



Client Satisfaction Survey

“IT3 TECHNOLOGY CONSORTIUM is dedicated to providing all our Clients a 90% or better value rating in Delivery, Price, Quality, and Service.”

Company Name: Advanced Education and Learning Institution

Prepared by: Office of Communications

IT3 TECHNOLOGY CONSORTIUM Client Since: May, 2006 to present

		Yes	No
5. Value Model – Ability to Deliver			
1.25 Are we deploying the appropriate skill sets all the time?		X	
1.26 Are we getting the job done as originally proposed or within an agreed change request process?		X	
1.27 Are we always on-time and on-budget?		X	
1.28 Do we always perform the jobs properly the first time?		X	
1.29 Is it a common practice that we measure your solutions to ensure that we have effectively met the business needs?		X	
Comments - Ability to Deliver:			
1.30 Considering the questions in this section, how would you rate our ability to deliver in your current environment		90%	
2. Value Model – Competitive pricing			
2.25 Are you happy with our pricing in relation to the quality of our services?		X	
2.26 Do you believe that our prices are competitive in the Industry?		X	
2.27 Do we offer Volume or Discounted Pricing Plans that provide true benefit to the business?		n/a	
2.28 Are the prices commensurate with the skills that are being delivered?		X	
2.29 Do all of our pricing strategies or actions positively impact you?		X	
2.30 Considering the questions in this section, how would you rate our ability to offer competitive pricing in today's marketplace?		95%	
Comments - Competitive Pricing:			
3. Value Model – Quality that sets and meets expectations			
3.29 Are you always happy with the quality of the work you receive from IT3 TECHNOLOGY CONSORTIUM ?		X	
3.30 Do we always staff your Projects or IT Initiatives appropriately the first time?		X	
3.31 Do we always set appropriate delivery expectations?		X	

3.32 Do we meet delivery expectations?	X	
3.33 Do we exceed delivery expectations?	X	
3.34 Do we always provide quality and ample senior leadership time as a part of the overall support of your business?	n/a	
3.35 Considering the questions in this section, how would you rate our ability to deliver quality service in terms of setting, meeting and exceeding expectations?	100%	
Comments - Quality that sets and meets expectations:		
4. Value Model – Service ease in conducting our business with you	Yes	No
4.29 Are we always flexible and easy to do business with?	X	
4.30 Do we deploy proper methodologies for measuring the customer satisfaction of deliverables?	X	
4.31 Do your stakeholders agree that those methodologies are effective for your business?	X	
4.32 Are management decisions that impact both you and IT3 TECHNOLOGY CONSORTIUM easy to resolve?	X	
4.33 Do we always provide a variety of solution choices to achieve your goal?	X	
4.34 If there is an issue, is it easy to resolve?	X	
4.35 Considering the questions in this section, how would you rate our ease of working with in your current environment?	100%	
Comments - Service ease in conducting our business with you:		