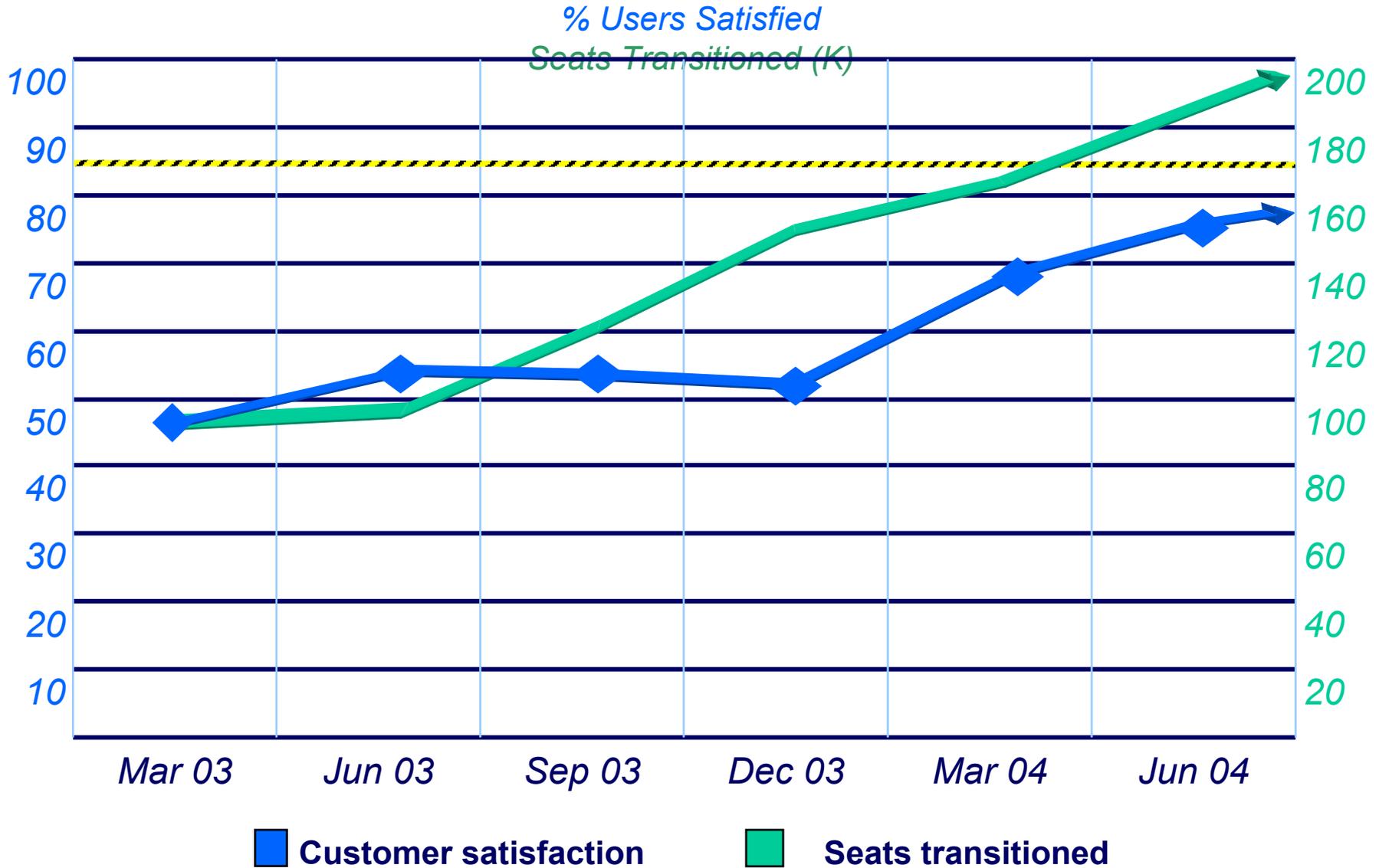


June 2004 Survey Results

July 2004

- NMCI regularly surveys users on their satisfaction with NMCI services. This information is used by EDS and the DoN to:
 - Track performance trends
 - Identify where services need improvement
 - Determine contractor incentives
- Surveys are conducted on-line. E-mail invitations from both the DoN and EDS leaders are sent to users inviting them to take a survey.
 - Most surveys take less than 5 minutes to complete
 - Basic ratings use a 10-point scale
 - There is space to provide additional comments
 - Individual responses are protected – only summary data is reported
 - Each user will have an opportunity to rate the contractor's performance each year
 - Currently about 30% are answering the surveys
- Surveys cover:
 - Help desk
 - Moves/adds/changes
 - Basic hardware & printing
 - Network services (intranet, application access, storage)
 - Training
 - Software installation
 - E-mail

DoN Level Customer Satisfaction Trends



- The Contractor and Navy are working together to Address service problems that are causing dissatisfaction:
 - MACs,
 - Network Reliability, and
 - Timeliness of Problem Resolution
- Your voice is heard! How you can help:
 - Take action to improve services by participating in surveys and providing your feedback
 - Your survey responses carry significant weight in the DoN's evaluation of Contractor services
- Feedback can be sent to:
 - edward.schmitz@navy.mil
 - Chan_mimi@bah.com