

ITPAC May 2001 Meeting

Information Item: Memorandum to UF/IFAS-IT Directors and Coordinators

Hi everyone,

Over the last few days I have been in contact with Jody Gentry from UF's Human Resources discussing ways in which we can improve the quality of services (QOS) provided UF/IFAS-IT. Ms. Gentry has kindly agreed to conduct an assessment of our culture and skills associated to QOS and to help us develop some specific strategies for customer service improvement.

There are several action items that will take place, including:

- 1) A client survey on perceptions of UF/IFAS-IT quality of customer service. Please review the draft of the survey at <http://fsz.ifas.ufl.edu/survey/> and be ready to discuss it at our next IT Directors meeting.
- 2) A follow-up short survey will be standard procedure for every support call that any individual within UF/IFAS-IT undertakes. Please review the draft of the follow up survey at <http://fsz.ifas.ufl.edu/HelpDeskSatisfactionSurvey/default.htm> and be ready to discuss it at the next IT Directors meeting.
- 3) Ms. Gentry and Brian Garey will be conducting interviews with all UF/IFAS-IT staff, including OPS. We have been asked to make ourselves available per the schedule below in half hour slots. Two concurrent interviews will be taking place at any time, one conducted by Ms. Gentry and the other by Mr. Garey. Interviews for ITBS will take place in the Livestock Pavilion, all others in Building 87.

June 20	1:30-4:30 p.m.
June 21	1:30-4:30 p.m.
June 22	9 to 11:30 a.m.

Please be prepared to discuss scheduling individuals to the available times at the next IT directors meeting. If you have OPS that are not working full time, it is important that you bring their schedules so we can decide on time slots. When we meet we will discuss the logistics.

- 4) Based on the results of the client survey and the interviews, Ms. Gentry will design a custom one-day workshop for us. All staff will be expected to attend.
- 5) Six to 8 months from now we will conduct a follow up survey using the first survey as a benchmark to reassess our strategy for continued improvement in QOS.

Finally, please make your staff aware of this effort at the first opportunity after our discussion of the topic at the next directors meeting.

Regards,

Fedro.

Fedro Zazueta 5/12/2001