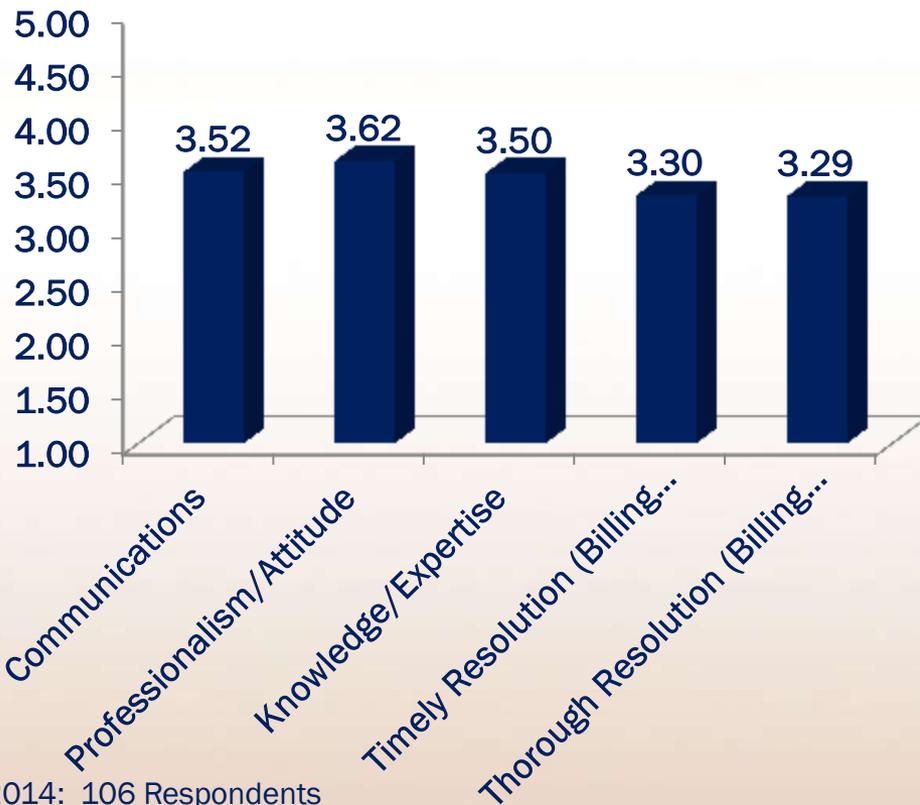
2014: 160 Respondents

\* Combined responses of 3 performance categories

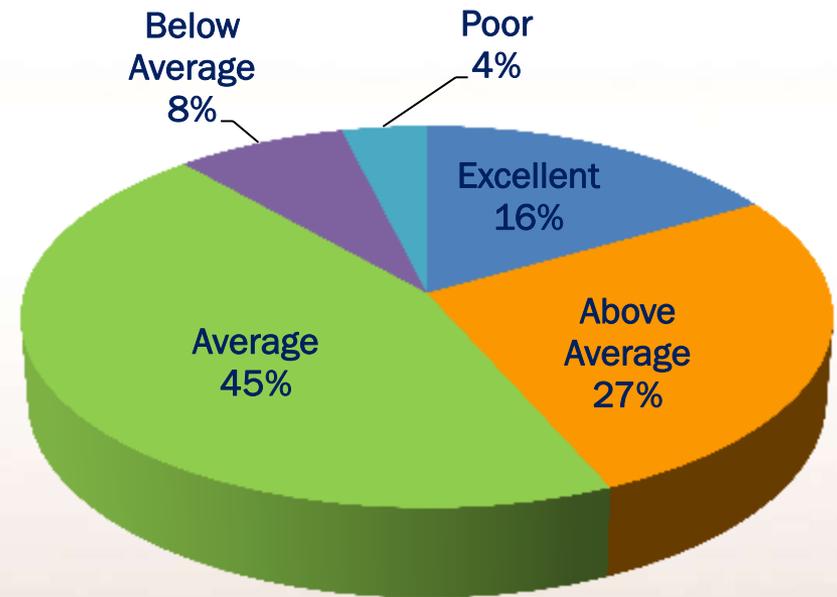
# Billing Staff *New 2014 Category!*

Overall Rating: 3.45

*Average Rating by Performance Category*



*Combined Overall Responses \**



2014: 106 Respondents

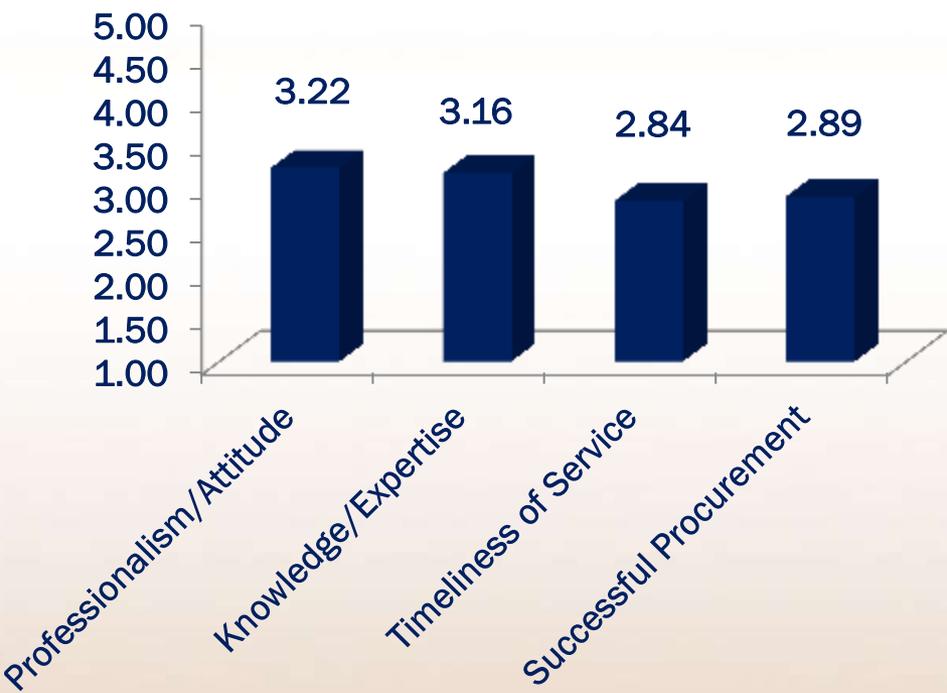
\* Combined responses of 5 performance categories

**New 2014 Category!**

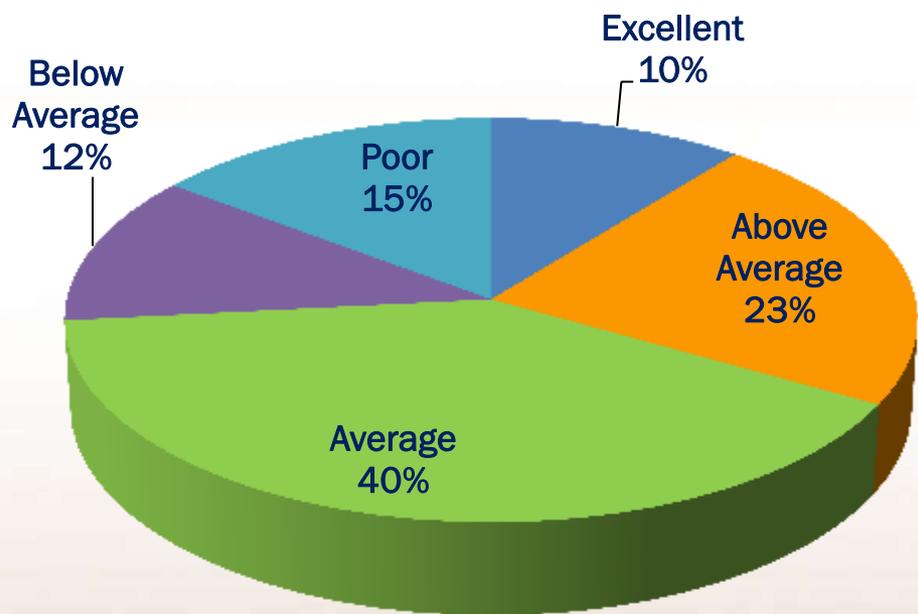
# Statewide Technology Procurements

Overall Rating: 3.03

*Average Rating by Performance Category*



*Combined Overall Responses \**



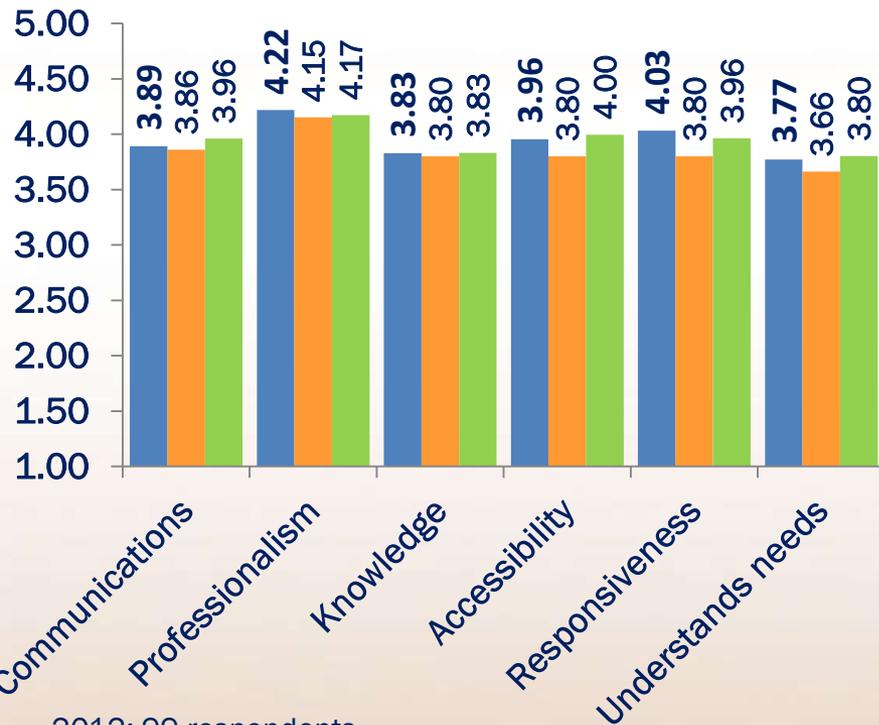
2014: 19 Respondents

\* Combined responses of 4 performance categories

# Account Management

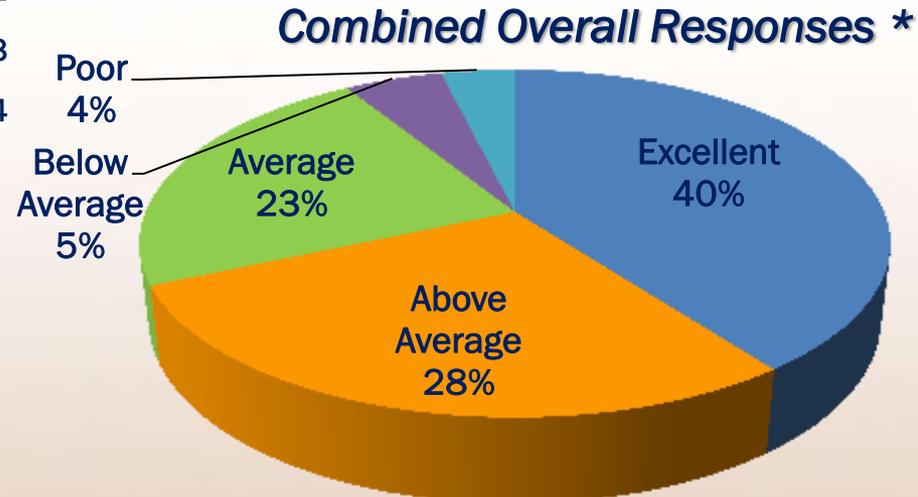
Overall Rating 3.96 - up 2.7% from 2013 (3.85)

Average Rating by Performance Category



2012: 99 respondents  
 2013: 146 respondents  
 2014: 223 respondents

Average Rating by Year

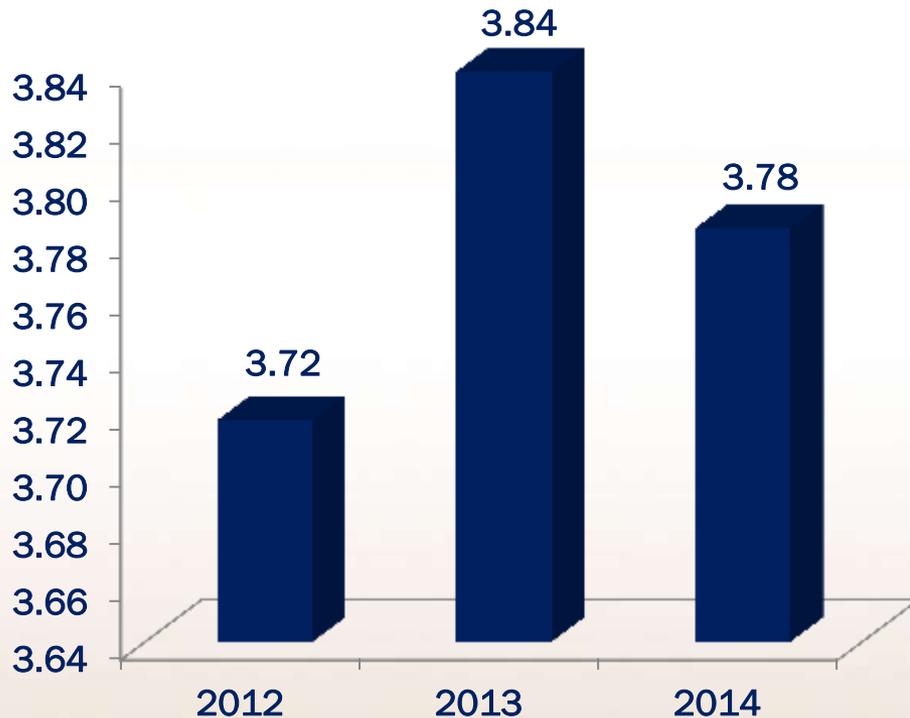


\* Combined responses of 6 performance categories

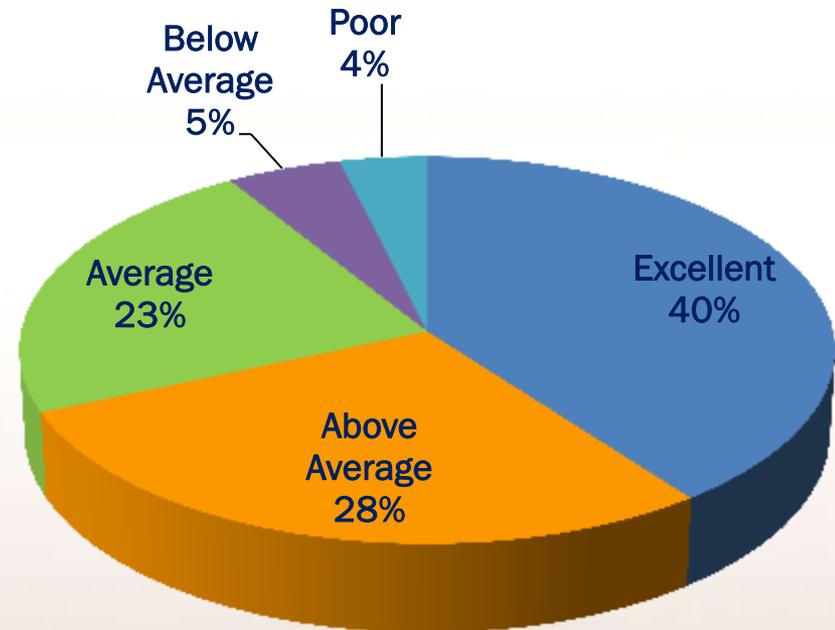
# Value of Account Management

Overall Rating 3.78 - down 2.8% from 2013 (3.84)

Value of Account Management



Overall Responses

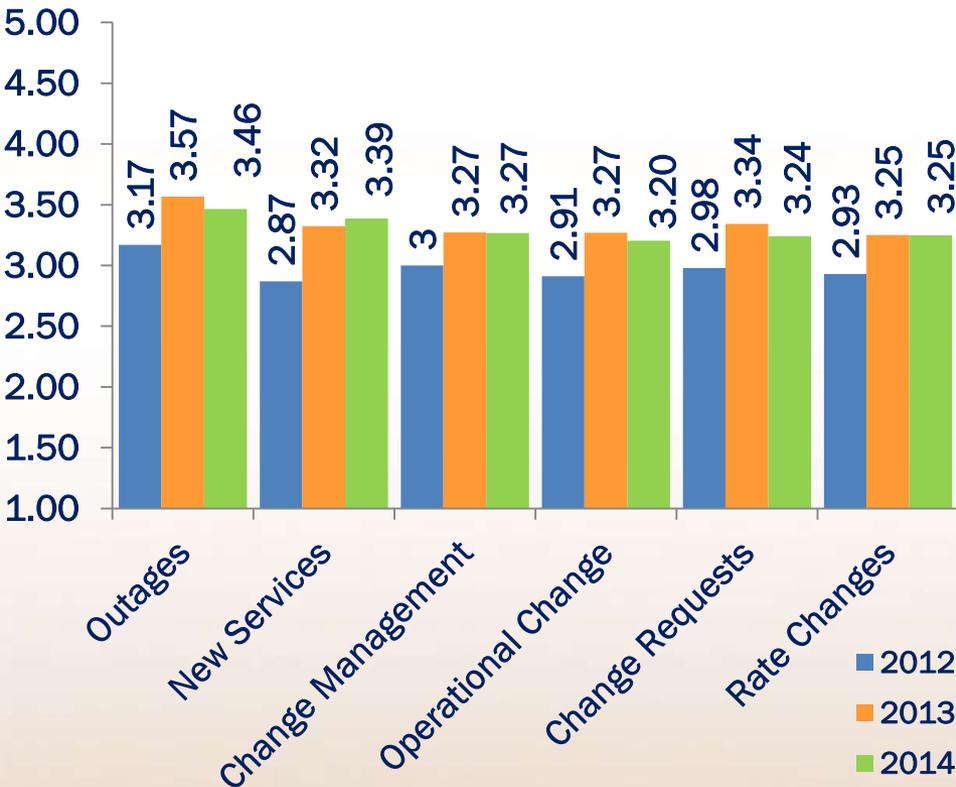


2012: 98 respondents  
2013: 143 respondents  
2014: 218 respondents

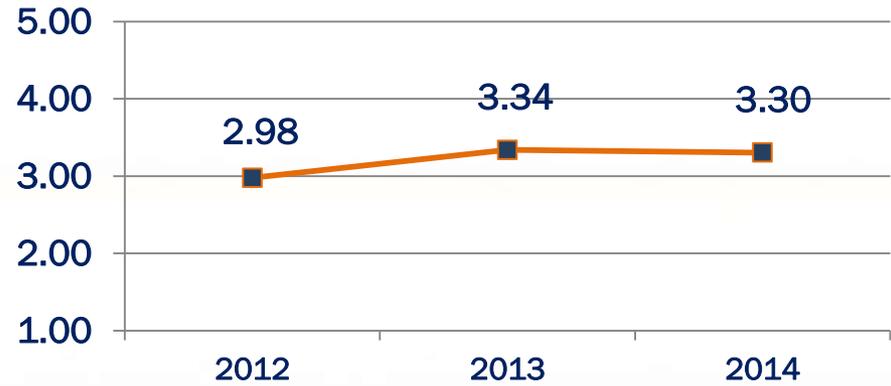
# Communication/Notification Efforts

Overall Rating 3.30 - down 1.0% from 2013 (3.34)

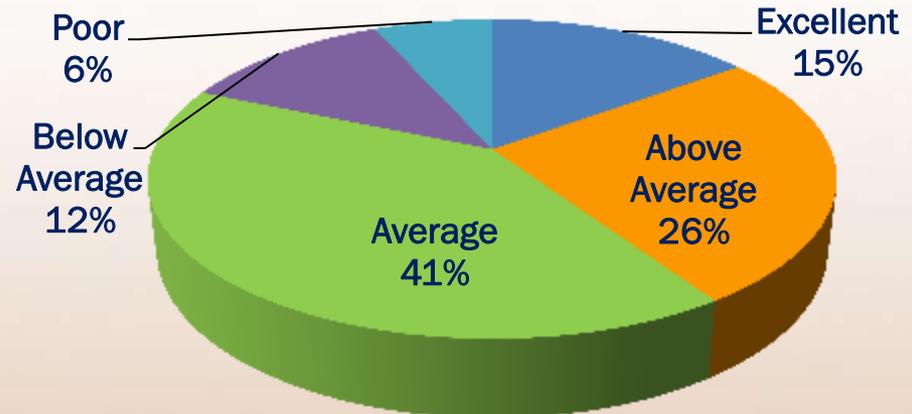
### Average Rating by Performance Category



### Average Rating by Year



### Combined Overall Responses \*



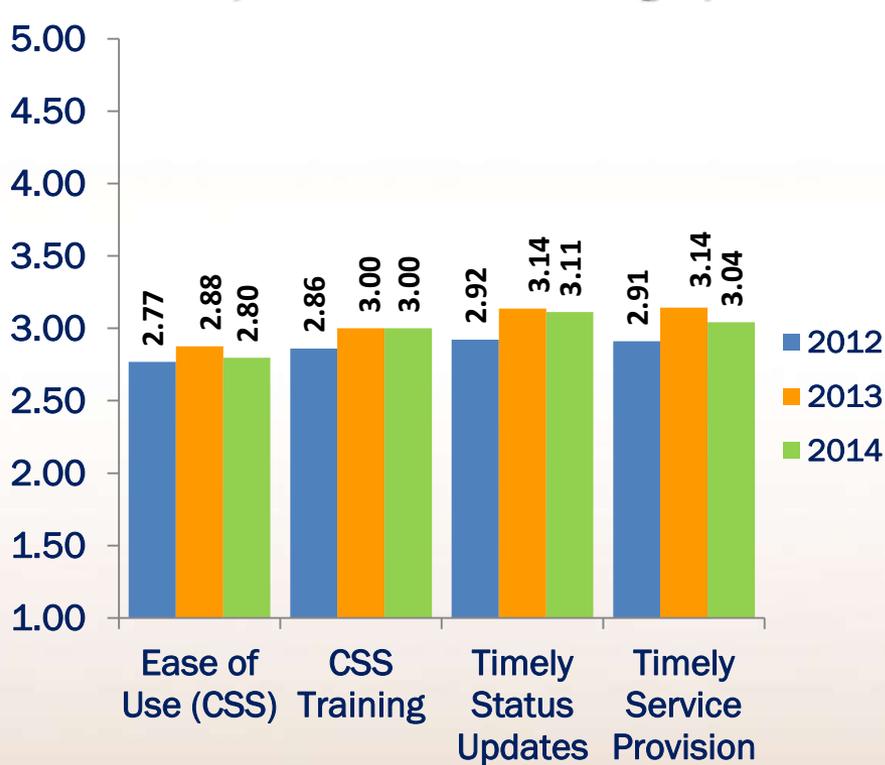
\* Combined responses of 6 performance categories.

2012: 95 respondents  
 2013: 145 respondents  
 2014: 236 respondents

# CSS Service Request Process

Overall Rating 2.99 - down 1.7% from 2013 (3.04)

*By Performance Category*



2012: 87 respondents  
 2013: 154 respondents  
 2014: 198 respondents

*Average Rating by Year*



*Combined Overall Responses \**

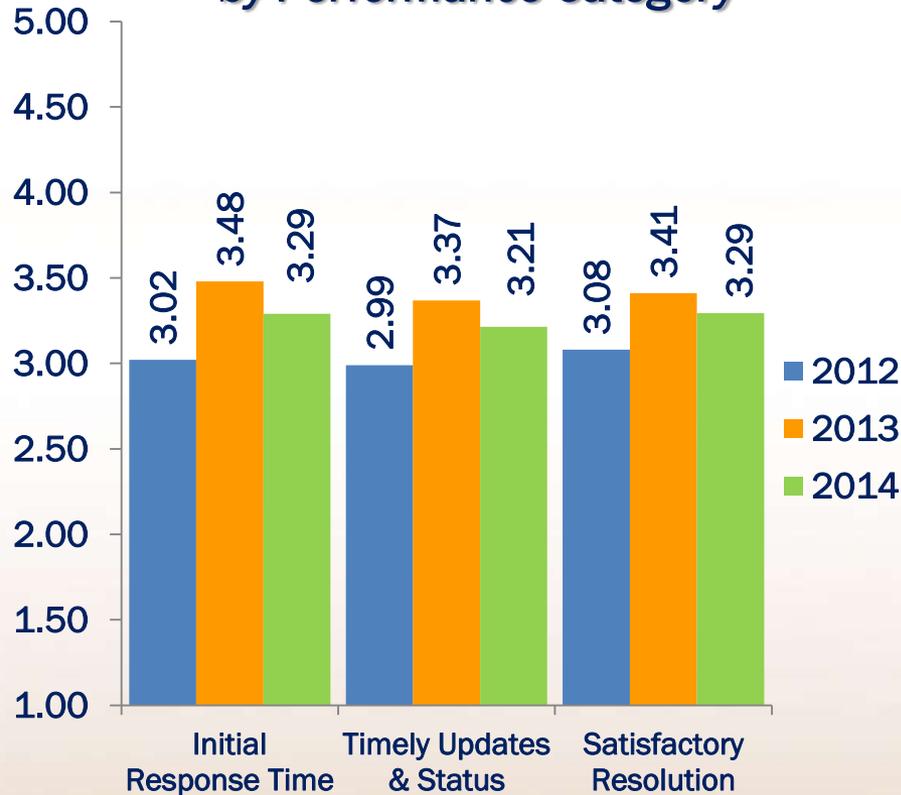


\*Combined responses of 4 performance categories.

# Incident Management

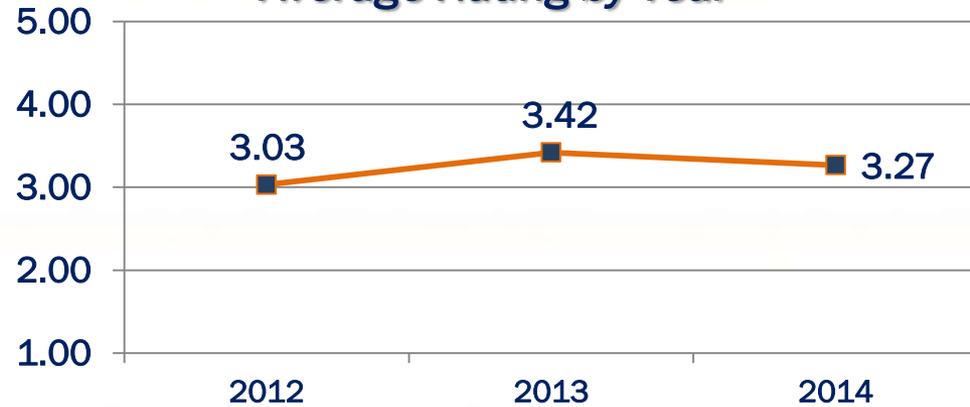
Overall Rating 3.27 - down 4.5% from 2013 (3.42)

by Performance Category

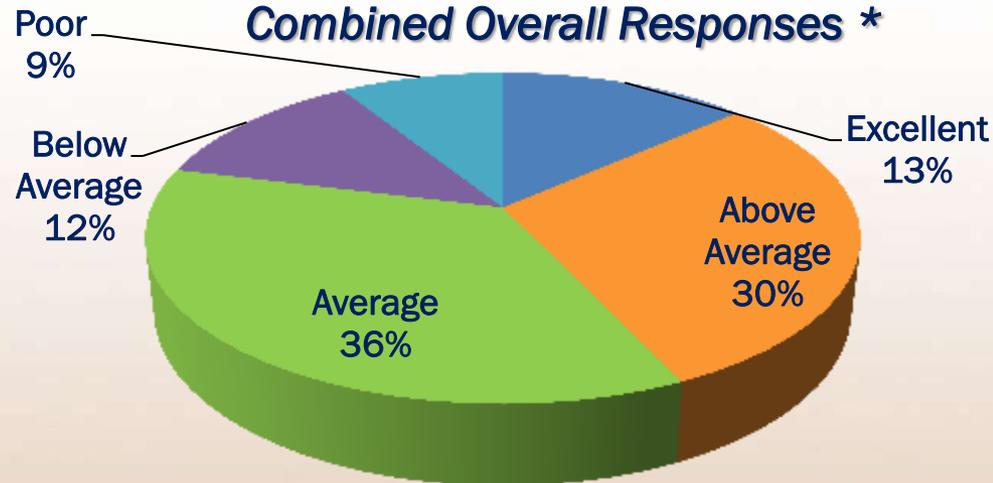


2012: 91 respondents  
 2013: 141 respondents  
 2014: 214 respondents

Average Rating by Year



Combined Overall Responses \*

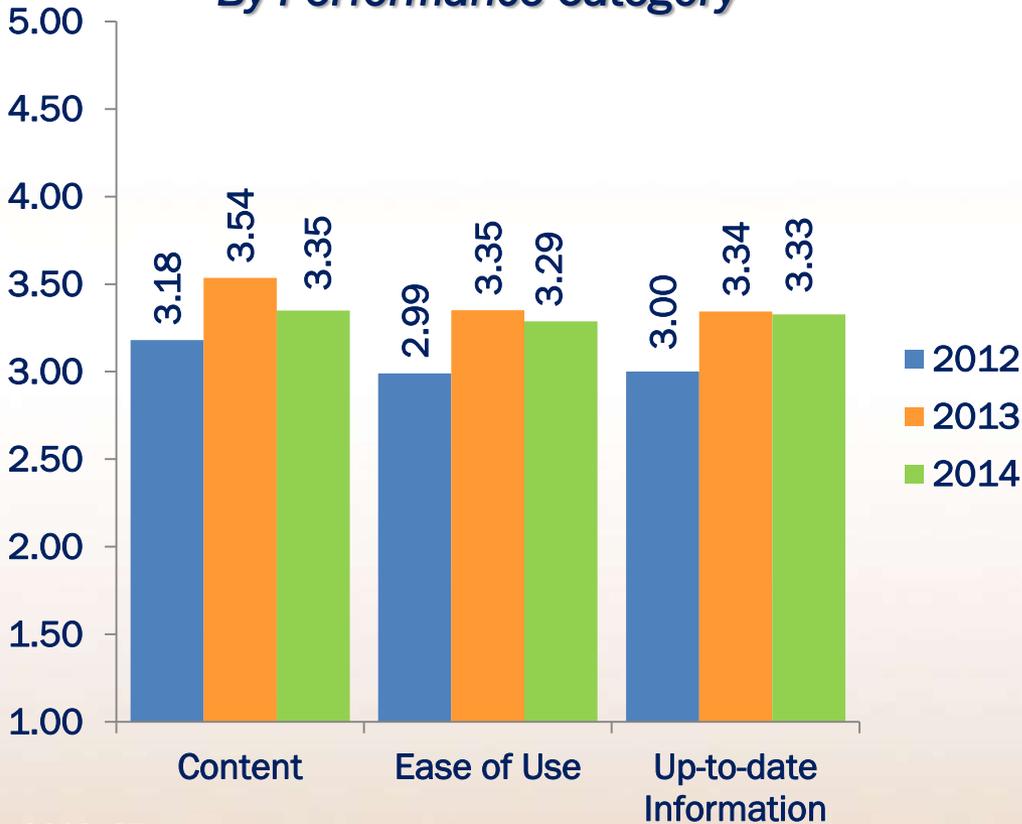


\* Combined responses of 3 performance categories.

# Internet Site

Overall Rating 3.32 - down 2.6% from 2013 (3.41)

*By Performance Category*

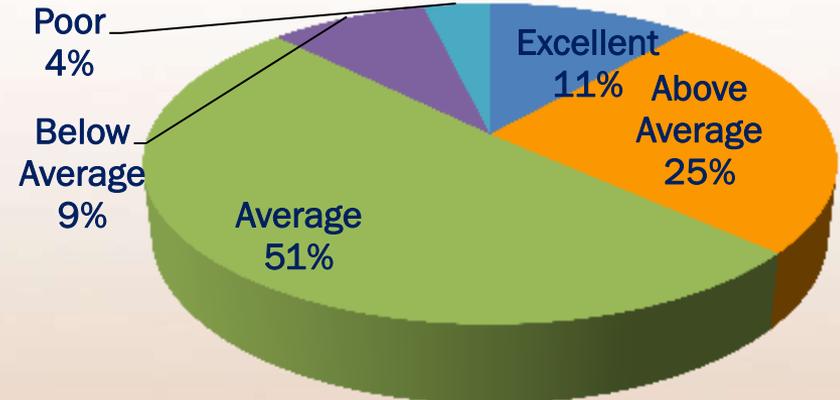


2012: 97 respondents  
 2013: 100 respondents  
 2014: 200 respondents

*Average Rating by Year*



*Combined Overall Responses \**

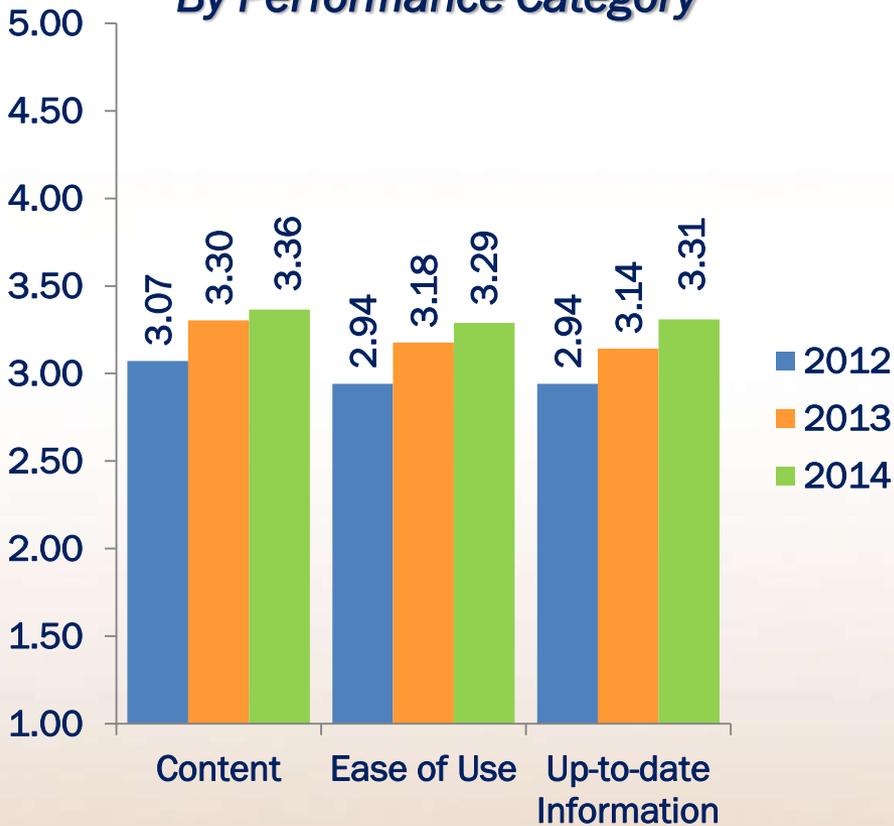


\* Combined responses of 3 performance categories.

# Online Service Catalog

Overall Rating 3.32 - up 3.6% from 2013 (3.21)

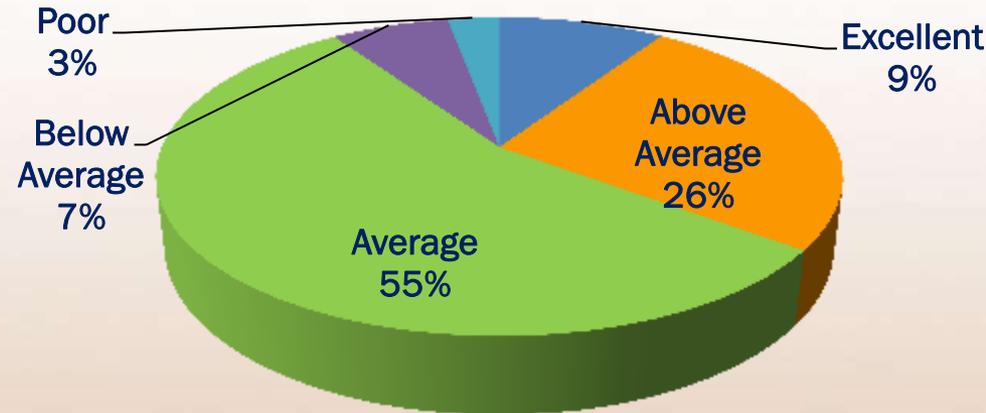
*By Performance Category*



*Average Rating by Year*



*Combined Overall Responses \**



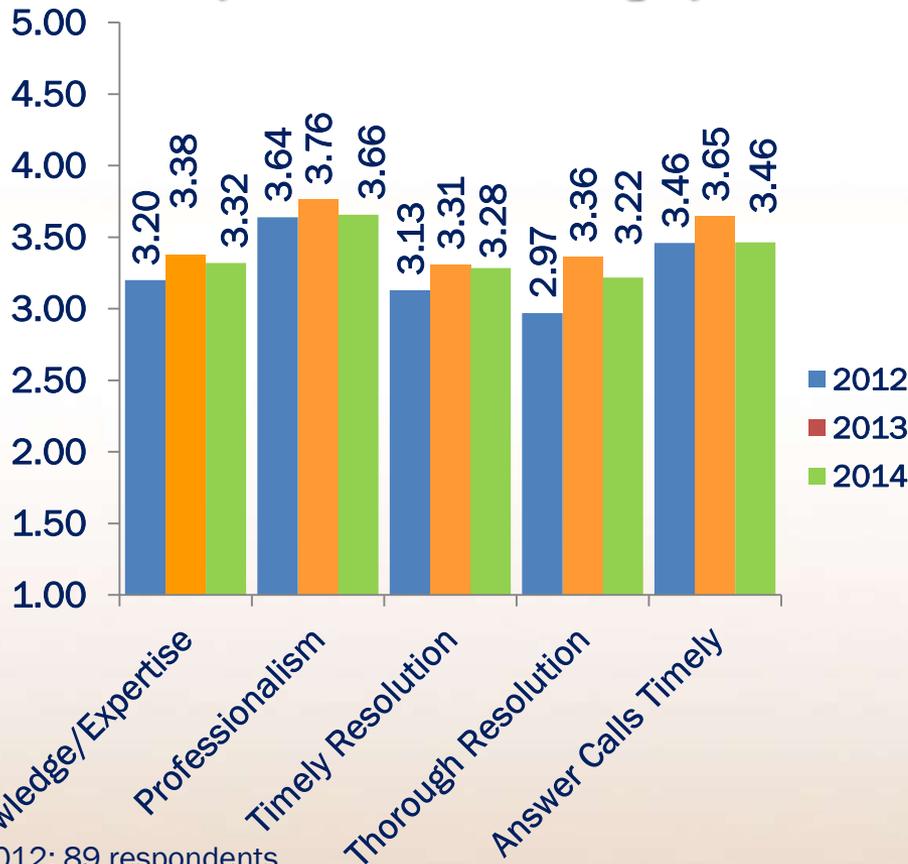
\* Combined responses of 3 performance categories

2012: 90 respondents  
 2013: 92 respondents  
 2014: 173 respondents

# Service Desk

Overall Rating 3.39 - down 2.9% from 2013 (3.49)

**By Performance Category**

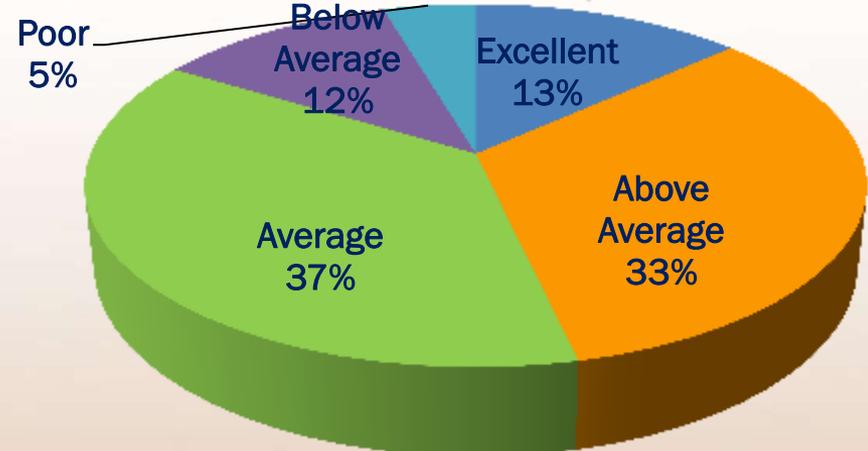


2012: 89 respondents  
 2013: 159 respondents  
 2014: 184 respondents

**Average Rating by Year**



**Combined Overall Responses \***

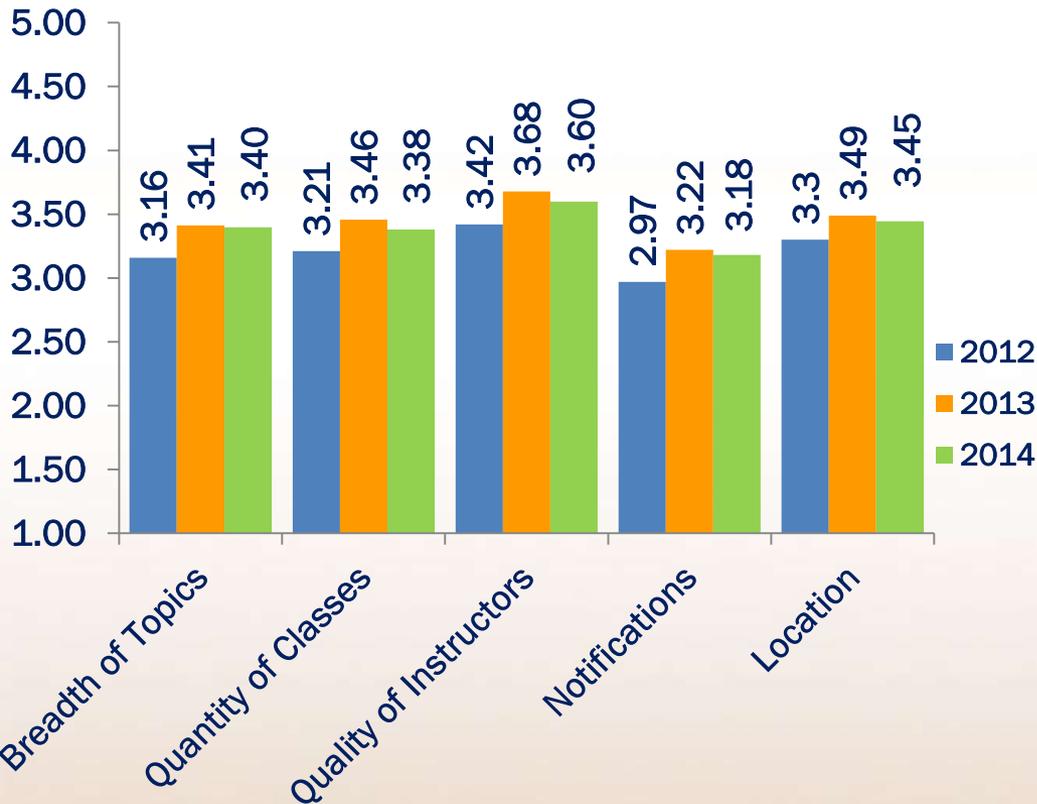


\* Combined responses of 5 performance categories.

# Training Center

Overall Rating 3.40 - down 1.4% from 2013 (3.45)

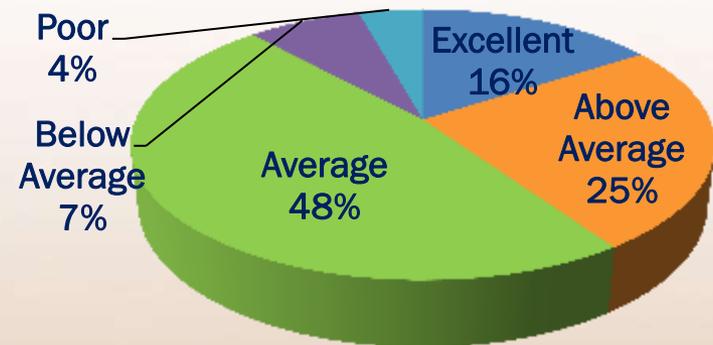
*By Performance Category*



*Average Rating by Year*



*Combined Overall Responses \**



\*Combined responses of 5 performance categories.

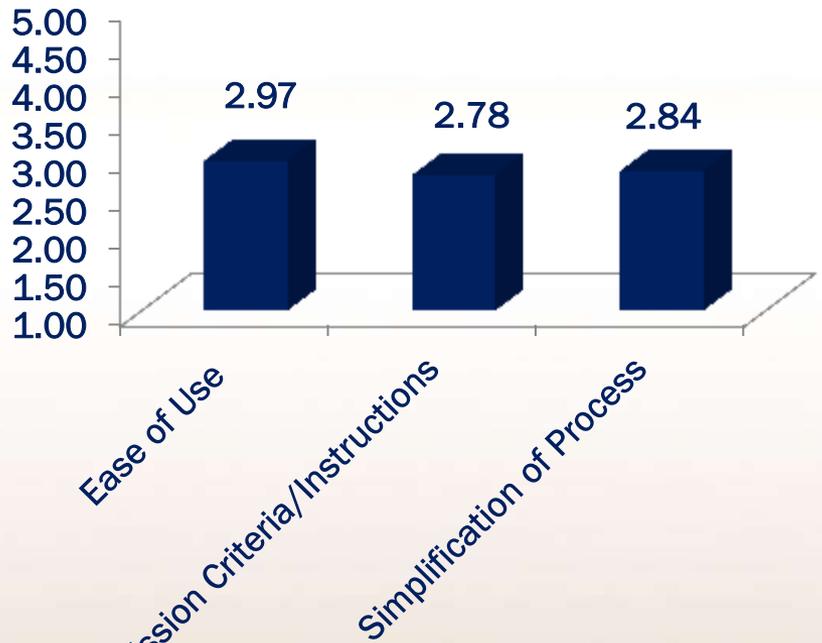
2012: 79 respondents  
 2013: 92 respondents  
 2014: 151 respondents

**New 2014 Category!**

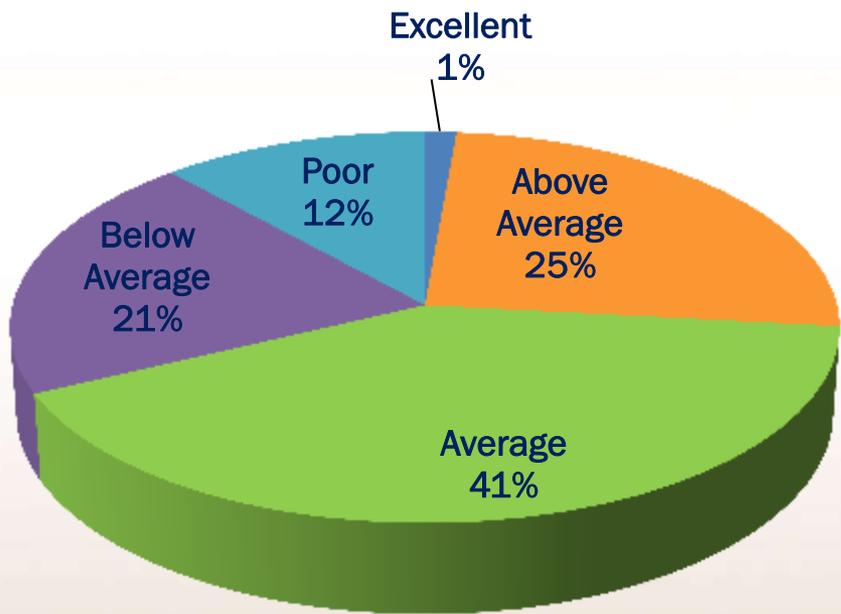
# Stage 1 Business Analysis (S1BA)

Overall Rating: 2.86

*by Performance Category*



*Combined Overall Responses \**



2014: 37 respondents

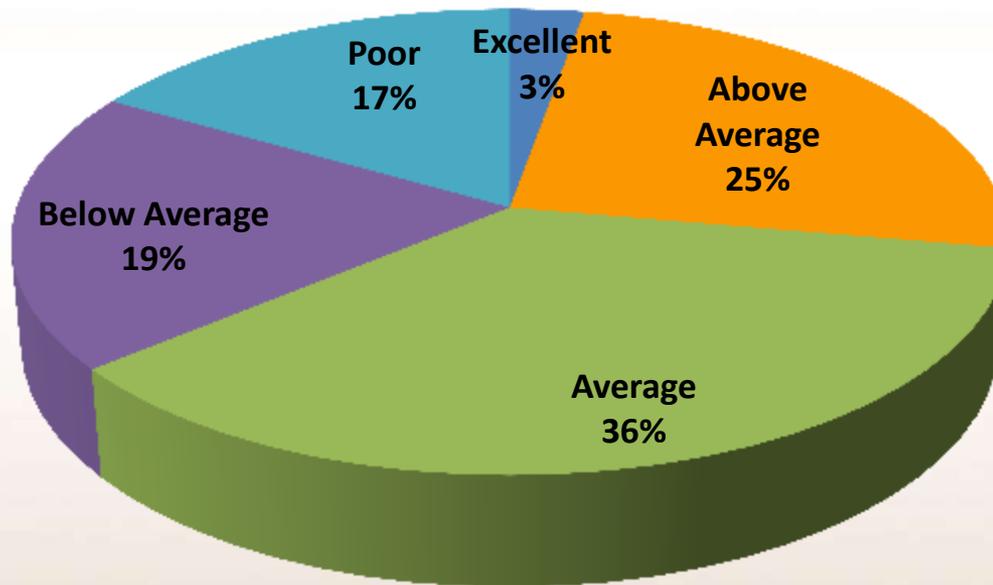
\*Combined responses of 3 performance categories.

## *New 2014 Category!*

# Value of Stage 1 Business Analysis (S1BA) Process

Overall Rating: 2.78

### Responses



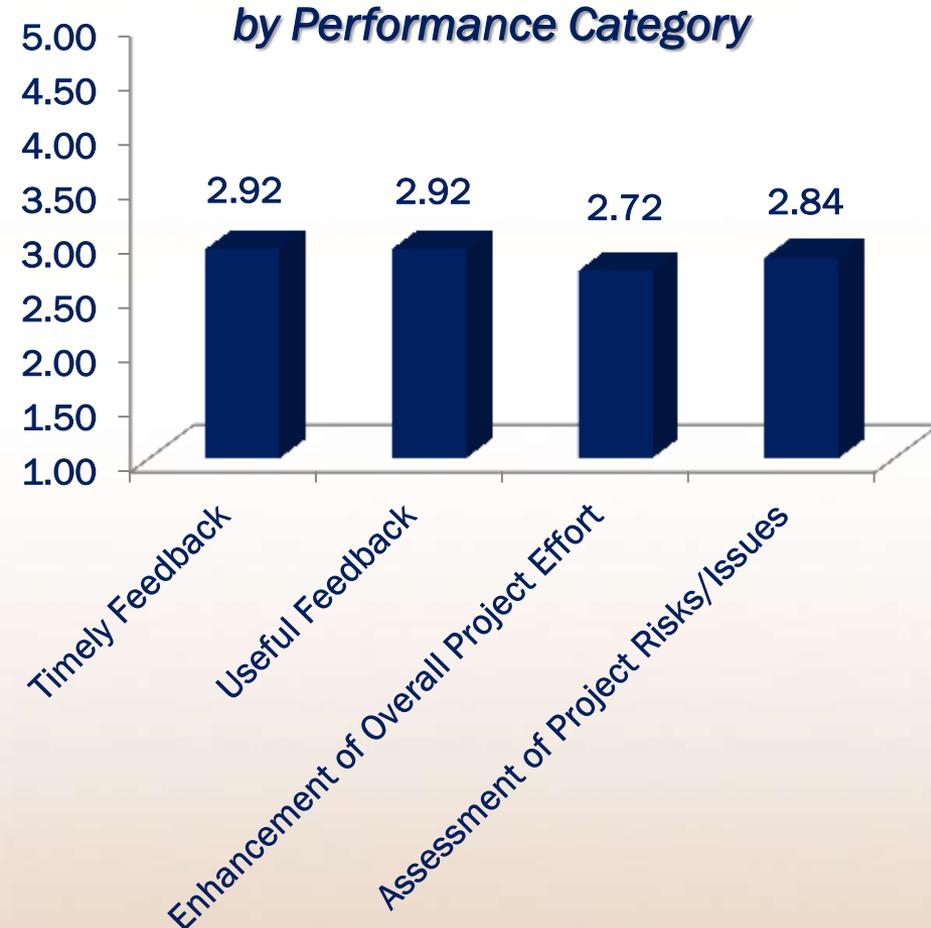
2014: 36 respondents

**New 2014 Category!**

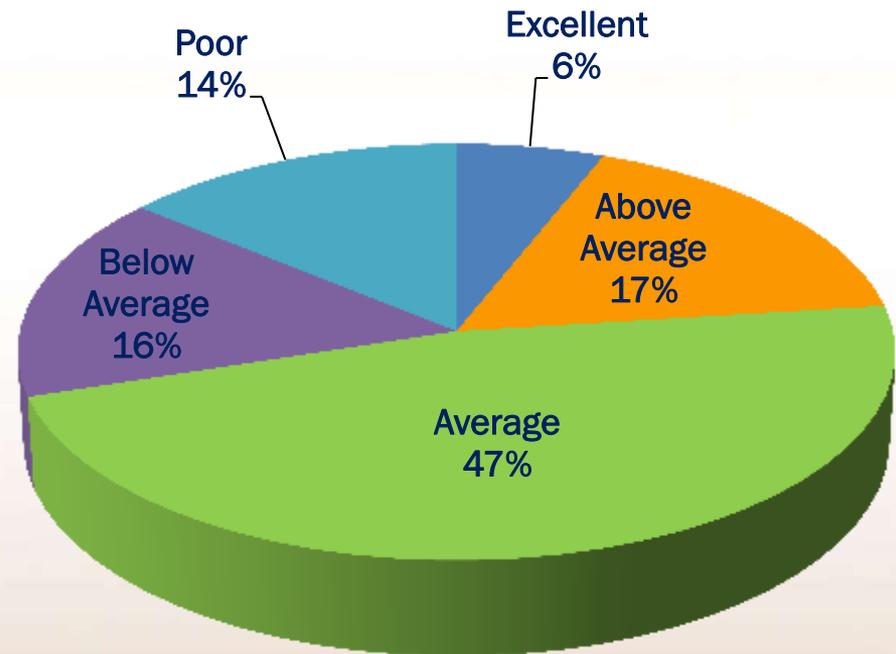
# ITPOC Staff for FSR Review

Overall Rating 2.85

*by Performance Category*



*Combined Overall Responses \**



\* Combined responses of 4 performance categories

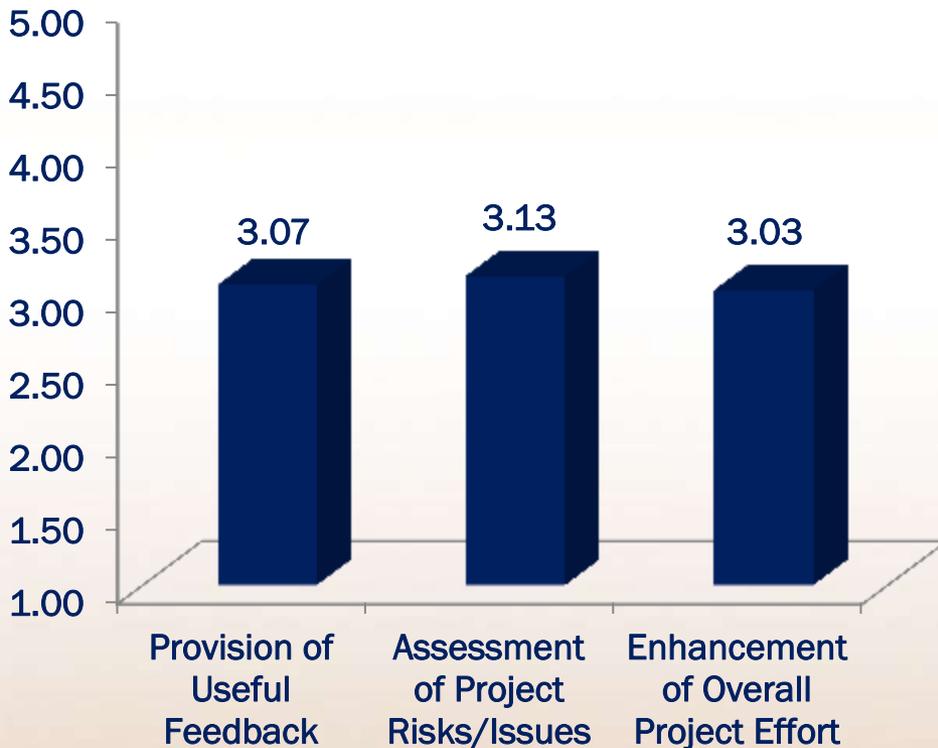
2014: 25 respondents

**New 2014 Category!**

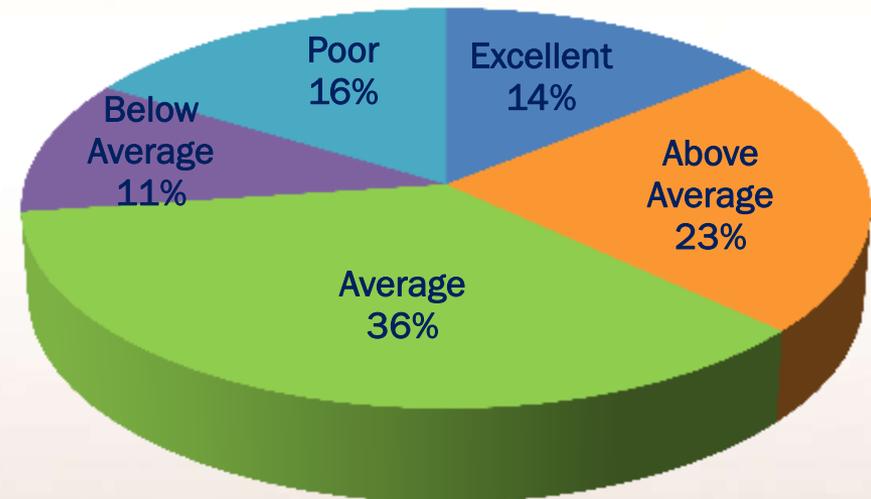
# **ITPOC Staff for Project Consulting**

**Overall Rating 3.08**

*by Performance Category*



*Combined Overall Responses \**



2014: 31 respondents

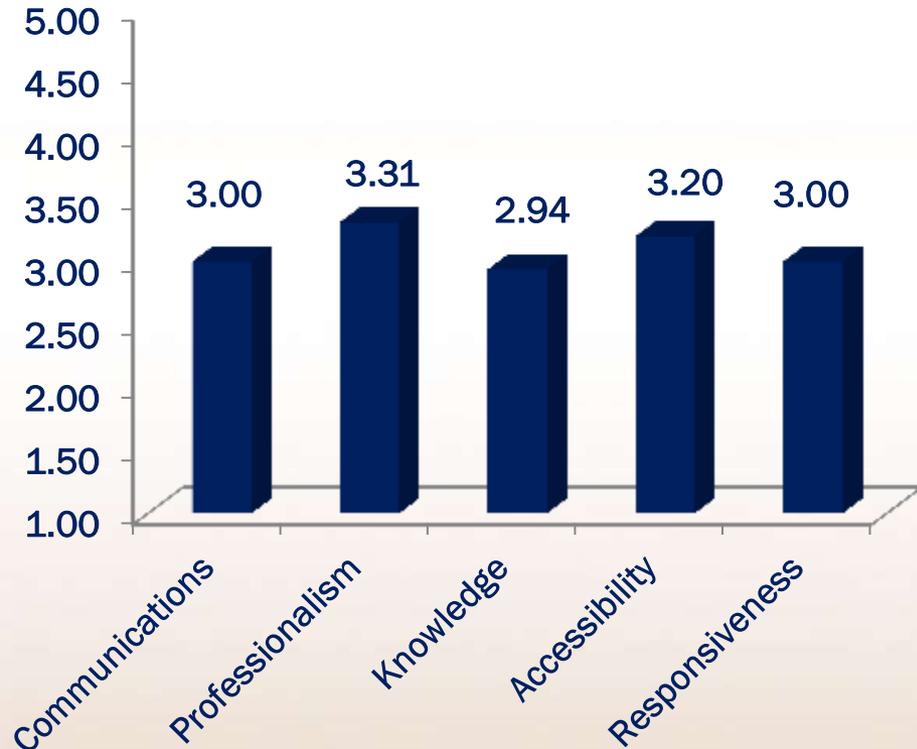
\* Combined responses of 3 performance categories

**New 2014 Category!**

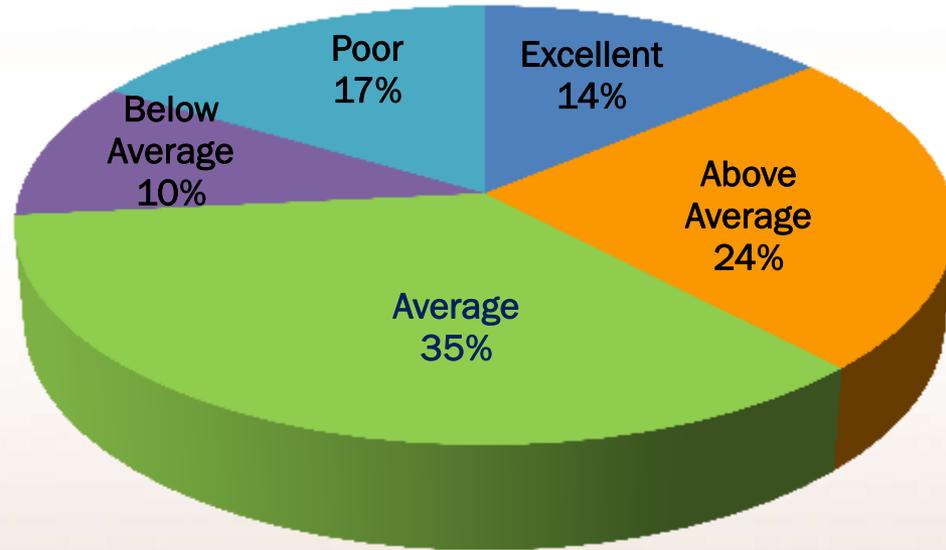
# ITPOC Manager

Overall Rating 3.09

*by Performance Category*



*Combined Overall Responses \**

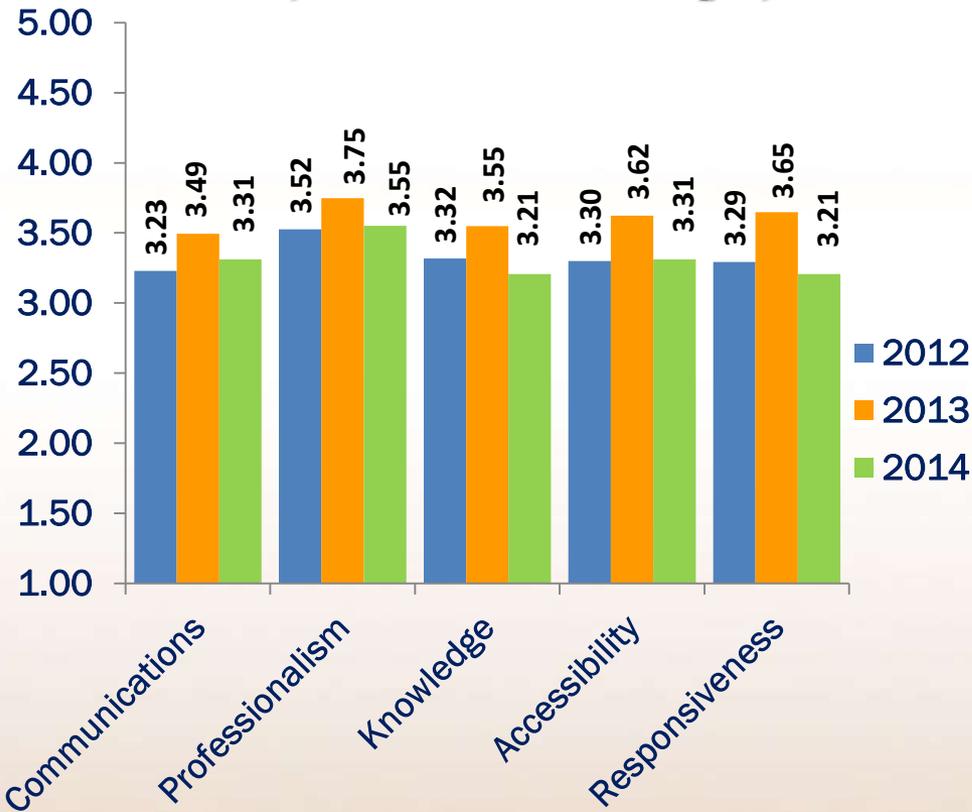


\* Combined responses of 5 performance categories

# Project Management

Overall Rating 3.32 - down 8.7% from 2013 (3.61)

By Performance Category

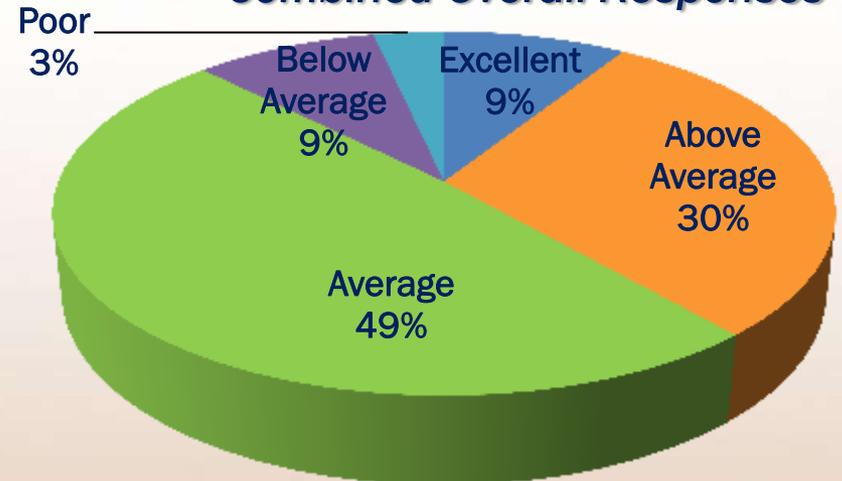


2012: 66 respondents  
 2013: 95 respondents  
 2014: 29 respondents

Overall Average Rating by Year



Combined Overall Responses \*



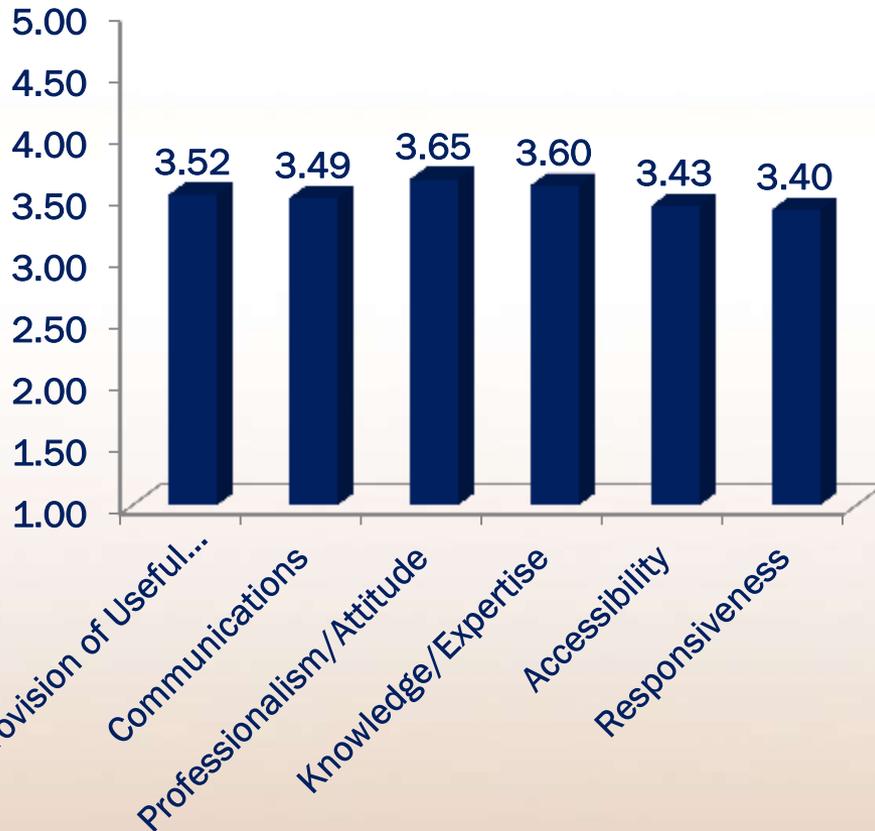
\* Combined responses of 5 performance categories.

**New 2014 Category!**

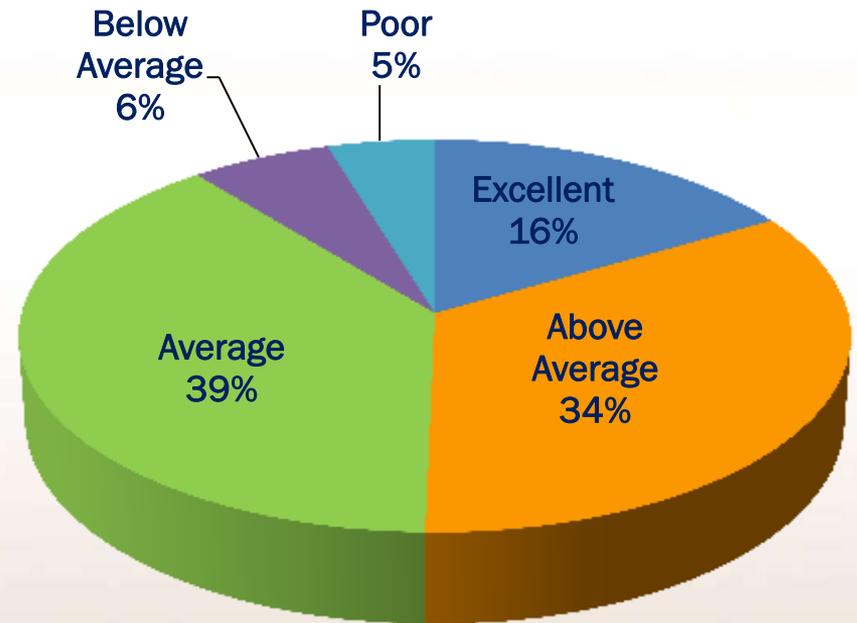
# CISO

**Overall Rating 3.51**

*by Performance Category*



*Combined Overall Responses \**



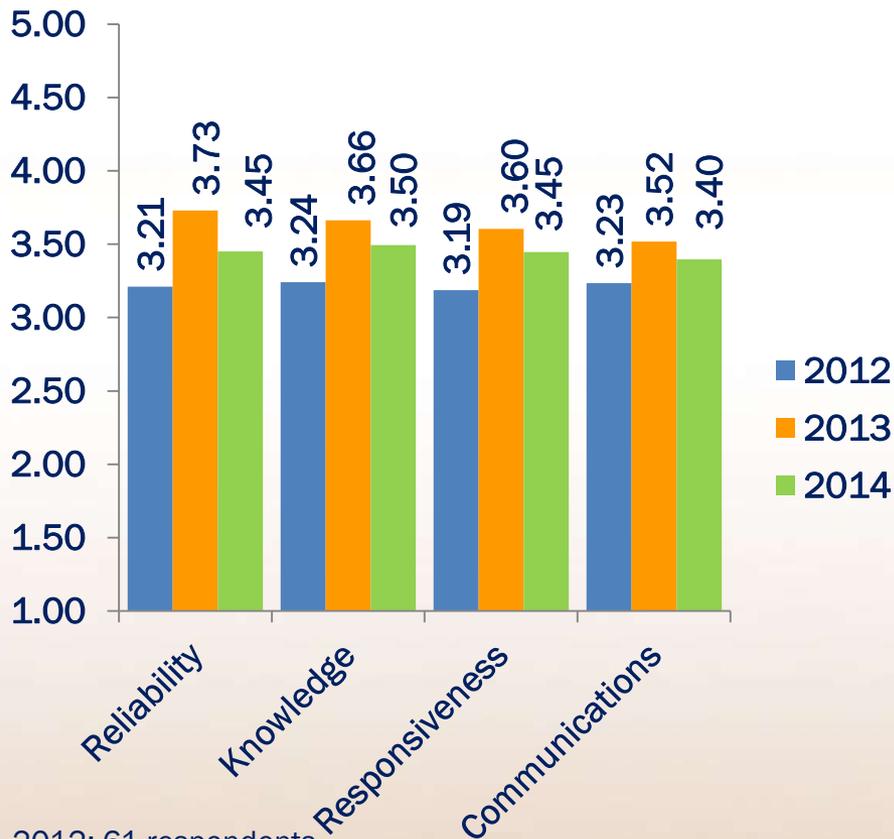
2014: 128 respondents

\*Combined responses of 6 performance categories.

# Security Management Services

Overall Rating 3.45 - down 5.0% from 2013 (3.63)

*by Performance Category*

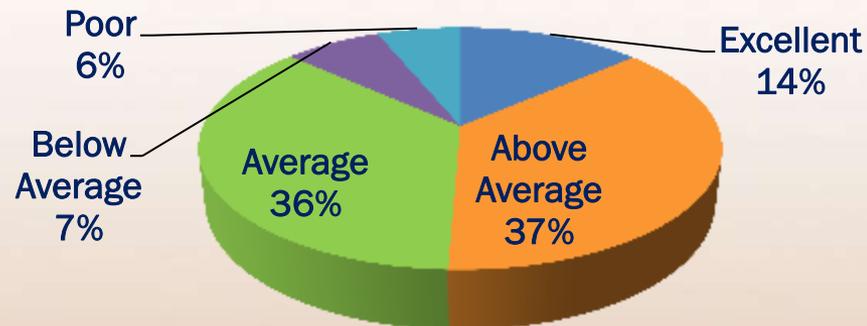


2012: 61 respondents  
 2013: 87 respondents  
 2014: 102 respondents

*Average Rating by Year*



*Combined Overall Responses \**

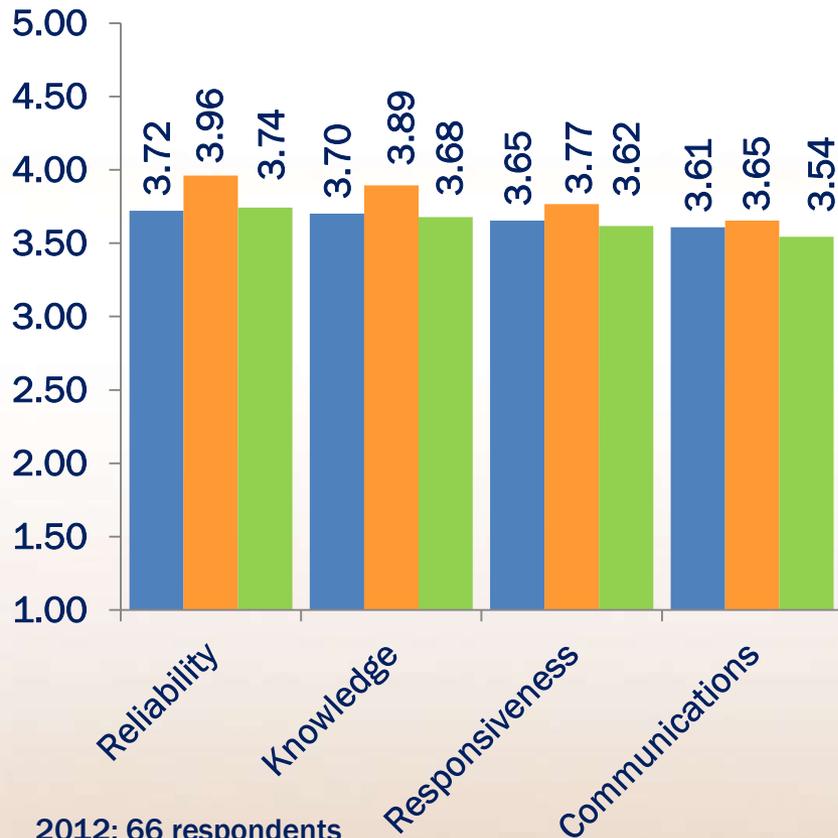


\*Combined responses of 4 performance categories.

# App Hosting - Mainframe

Overall Rating 3.65 - down 4.5% from 2013 (3.82)

by Performance Category

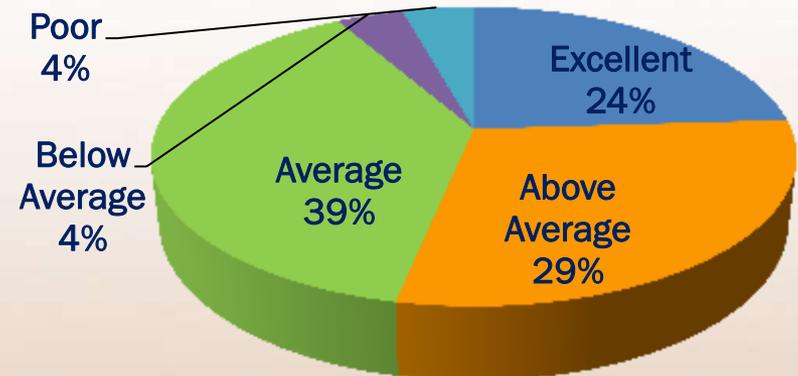


2012: 66 respondents  
 2013: 104 respondents  
 2014: 82 respondents

Average Rating by Year



Combined Overall Responses \*



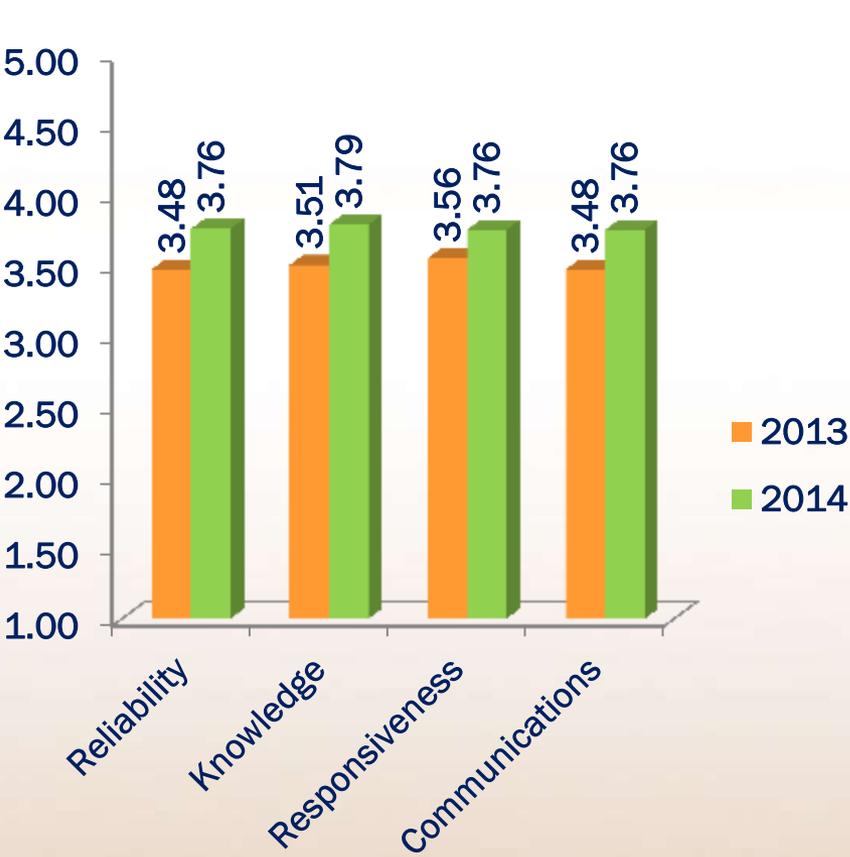
\* Combined responses of 4 performance categories

# App Hosting – Middleware \*

Overall Rating 3.77 - up 7.6% from 2013 (3.50)

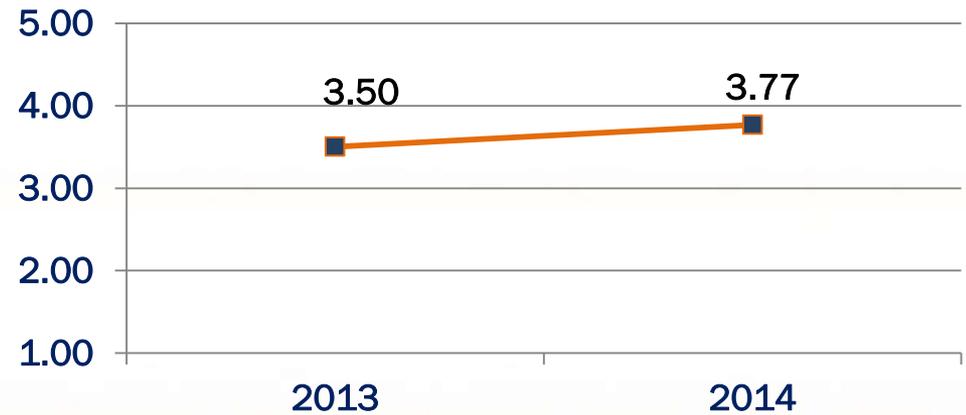
\* IBM WebSphere, IBM WebSphere MQ, IBM HTTP Server, IBM Tivoli Access Manager WebSEAL Server, IBM Tivoli Access Manager Policy Server, IBM Tivoli Access Manager Authorization Server, IBM Tivoli Directory Server

by Performance Category

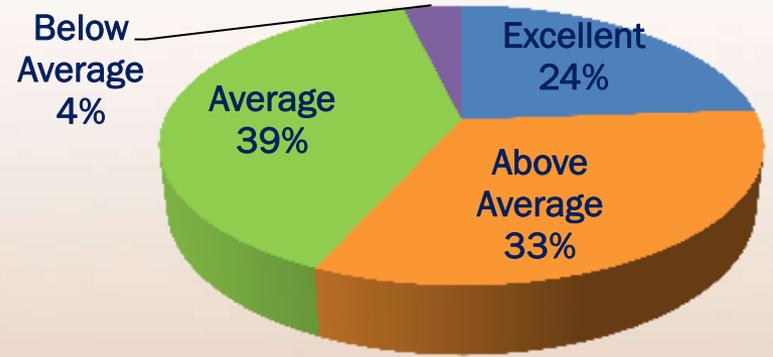


2013: 63 respondents  
2014: 34 respondents

Average Rating by Year



Combined Overall Responses \*

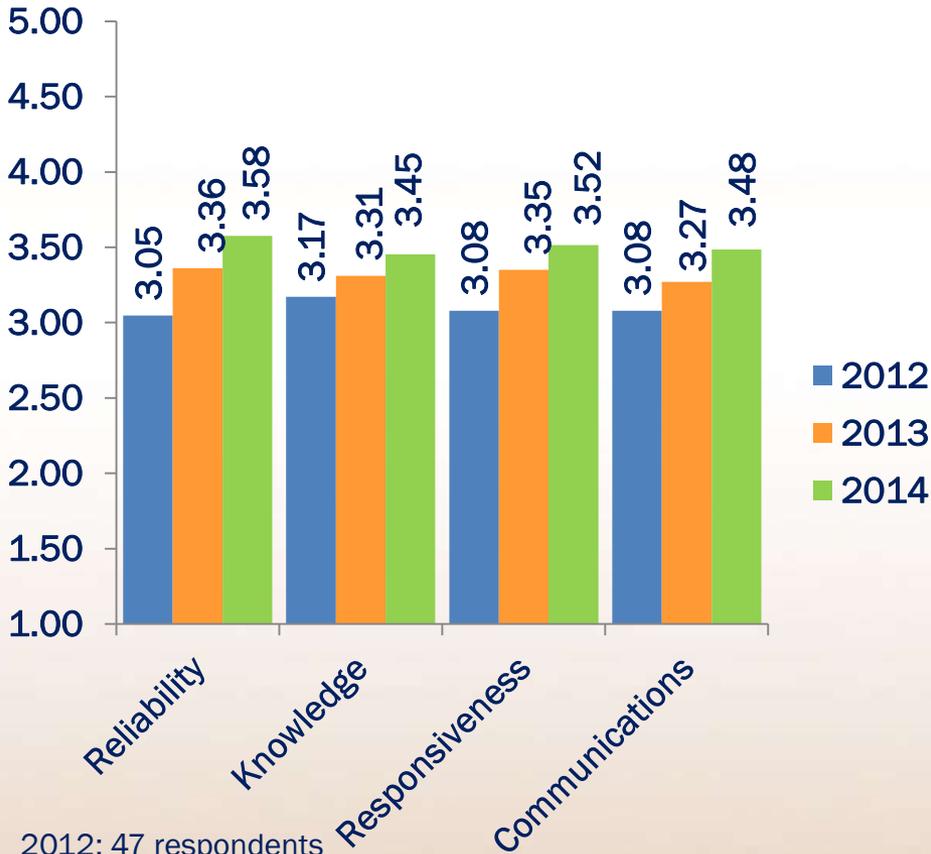


\* Combined responses of 4 performance categories.

# App Hosting - Midrange

Overall Rating 3.51 - up 5.5% from 2013 (3.32)

by Performance Category

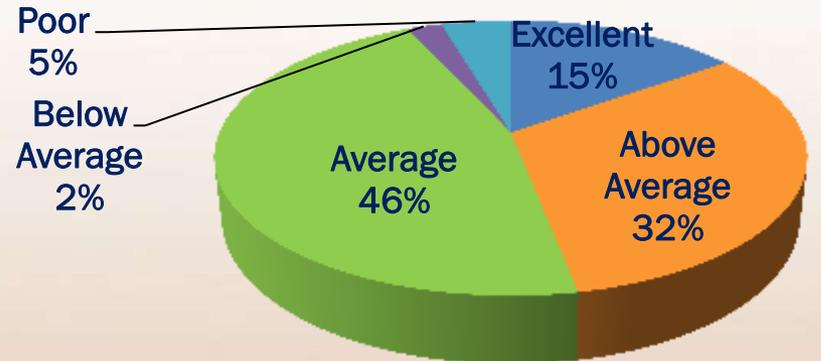


2012: 47 respondents  
 2013: 61 respondents  
 2014: 33 respondents

Average Rating by Year



Combined Overall Responses \*



\*Combined responses of 4 performance categories.

# App Hosting - Windows

Overall Rating 3.21 - down 7.8% from 2013 (3.48)

### by Performance Category

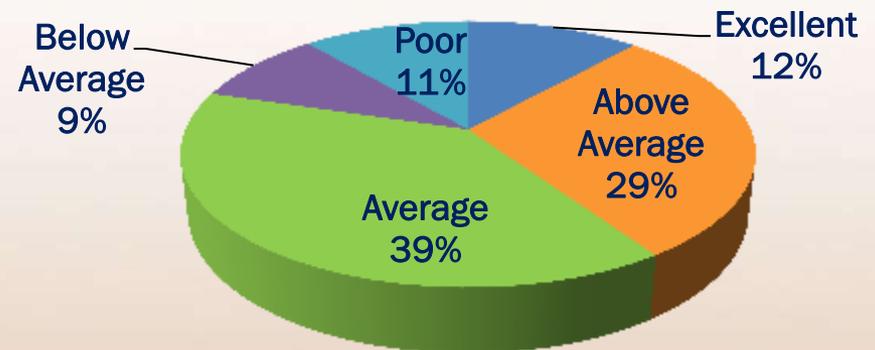


2012: 53 respondents  
2013: 76 respondents  
2014: 58 respondents

### Overall Average Rating by Year



### 2014 Responses - Overall

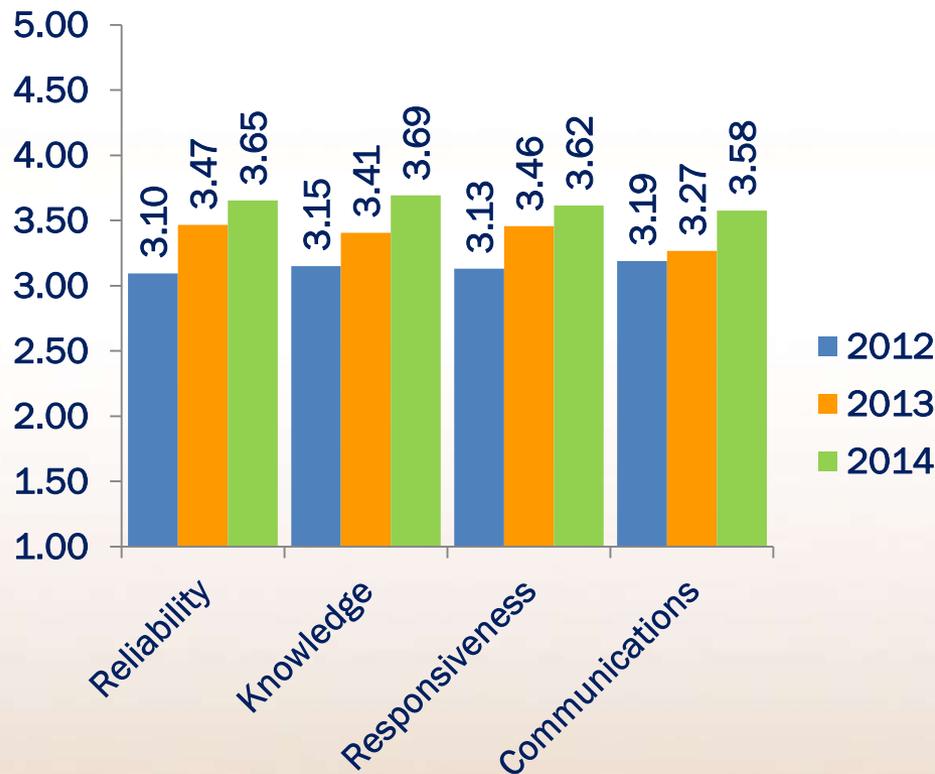


\* Combined responses of 4 performance categories.

# Database Support – DB2-LUW

Overall Rating 3.63 - up 6.9% from 2013 (3.40)

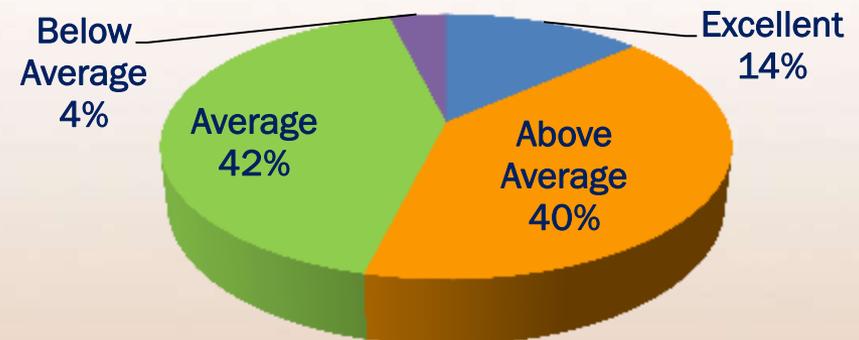
### by Performance Category



### Average Rating by Year



### Combined Overall Responses \*



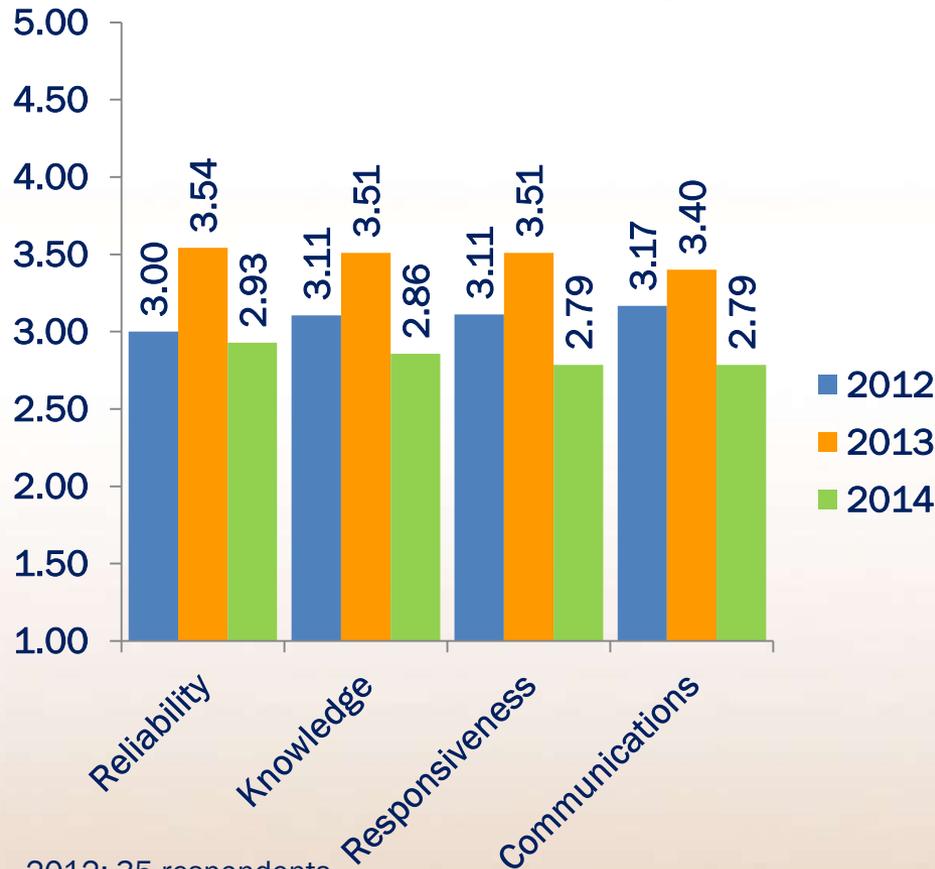
2012: 36 respondents  
2013: 60 respondents  
2014: 26 respondents

\* Combined responses of 4 performance categories

# Database Support – Oracle

Overall Rating 2.84 - down 18.7% from 2013 (3.49)

by Performance Category

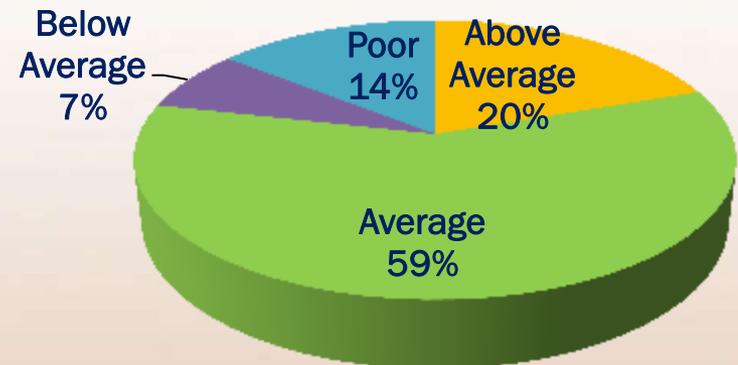


2012: 35 respondents  
 2013: 50 respondents  
 2014: 14 respondents

Average Rating by Year



Combined Overall Responses \*

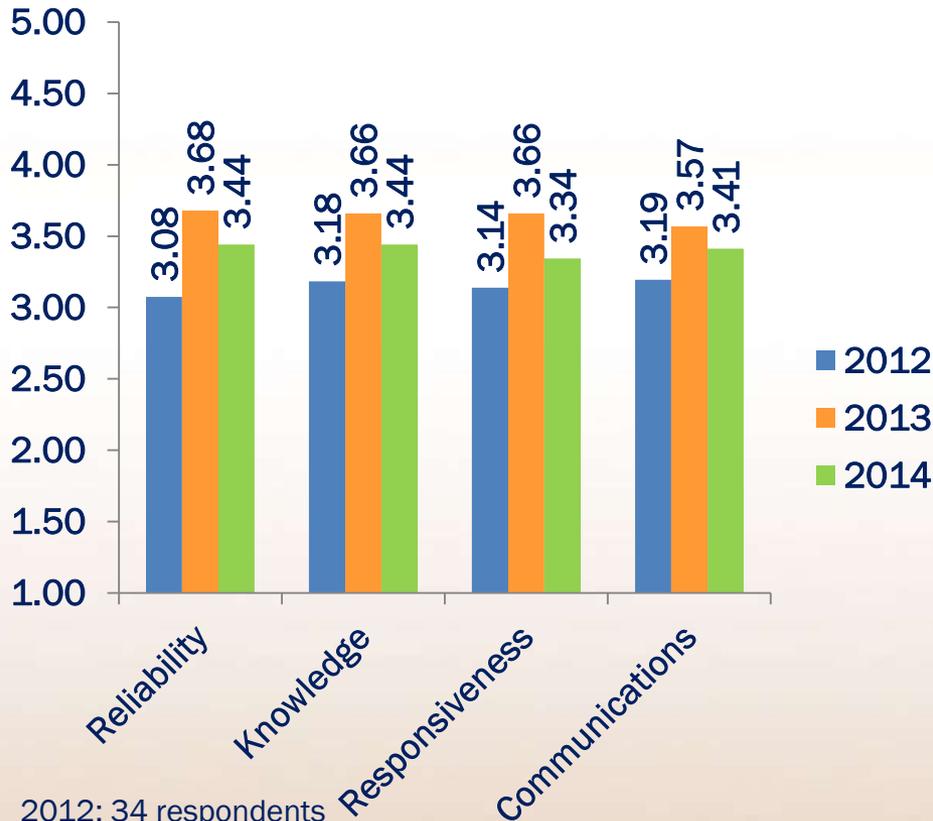


\* Combined responses of 4 performance categories.

# Database Support – SQL

Overall Rating 3.41 - down 6.4% from 2013 (3.64)

### by Performance Category

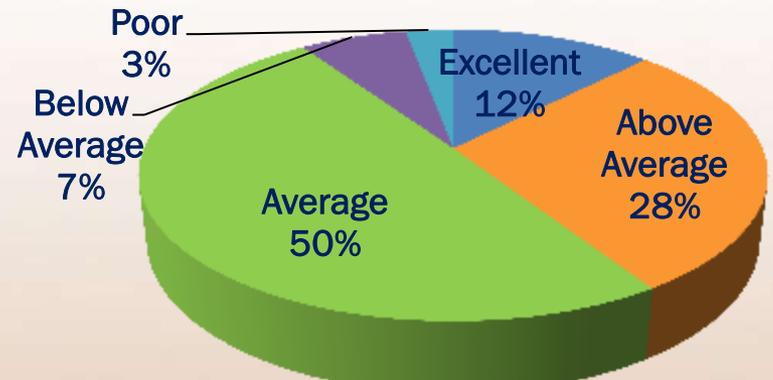


2012: 34 respondents  
2013: 51 respondents  
2014: 35 respondents

### Average Rating by Year



### Combined Overall Responses \*

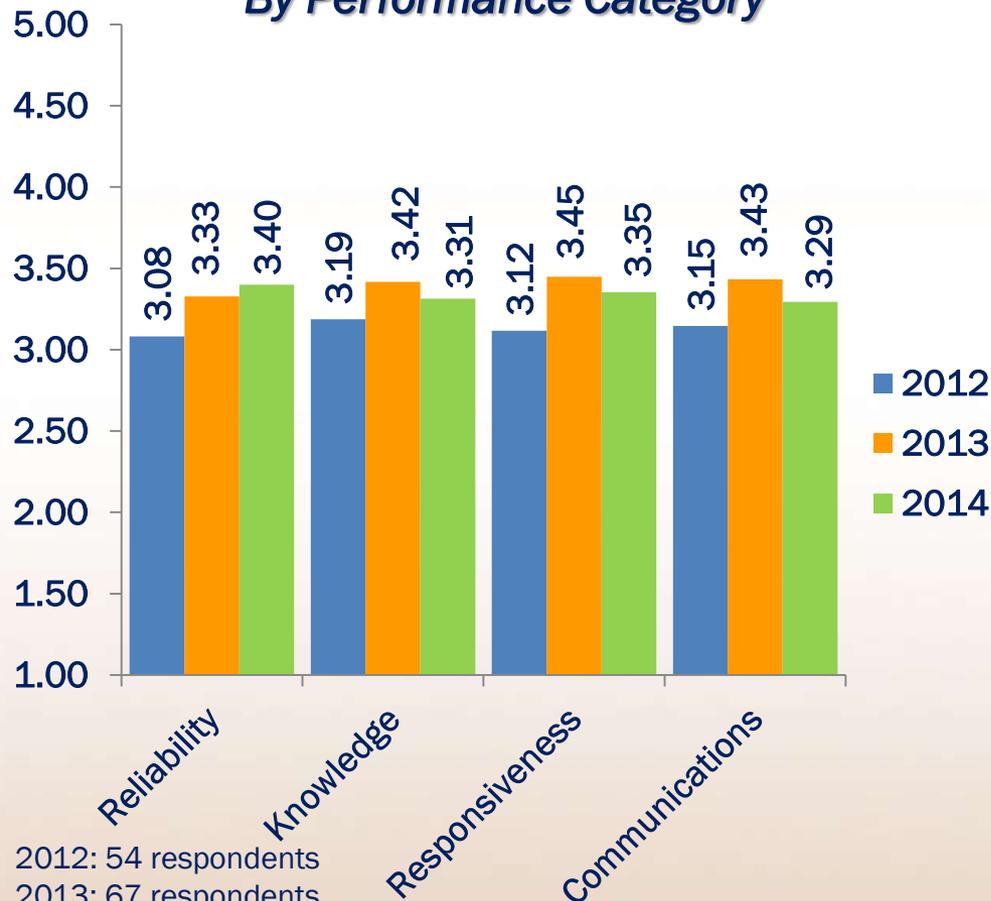


\* Combined responses of 4 performance categories

# Disaster Recovery

Overall Rating 3.34 - down 2.0% from 2013 (3.41)

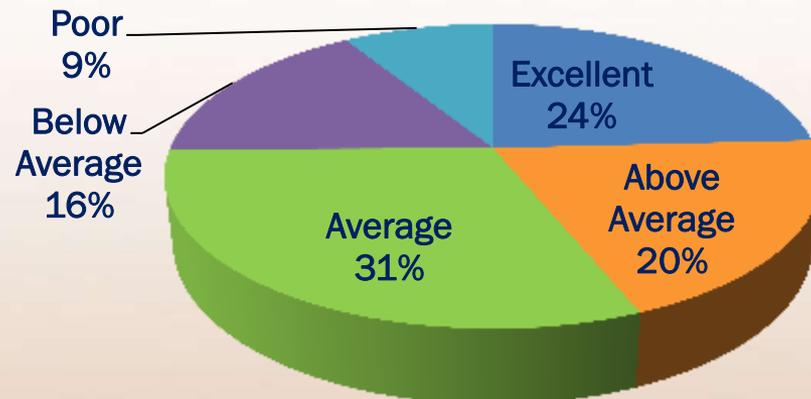
**By Performance Category**



**Average Rating by Year**



**Combined Overall Responses \***



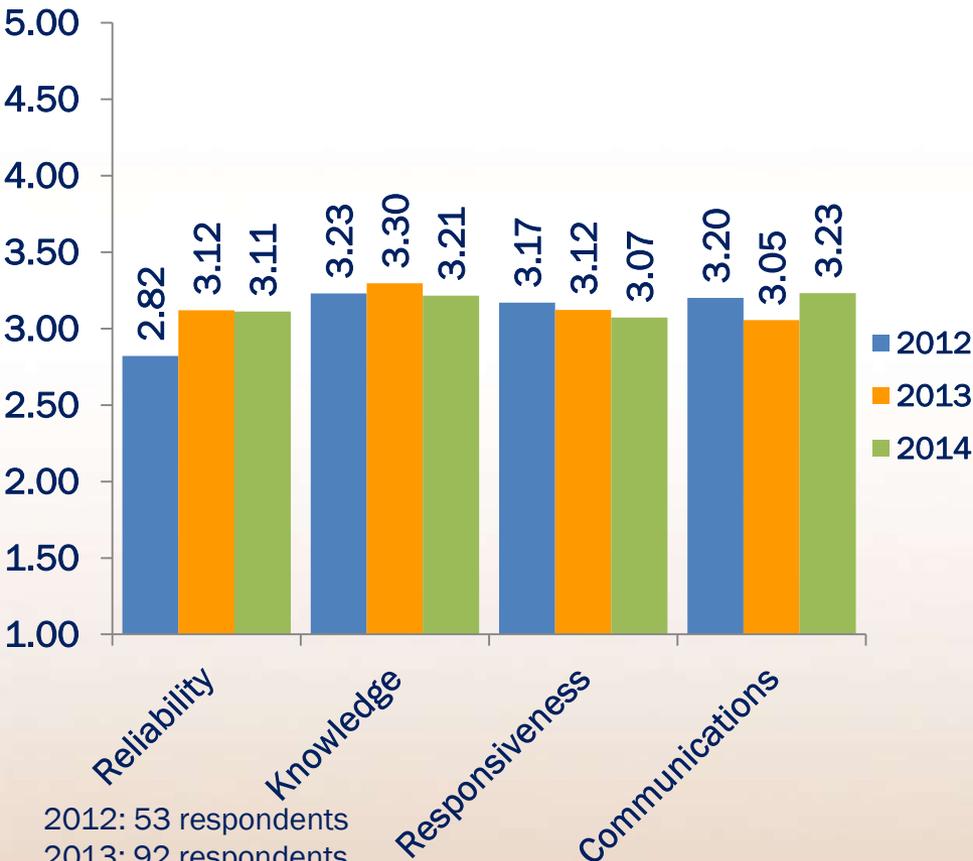
\* Combined responses of 4 performance categories

2012: 54 respondents  
 2013: 67 respondents  
 2014: 51 respondents

# Email – CA.Mail

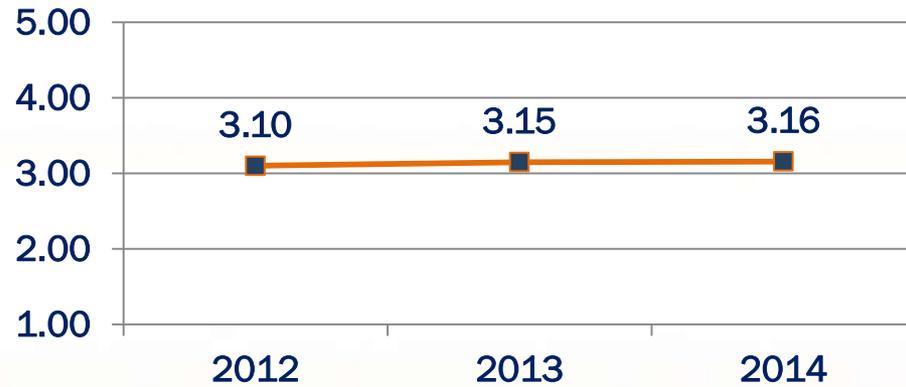
Overall Rating 3.16 - up 0.3% from 2013 (3.15)

by Performance Category

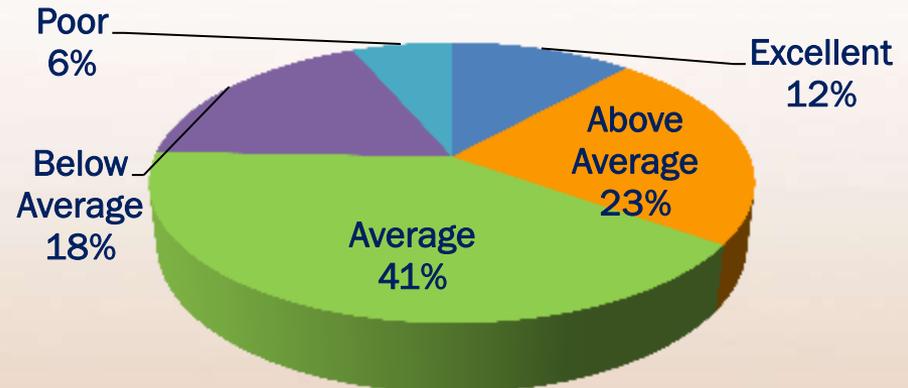


2012: 53 respondents  
 2013: 92 respondents  
 2014: 45 respondents

Average Rating by Year



Combined Overall Responses \*

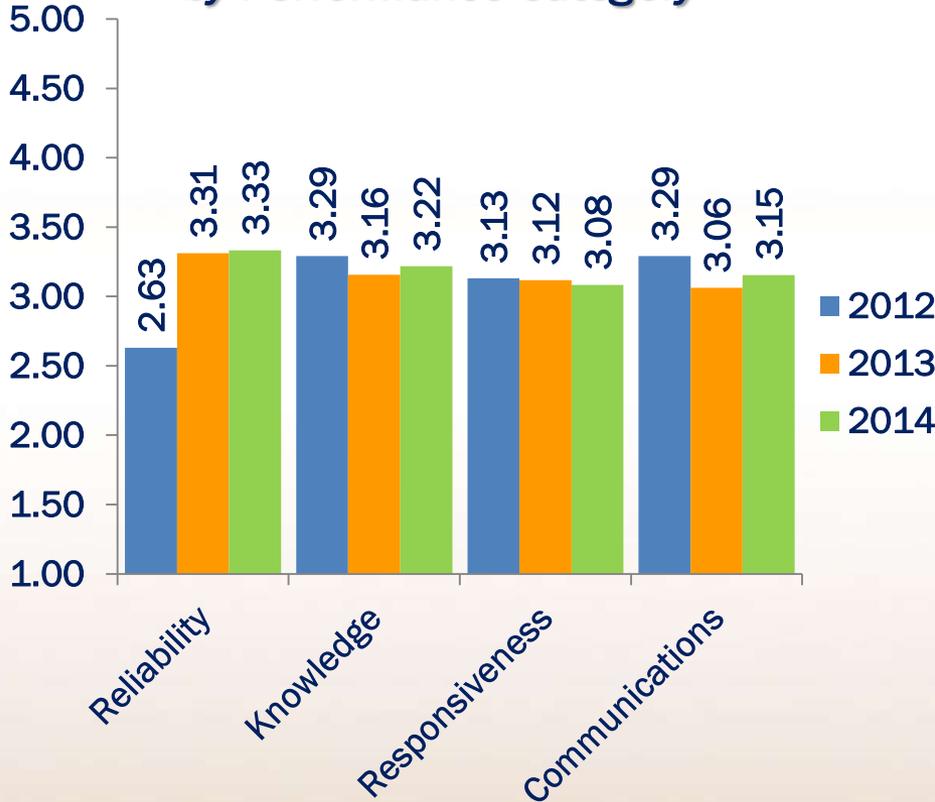


\*Combined responses of 4 performance categories.

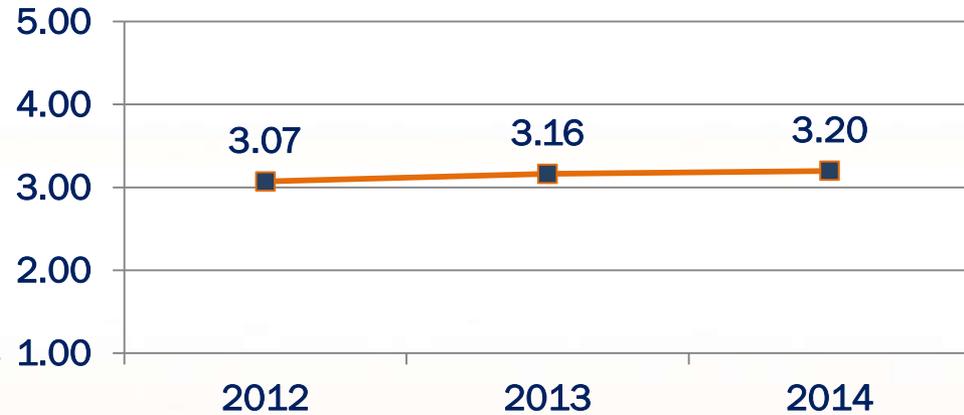
# Email – CES

Overall Rating 3.20 - up 1.2% from 2013 (3.16)

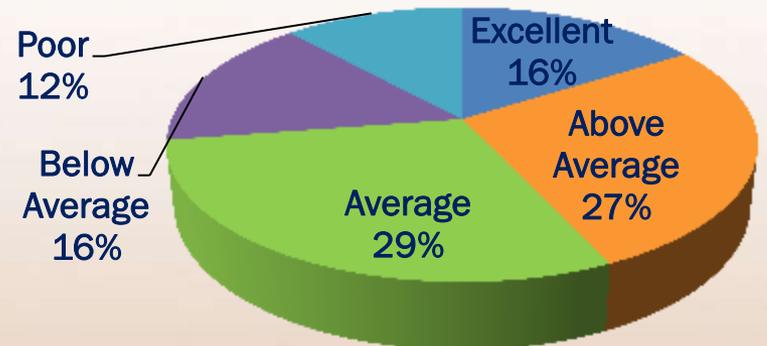
*by Performance Category*



*Average Rating by Year*



*Combined Overall Responses \**



2012: 9 respondents  
 2013: 79 respondents  
 2014: 75 respondents

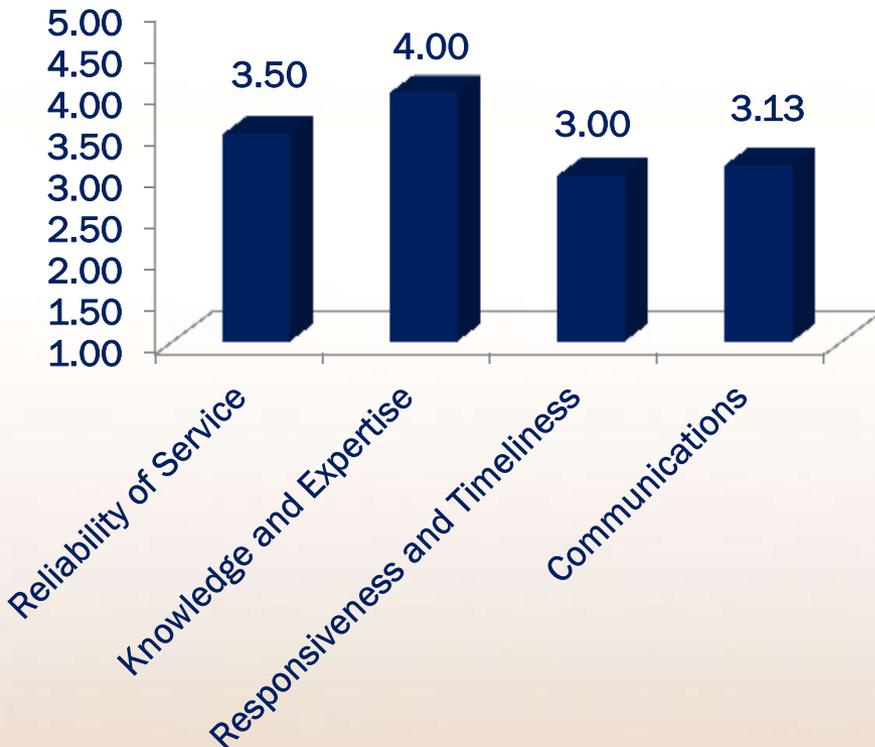
\* Combined responses of 4 performance categories

**New 2014 Category!**

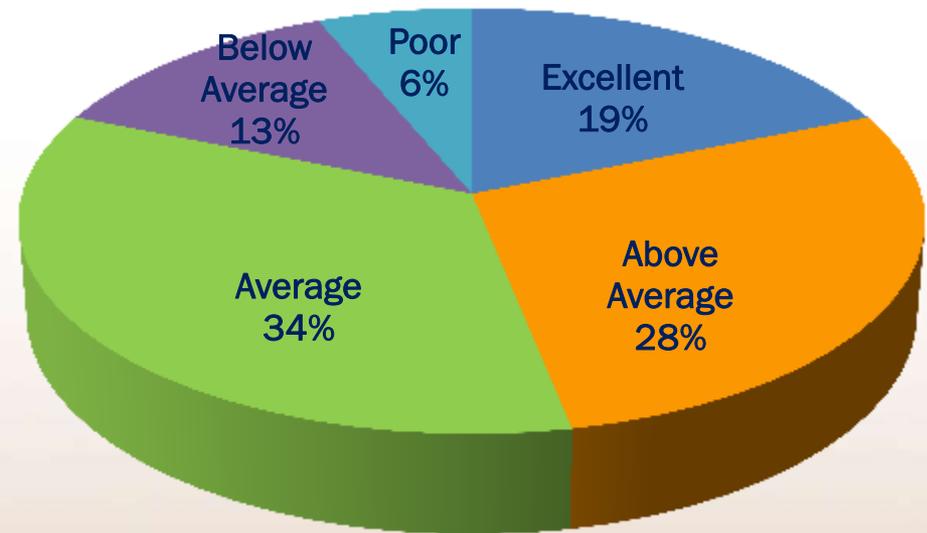
# Geographic Information System

Overall Rating: 3.41

*By Performance Category*



*Combined Overall Responses \**



2014: 8 respondents

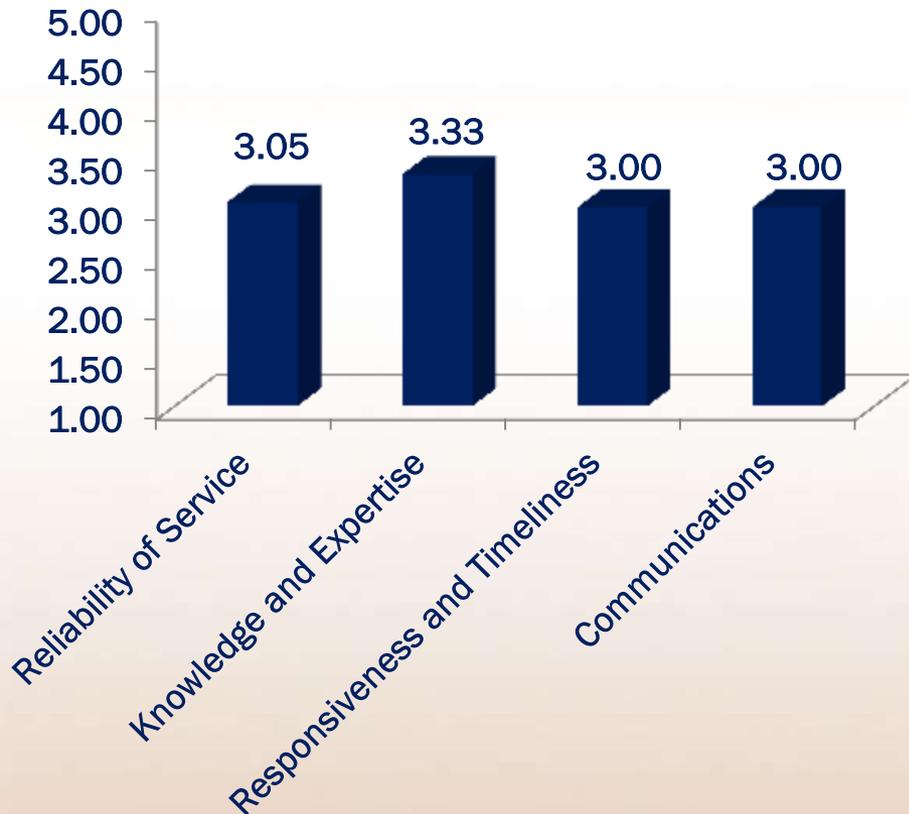
\*Combined responses of 4 performance categories.

**New 2014 Category!**

# Mobile Data Management

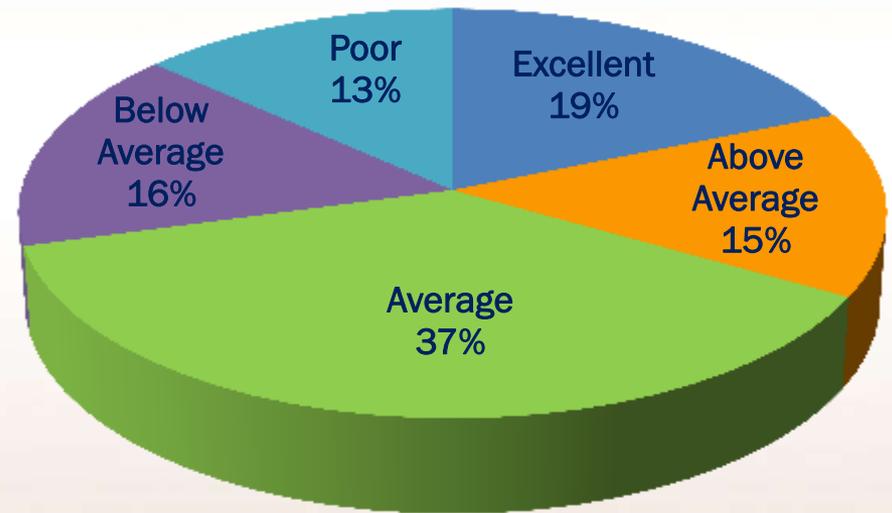
Overall Rating 3.09

*by Performance Category*



2014: 19 respondents

*Combined Overall Responses \**



\* Combined responses of 4 performance categories.

# Network Services

Overall Rating 3.35 - down 5.6% from 2013 (3.55)

*by Performance Category*

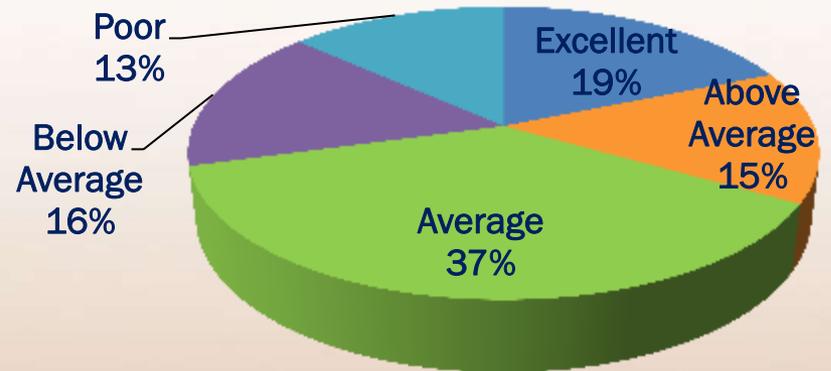


2012: 73 respondents  
 2013: 128 respondents  
 2014: 134 respondents

*Average Rating by Year*



*Combined Overall Responses \**

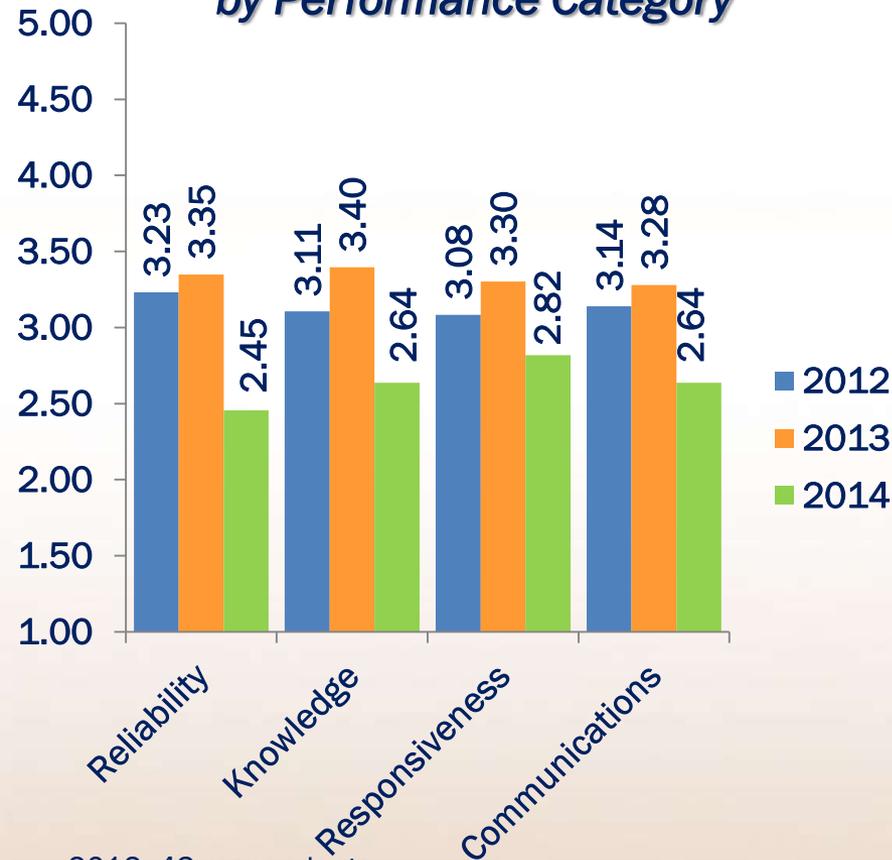


\*Combined responses of 4 performance categories.

# Server Based Computing

Overall Rating 2.64 - down 20.86% from 2013 (3.33)

*by Performance Category*

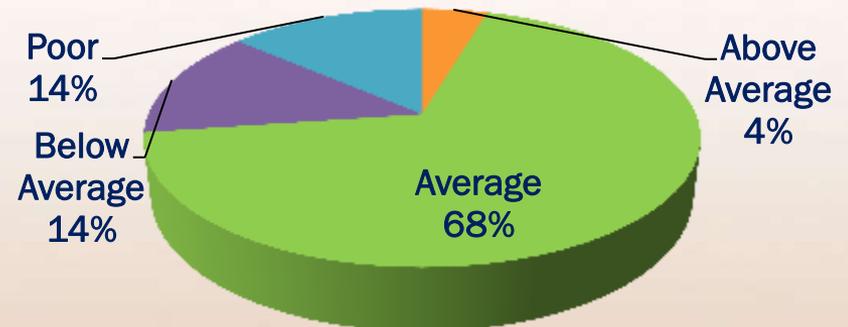


2012: 43 respondents  
 2013: 43 respondents  
 2014: 11 respondents

*Overall Average Rating by Year*



*Combined Overall Responses \**

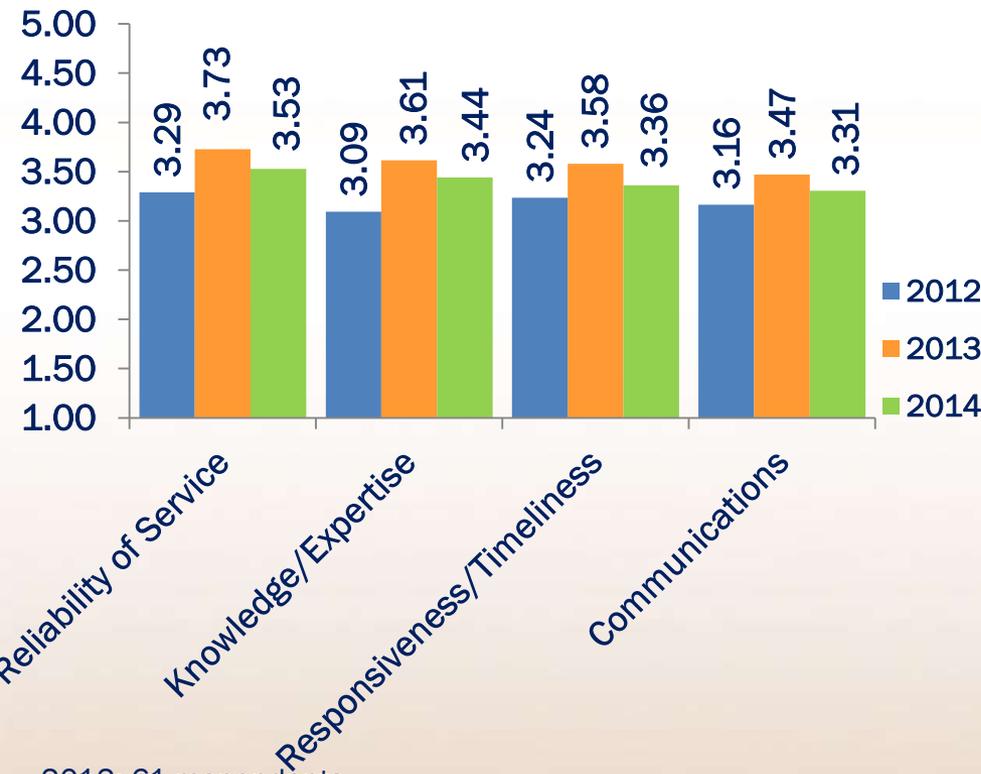


\* Combined responses of 4 performance categories

# Tenant Managed Services

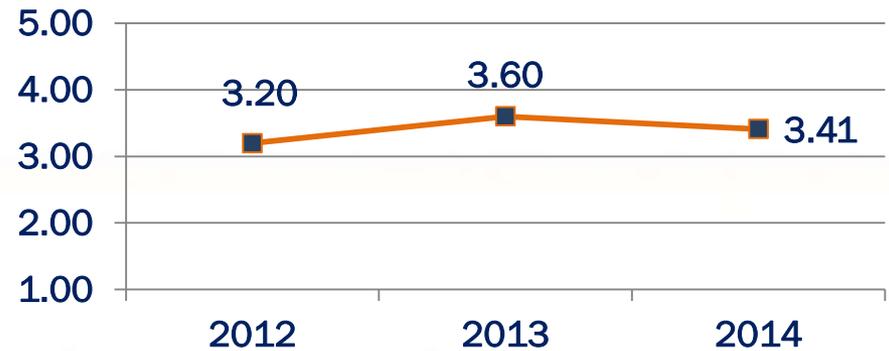
Overall Rating 3.41 - down 5.2% from 2012 (3.60)

*by Performance Category*

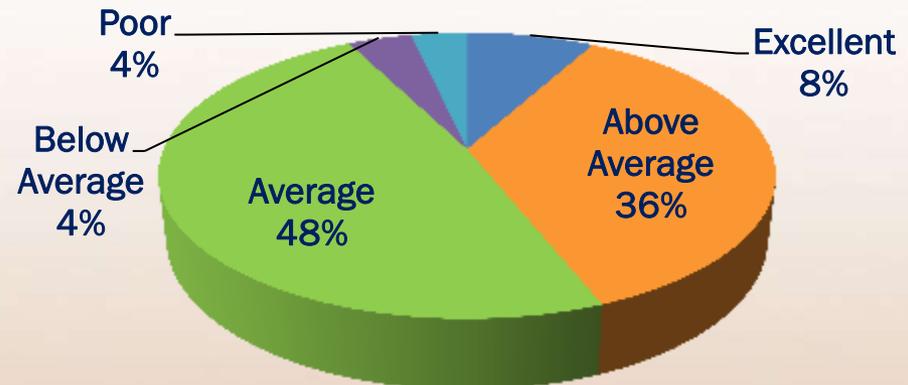


2012: 61 respondents  
 2013: 70 respondents  
 2014: 51 respondents

*Average Rating by Year*



*Combined Overall Responses \**

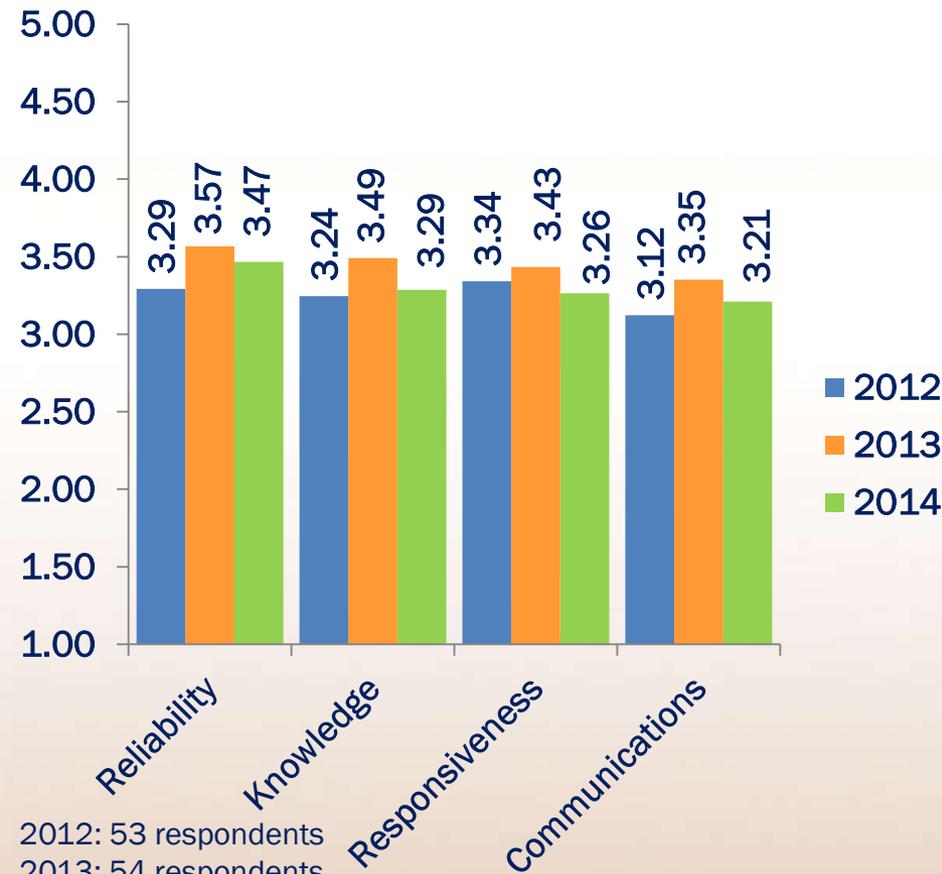


\*Combined responses of 4 performance categories.

# Website Hosting

Overall Rating 3.31 - down 4.4% from 2013 (3.46)

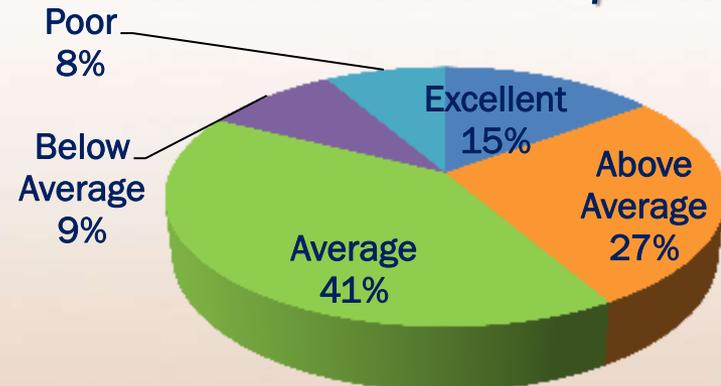
by Performance Category



Average Rating by Year



Combined Overall Responses \*



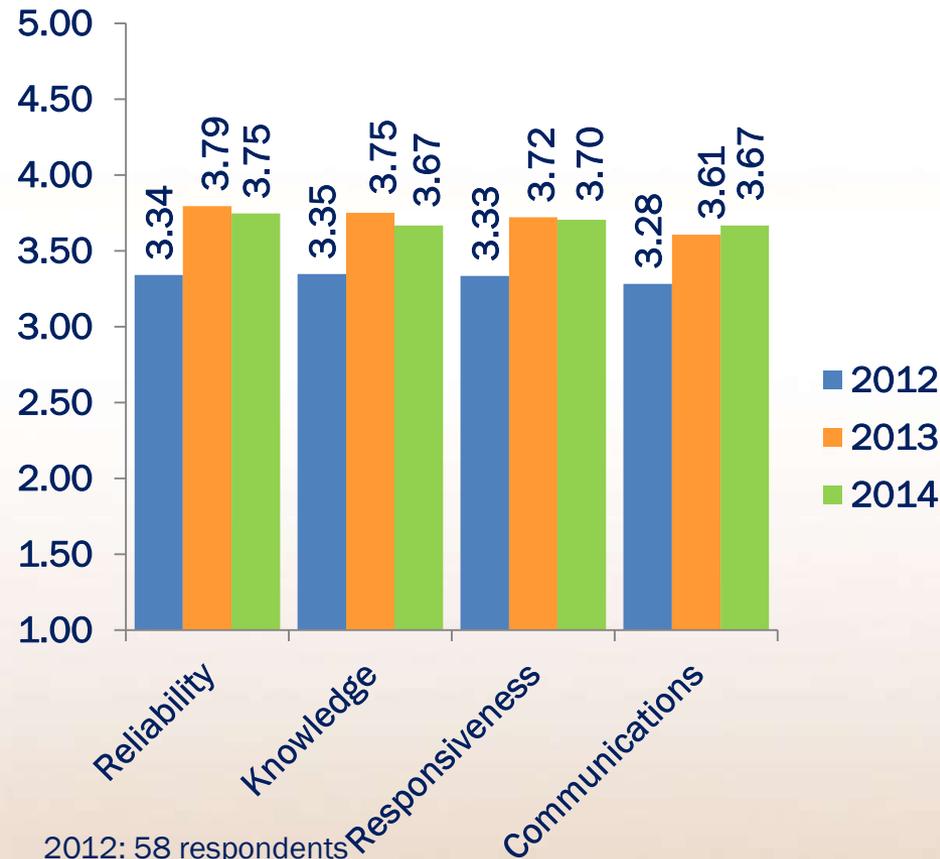
\* Combined responses of 4 performance categories

2012: 53 respondents  
 2013: 54 respondents  
 2014: 58 respondents

# Web Services - Secure File Transfer

Overall Rating 3.70 - down 0.6% from 2013 (3.72)

by Performance Category

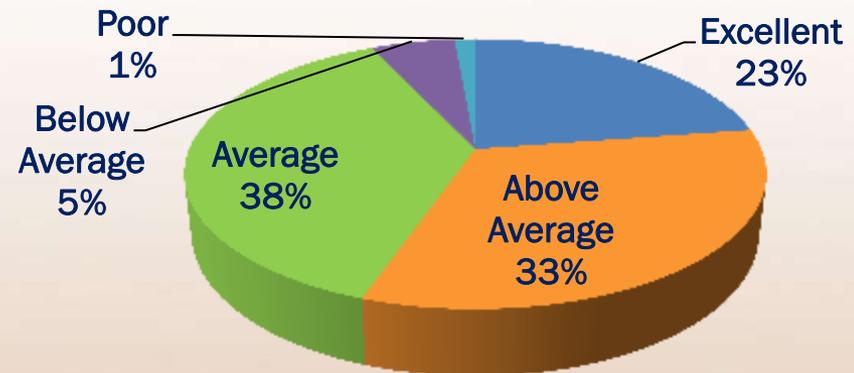


2012: 58 respondents  
 2013: 68 respondents  
 2014: 55 respondents

Average Rating by Year



Combined Overall Responses \*

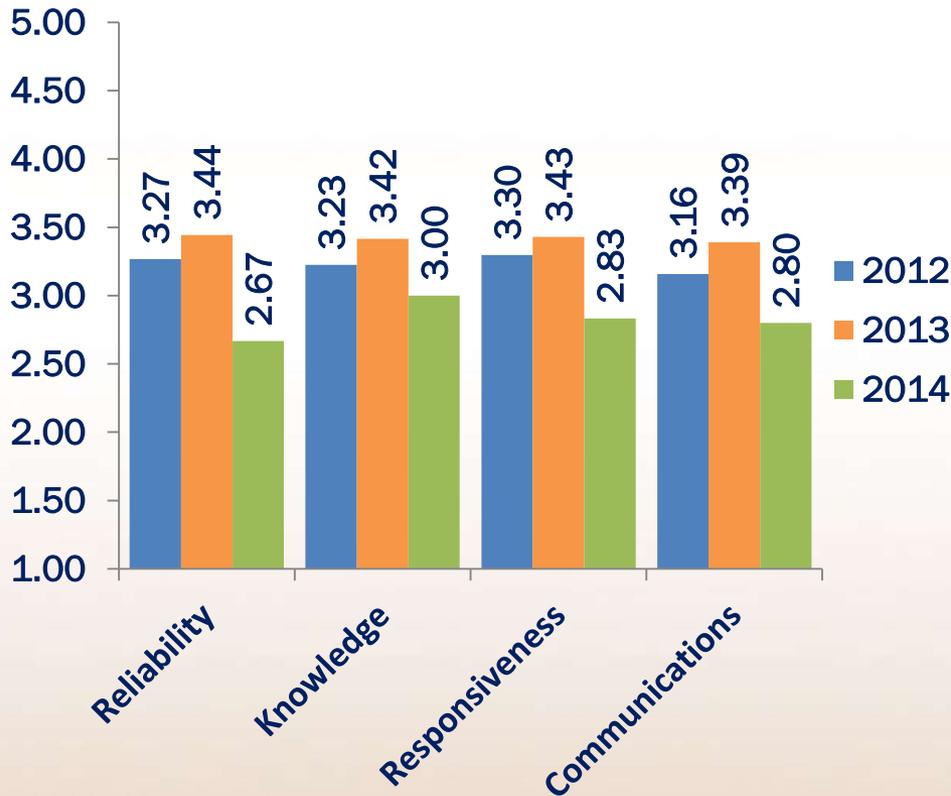


\* Combined responses of 4 performance categories

# Web Services – Ursus CMS

Overall Rating 2.82 - down 17.6% from 2013 (3.42)

*By Performance Category*

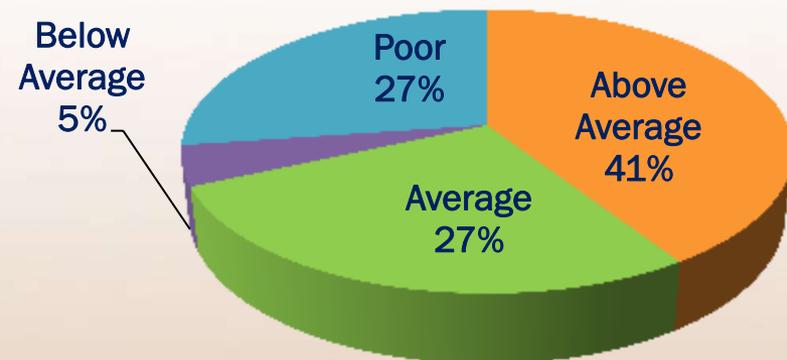


2012: 43 respondents  
 2013: 36 respondents  
 2014: 6 respondents

*Average Rating by Year*



*Combined Overall Responses \**

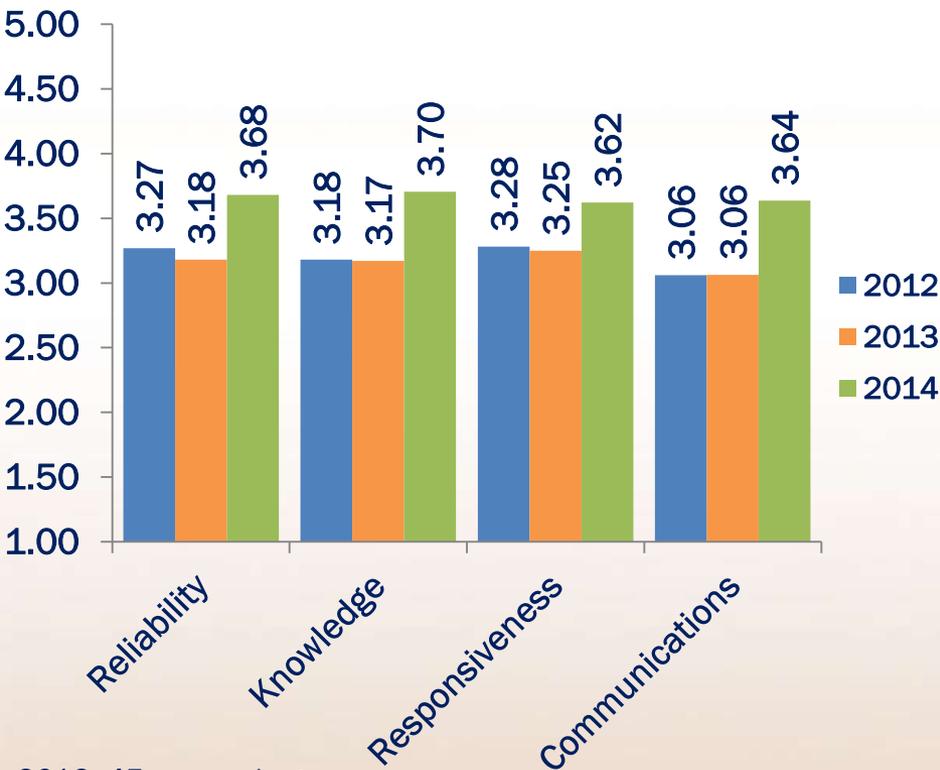


\* Combined responses of 4 performance categories

# Web Services – Other

Overall Rating 3.66 - up 4.2% from 2013 (3.51)

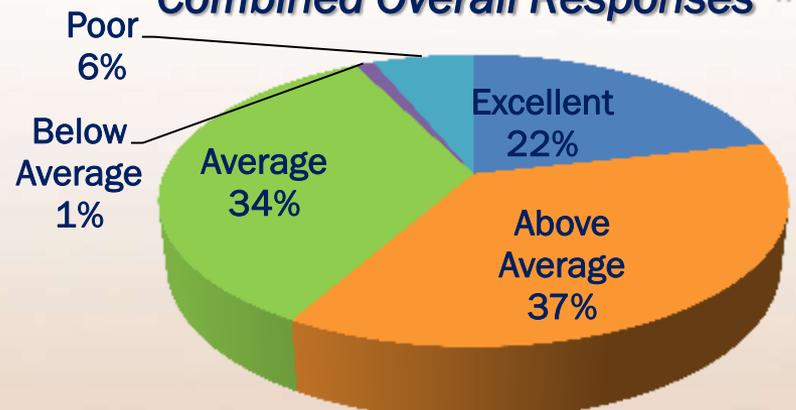
By Performance Category



Average Rating by Year



Combined Overall Responses \*



\* Combined responses of 4 performance categories

2012: 45 respondents  
 2013: 41 respondents  
 2014: 45 respondents