



**Q6 Any further comments / suggestions for improvements?**

**PROJECT MANAGEMENT**

This set of questions relates to initiatives that you may have put in place where certain elements of the project were implemented by IT staff. for example, DIPS/GIS Server enhancements/upgrades etc.

**Q7 Have you been involved in a developing / implementing a new system in the last six months?**  
Yes .....  No .....

**Q8 What was the new system?**

**Q9 Using a scale of one to five, where 1 = Very satisfied and 5 = Very dissatisfied, please indicate your degree of satisfaction with the following statements**

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>No opinion</i>
How satisfied were you with the way you have been involved in the work as it progressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied were you with the way you have been kept informed of progress?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How satisfied were you with the way the work has been managed and coordinated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q10 Any other comments / suggestions for improvements?**

**APPLICATION SUPPORT**

This set of questions relates to specific application support. For example, CAPS Uniform/Acadamy (revs and Bens)/Strand (electoral)/Langdales (parking) etc.

**Q11 Have you used application support for problem resolution / developments / upgrades in the last six months? for example, Uniform, Academy, DIPS, MS Office, GIS**  
Yes .....  No .....

**Q12 What was the application?**



**Q16 Which department?**

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| <i>Accountancy Section</i> .....                       | <input type="checkbox"/> | <i>Information Systems</i> .....               | <input type="checkbox"/> |
| <i>Architects and Quantity Surveyors</i> .....         | <input type="checkbox"/> | <i>Internal Audit</i> .....                    | <input type="checkbox"/> |
| <i>Assembly Hall Theatre</i> .....                     | <input type="checkbox"/> | <i>Land Charges</i> .....                      | <input type="checkbox"/> |
| <i>Borough Secretary and Solicitors Division</i> ..... | <input type="checkbox"/> | <i>Land and Property</i> .....                 | <input type="checkbox"/> |
| <i>Building Control</i> .....                          | <input type="checkbox"/> | <i>Leisure</i> .....                           | <input type="checkbox"/> |
| <i>Client Services Team</i> .....                      | <input type="checkbox"/> | <i>Licensing Team</i> .....                    | <input type="checkbox"/> |
| <i>Committee / Member Services</i> .....               | <input type="checkbox"/> | <i>Maintenance Section</i> .....               | <input type="checkbox"/> |
| <i>Corporate Marketing and Communications</i> .....    | <input type="checkbox"/> | <i>Marketing and Tourism Development</i> ..... | <input type="checkbox"/> |
| <i>Corporate Projects and Planning</i> .....           | <input type="checkbox"/> | <i>Museum and Art Gallery</i> .....            | <input type="checkbox"/> |
| <i>Development Control</i> .....                       | <input type="checkbox"/> | <i>Parking Section</i> .....                   | <input type="checkbox"/> |
| <i>Environmental Protection Team</i> .....             | <input type="checkbox"/> | <i>Personnel and Policy</i> .....              | <input type="checkbox"/> |
| <i>Food and Commercial Team</i> .....                  | <input type="checkbox"/> | <i>Planning</i> .....                          | <input type="checkbox"/> |
| <i>Highways Unit</i> .....                             | <input type="checkbox"/> | <i>Property Services</i> .....                 | <input type="checkbox"/> |
| <i>Housing Benefits / Council Tax and NNDR</i> .....   | <input type="checkbox"/> | <i>RTW Sports Centre</i> .....                 | <input type="checkbox"/> |
| <i>Housing</i> .....                                   | <input type="checkbox"/> | <i>Salaries and Payments</i> .....             | <input type="checkbox"/> |
| <i>Income Section</i> .....                            | <input type="checkbox"/> | <i>Strategy and Development</i> .....          | <input type="checkbox"/> |

**Q17 Any further comments / suggestions for improvement**

Thank you for taking part in this survey about your contact with the IT Department. Your responses remain anonymous, and on clicking submit will be sent to the Research Officer.