IT SATISFACTION SCORECARD : DEPARTMENT REPORT

City Of Avondale

This document was prepared by Info-Tech Research Group on March 26, 2024

Data is comprised of 14 responses

28 respondents did not complete the survey

IT Satisfaction Scorecard

IT Satisfaction
89%
Satisfaction with the IT department and its ability to support your needs

0%
from last year

NET PROMOTER SCORE: 86%

IT Value
91%
Satisfaction that IT provides high value relative to your perception of cost and staffing

Down 1%
from last year

NET PROMOTER SCORE: 93%

Relationship

90% Understands Needs
Satisfaction with IT's understanding of your needs.
Up 2%
from last year

89% Executes Requests
Satisfaction with the way IT executes your requests and meets your needs.
Up 4%
from last year

86% Communicates Effectively
Satisfaction with IT communication.
Up 3%
from last year

76% Trains Effectively
Satisfaction with training quality and timing.
Down 8%
from last year

Security Friction

Remote/Mobile Device Access Friction is acceptable
100 % AGREE
Up 13% from last year

Office/Desktop Security Friction is acceptable
100 % AGREE
Up 13% from last year

Regulatory Compliance-driven Friction is acceptable
100 % AGREE
0% from last year

Data Access Friction is acceptable
93 % AGREE
Up 6% from last year

Business Satisfaction and Importance for Core Services

The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.
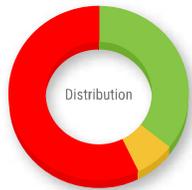
			Satisfaction		Importance
Work Orders		Satisfaction with small requests and bug fixes	95%	Up 3% from last year	10TH
IT Policies		Satisfaction with policy design and enforcement around security, governance, etc...	94%	Up 4% from last year	12TH
IT Security		Satisfaction that organizational devices and data are properly secured.	92%	Up 1% from last year	1ST
Devices		Satisfaction with desktops, laptops, mobile devices etc.	89%	0% from last year	13TH
IT Innovation Leadership		Satisfaction with providing opportunities for innovation and innovation leadership to improve the business	89%	Up 5% from last year	9TH
Requirements Gathering		Satisfaction with BA's ability to understand and support the business	87%	Up 2% from last year	11TH
Network & Comm. Infrastructure		Satisfaction with reliability of comm. Systems and networks	87%	Down 2% from last year	2ND
Service Desk		Satisfaction with responsiveness and effectiveness of service desk	86%	Down 7% from last year	8TH
Business Apps		Satisfaction with applications and functionality	82%	0% from last year	4TH
Projects		Satisfaction with large department or corporate projects	79%	0% from last year	5TH
Client-Facing Technology		Satisfaction with user experience and effectiveness	76%	Down 2% from last year	3RD
Data Quality		Satisfaction with providing reliable and accurate data	76%	Down 3% from last year	7TH
Analytical Capability and Reports		Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	73%	Up 4% from last year	6TH

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IT Capacity Scorecard

Capacity Needs

Constraint

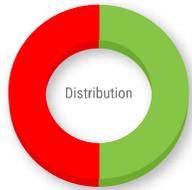To what extent is your group constrained and prevented from reaching your strategic goals by IT Capacity?

Distribution

41% Average

Capacity Constraint by Department

Information Technology	Engineer	Marketing & Public Relations	Public Works	Fire & Medical	DES	City Adminitration	Parks & Rec	NFS	City Clerk
80%	70%	70%	65%	55%	50%	20%	0%	0%	0%

Shadow IT

Overall Shadow IT

To what extent do you look externally and purchase IT services & applications without corporate IT involvement, due to a lack of internal IT capacity?

Distribution

32% Average

Shadow IT by Department

Public Works	DES	Engineer	Marketing & Public Relations	Fire & Medical	City Adminitration	Parks & Rec	NFS	City Clerk	Information Technology
75%	70%	60%	50%	45%	10%	0%	0%	0%	0%

Projects

78% Capacity Satisfaction
Satisfaction with the ability to get IT capacity to complete projects.
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NET PROMOTER SCORE: 38%

79% Ability to Deliver Effectively
Satisfaction with completed IT projects ability to meet your business needs.
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NET PROMOTER SCORE: 31%

Capacity Satisfaction by Department

Information Technology	NFS	City Clerk	Engineer	Public Works	Parks & Rec	Fire & Medical	City Adminitration	DES	Marketing & Public Relations
100%	90%	90%	90%	85%	80%	70%	70%	60%	60%

Work Orders

95% Capacity Satisfaction
Satisfaction with the ability to get IT capacity to complete Work Orders
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NET PROMOTER SCORE: 100%

94% Ability to Deliver Effectively
Satisfaction with completed IT Work Orders ability to meet your business needs
--
NET PROMOTER SCORE: 93%

Capacity Satisfaction by Department

Parks & Rec	NFS	Information Technology	Engineer	Public Works	Fire & Medical	City Adminitration	DES	City Clerk	Marketing & Public Relations
100%	100%	100%	100%	95%	95%	93%	90%	90%	90%

Showing 10 of 10 Departments

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Organizational Objectives Scorecard

	Organizational Objectives		Distribution	Average	Satisfaction By Seniority			
					Executives	Directors	Managers	Front Line
1	**Strengthening Cybersecurity**	Strengthening cybersecurity: Investing in cybersecurity measures to protect sensitive citizen data, critical infrastructure, and government systems from cyber threats, ensuring the confidentiality, integrity, and availability of information.		**93**%	100%	93%		
2	**Providing the tools your department needs.**	Promoting collaboration and data sharing among different departments through IT systems and platforms, facilitating better coordination and collaboration in service delivery and policy implementation.		**87**%	60%	89%		
3	**Improving the customer experience**	Deploying IT solutions to automate administrative processes, streamline workflows, and reduce paperwork, leading to more efficient and responsive government operations.		**84**%	60%	86%		
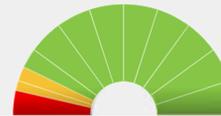
Benchmarking

Business Satisfaction and Importance for Core Services

The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

IT Satisfaction
89%
13% above average
INDUSTRY AVERAGE: 76%
92ND PERCENTILE

IT Value
91%
16% above average
INDUSTRY AVERAGE: 75%
96TH PERCENTILE

IT Budget as % of Revenue
3.7%
2.3% below average
INDUSTRY AVERAGE: 6%
65TH PERCENTILE

IT Staff as % of Users
3.3%
1.3% below average
INDUSTRY AVERAGE: 4.6%
66TH PERCENTILE

Security Friction

Remote/Mobile Device Access Friction is acceptable
100% AGREE
24% above average

Office/Desktop Security Friction is acceptable
100% AGREE
14% above average

Regulatory Compliance-driven Friction is acceptable
100% AGREE
7% above average

Data Access Friction is acceptable
93% AGREE
7% above average

	Satisfaction	Percentile
Work Orders — Satisfaction with small requests and bug fixes	95% / 19% above industry	99TH
IT Policies — Satisfaction with policy design and enforcement around security, governance, etc...	94% / 18% above industry	99TH
IT Security — Satisfaction that organizational devices and data are properly secured.	92% / 10% above industry	93RD
Devices — Satisfaction with desktops, laptops, mobile devices etc.	89% / 11% above industry	94TH
IT Innovation Leadership — Satisfaction with providing opportunities for innovation and innovation leadership to improve the business	89% / 20% above industry	98TH
Requirements Gathering — Satisfaction with BA's ability to understand and support the business	87% / 17% above industry	94TH
Network & Comm. Infrastructure — Satisfaction with reliability of comm. Systems and networks	87% / 10% above industry	89TH
Service Desk — Satisfaction with responsiveness and effectiveness of service desk	86% / 6% above industry	68TH
Business Apps — Satisfaction with applications and functionality	82% / 9% above industry	84TH
Projects — Satisfaction with large department or corporate projects	79% / 9% above industry	79TH
Client-Facing Technology — Satisfaction with user experience and effectiveness	76% / 9% above industry	83RD
Data Quality — Satisfaction with providing reliable and accurate data	76% / 2% above industry	52ND
Analytical Capability and Reports — Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	73% / 5% above industry	68TH

Satisfaction — Capacity

Shadow IT — Use of Shadow IT: procurement of IT services and applications without IT involvement
32% — 3% below average

Capacity Constraint — Allocation of IT resources to adequately meet organizational demand for projects and services.
41% — 9% below average

Relationship

Understands Needs — Satisfaction with IT's understanding of your needs.
90% — 14% above average

Executes Requests — Satisfaction with the way IT executes your requests and meets your needs.
89% — 14% above average

Communicates Effectively — Satisfaction with IT communication.
86% — 12% above average

Trains Effectively — Satisfaction with training quality and timing.
76% — 6% above average