Please indicate the city department where you are employed:


18% Public Works	10% Library

- **18%** Public Works
- **10%** Library
- **8%** Dept. Of Administration
- **5%** Water Works
- **3%** City Development
- **2%** City Clerk / Common..
- **2%** City..
- **2%** Emergenc..
- **14%** Police Department
- **9%** Neighborhood Services
- **8%** Health Department
- **2%** Fire Departmen..
- **1%** Fire and..
- **1%** Comptroll..
- **1%** Treasurer
- **1%** ..
- **0%** ..
- **2%** Housing Authority
- **1%** Assessor
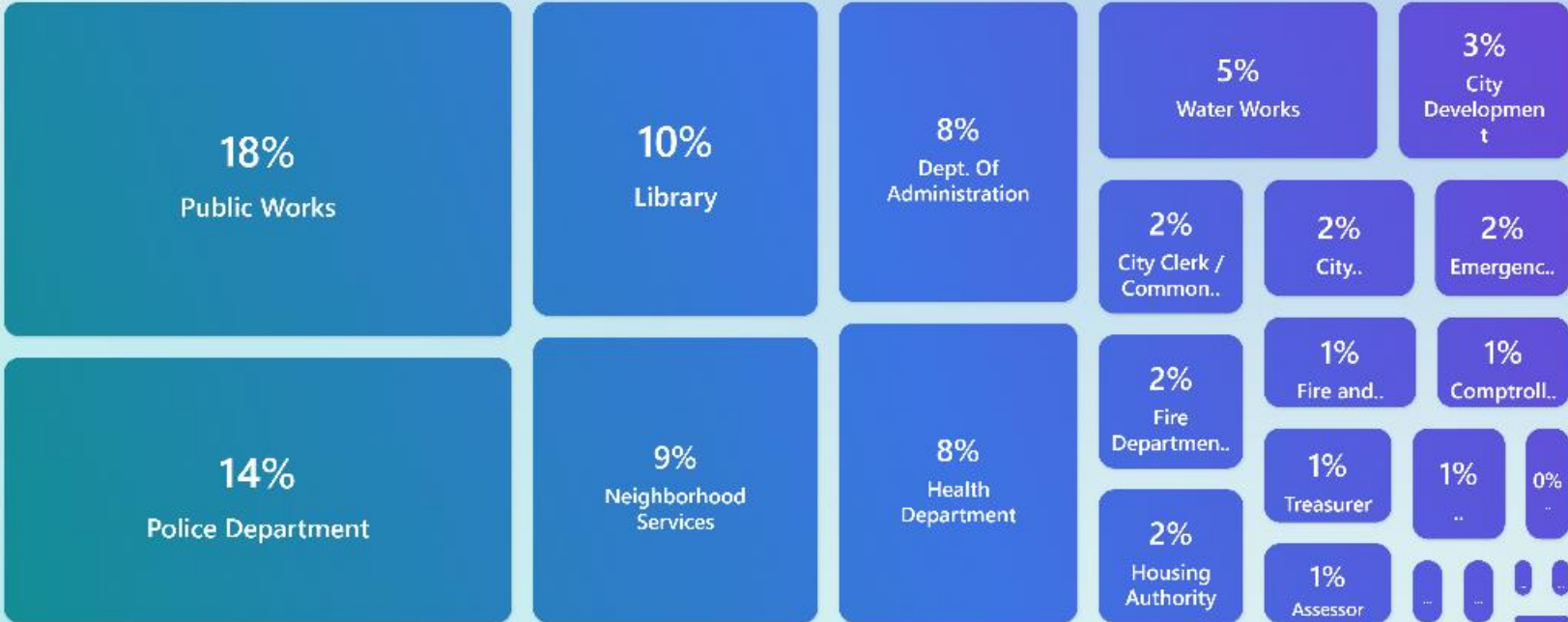
Please rate your overall satisfaction of IT service delivery as it relates to performing your daily work.

3.95

★	★	★	★	☆
3%	6%	18%	34%	37%

Overall, do your department's technology resources adequately support your job function?

71%
Yes

19%
No

9%
Other
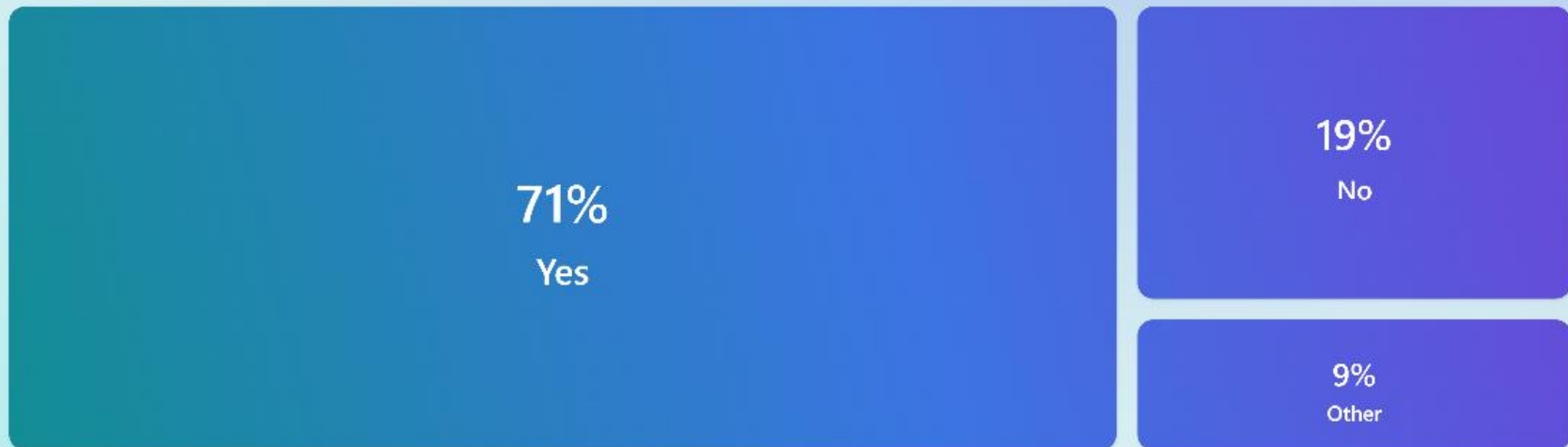
Treemap | Bar

Have you received adequate training to best utilize the technology available to you?

| 60%
Yes | 30%
No | 8%
Other |

Treemap | Bar

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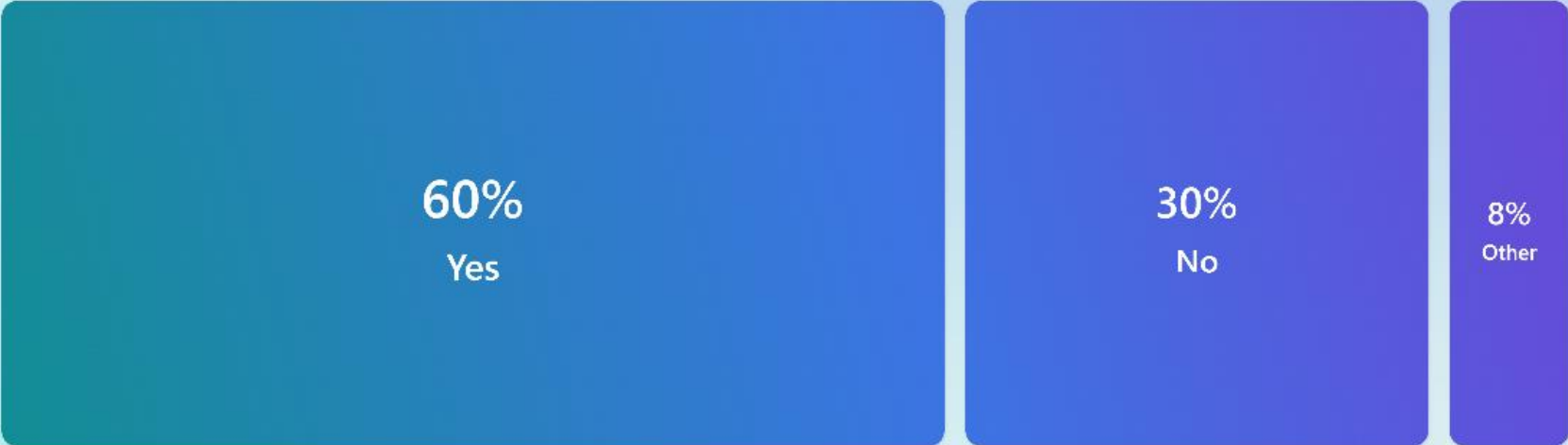
What information technology resources would enhance your job performance in the future?

"Searchable manuals about how to use programs on my computer. "

"How-to guides for this that can be easily fixed without bogging down IT."

"HOW TO VIDEOS ON THE PROGRAMS THAT WE USE."

"Computers that are not slow and have all the software we need at every work station. Not all of the computers are set

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Is there anything else you would like us to know to help us improve?

"I know the IT staff tries really hard, but they often cannot easily solve our issues. Also, our computers are generally older models and often don't have the updates or licenses needed to run our programs. "

"Keep up the great work."

"HAVING A PHONE NUMBER TO CALL IN CASE I NEED HELP RIGHT AWAY."

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