# End-User Application Feedback Program

83%
Complete

Prepared for
John Doe
Slice Co.

INFO~TECH
research group

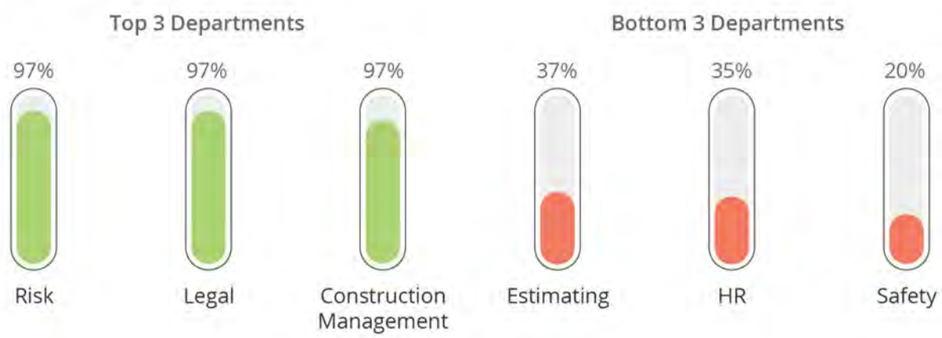
# General Overview

Slice Co.
1596 Responses



## Business Enablement

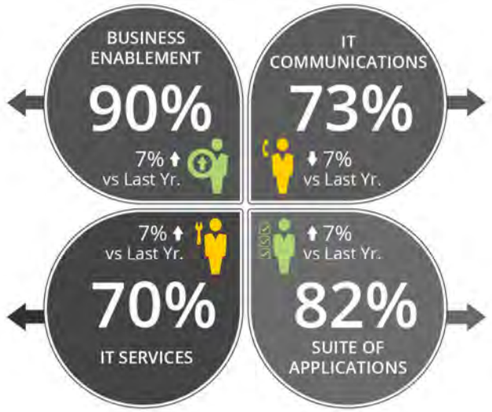
How satisfied are you with IT's ability to enable the organization to meet its overarching goals?




## IT Services

How satisfied are you that the services provided by IT enable you to perform your job effectively?

## Overall Satisfaction with IT




Different departments have varying demands from and reliance on IT. Overall satisfaction and satisfaction by department shows what areas of IT need to be addressed most.

## IT Communications

How satisfied are you with IT's ability to communicate to you regarding the information you need to perform your job effectively?

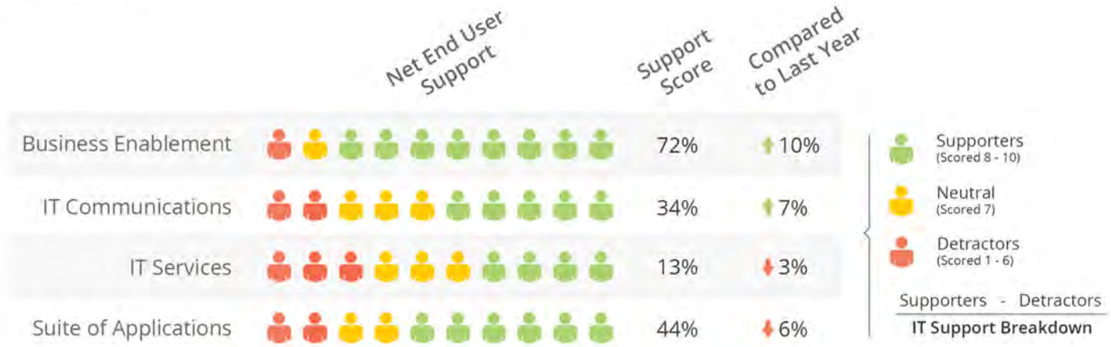
## Suite of Applications

How satisfied are you that the collection of applications provided to you by IT is the appropriate set for enabling you to do your job effectively?

## Overall Support for IT

IT Support Breakdown provides an at a glance view of end user sentiment in four key areas of IT, based on the percent of users that fall into three important categories:

| | |
|---|---|
| Promoters | Loyal enthusiasts of IT. |
| Neutral | Satisfied Stakeholders that are unenthusiastic about IT. |
| Detractors | Unhappy stakeholders who can damage your reputation. |



# Business & IT Communications Overview

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## Business Enablement Support

There are many facets of IT–Business alignment that may lower opinion of IT. This begins with listening to end users and should enable a culture of continuous evolution and innovation.

BUSINESS ENABLEMENT
90%
↑ 7%
vs Last Year

## IT Communications Support

Communications can involve various levels of information. Many communicate low levels issues well but should focus on evangelizing IT's vision.

IT COMMUNICATIONS
73%
↓ 7%
vs Last Year

| | Net End User Support | Support Score | Compared to Last Year |
|---|---|---|---|
| Company Innovation | | 76% | ↑ 12% |
| IT Agility | | 23% | ↑ 9% |
| Department Technology Enablement | | 52% | ↓ 6% |
| Training | | 12% | ↑ 10% |
| Feedback Receptivity | | 34% | ↑ 11% |
| Professionalism | | 61% | ↑ 5% |

Supporters (Scored 8 - 10)
Neutral (Scored 7)
Detractors (Scored 1 - 6)

Supporters - Detractors
**IT Support Breakdown**

## Enablement & Comms. by Seniority

Ensure that end users at all levels agree on what works and what doesn't. Groups that differ from the norm should be targeted for improvement or evangelism.

| | Satisfaction | Executive Satisfaction | Director Satisfaction | Manager Satisfaction | Front Line Satisfaction |
|---|---|---|---|---|---|
| Company Innovation | 80% (65%) | 89% ↑10% | 82% ↑ 3% | 79% ↑ 7% | 81% ↑ 9% |
| Agility | 65% (48%) | 63% ↓ 9% | 40% ↓ 8% | 20% ↓13% | 48% ↓12% |
| Dept. Technology Enablement | 75% (69%) | 51% ↑ 6% | 79% ↑13% | 57% ↑10% | 66% ↑11% |
| Training | 58% (50%) | 19% ↑13% | 60% ↑ 8% | 28% ↑ 5% | 10% ↑10% |
| Feedback Receptivity | 71% (49%) | 27% ↑15% | 40% ↑ 3% | 16% ↑10% | 69% ↑ 7% |
| Professionalism | 90% (80%) | 85% ↑17% | 67% ↑ 9% | 82% ↑13% | 59% ↑ 8% |

| Last year | ↑/↓ vs company avg. |
|---|---|

## Enablement & Comms. by Department

Look beyond the averages to see the range of satisfaction rates and address key problem areas. Talk to the most disgruntled departments first to hone in key issues.

Most Satisfied Departments

| Name | Sat. Score |
|---|---|
| Risk | 71% |
| Legal | 92% |
| Construction Management | 77% |
| Construction Management | 74% |
| HR | 71% |
| Safety | 94% |

Least Satisfied Departments

| Name | Sat. Score | Name | Sat. Score |
|---|---|---|---|
| Construction Management | 54% | Legal | 34% |
| Estimating | 33% | Construction Management | 28% |
| HR | 61% | Estimating | 47% |
| Legal | 54% | Safety | 46% |
| Risk | 57% | Construction Management | 49% |
| Construction Management | 32% | Risk | 21% |

# Services Overview

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## Core Services by Seniority

End users functioning in different roles within the organization place importance on different core services. Improvement should address both the right services and the right users.

## IT Services Satisfaction

The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

↑/↓ vs company avg.

| Core Services | Executive | | Director | | Manager | | Front Line | |
|---|---|---|---|---|---|---|---|---|
| | Satisfaction | Importance Rank | Satisfaction | Importance Rank | Satisfaction | Importance Rank | Satisfaction | Importance Rank |
| Service Desk Effectiveness | 89% ↑11% | 4th ↑1 | 89% ↑9% | 4th ↑1 | 63% ↓13% | 4th ↑1 | 89% ↑34% | 2nd ↓1 |
| Service Desk Timeliness | 63% ↓13% | 4th ↑1 | 63% ↓13% | 4th ↑1 | 89% ↑10% | 2nd ↓1 | 80% ↑3% | 3rd – |
| Policies | 77% ↑7% | 4th ↑1 | 83% ↑13% | 4th ↑1 | 89% ↑5% | 3rd – | 81% ↑13% | 2nd ↓1 |
| Network | 89% ↑5% | 3rd – | 89% ↑7% | 2nd ↓1 | 63% ↓13% | 2nd ↓1 | 65% ↓13% | 4th ↑1 |
| Application Suite | 75% ↑11% | 2nd ↓1 | 76% ↑5% | 3rd – | 66% ↓13% | 2nd ↓1 | 83% ↑2% | 4th ↑1 |
| Devices | 63% ↓13% | 4th ↑1 | 80% ↑13% | 2nd ↓1 | 69% ↓13% | 2nd ↓1 | 57% ↓22% | 3rd – |
| Analytics & Reports | 83% ↑13% | 4th ↑1 | 63% ↓8% | 4th ↑1 | 89% ↑7% | 4th ↑1 | 79% ↑13% | 4th ↑1 |

## Core Services by Departments

Look beyond the averages to see the range of satisfaction rates and address key problem areas. Talk to the most disgruntled departments first to hone in key issues.

| Core Services | Importance Rating | Versus Last Year | Satisfaction | |
|---|---|---|---|---|
| Service Desk Effectiveness | 2nd | 3th ↑1 | 59% | 98% |
| Service Desk Timeliness | 4th | 7th ↑3 | 39% | 93% |
| Policies | 7th | 6th ↓1 | 59% | 85% |
| Network | 1st | 1st – | 39% | 78% |
| Application Suite | 5th | 2th ↓3 | 59% | 73% |
| Devices | 3th | 4th ↑1 | 79% | 69% |
| Analytics & Reports | 6th | 5th ↓1 | 79% | 39% |

↓ Last year

Most Satisfied Departments

| Name | Sat. Score |
|---|---|
| Risk | 97% |
| Legal | 94% |
| Construction Management | 90% |
| Estimating | 89% |
| HR | 87% |
| Safety | 79% |
| Research | 76% |

Least Satisfied Departments

| Name | Sat. Score | Name | Sat. Score |
|---|---|---|---|
| Legal | 10% | Construction Management | 9% |
| Construction Management | 15% | Estimating | 12% |
| Estimating | 20% | HR | 15% |
| HR | 23% | Safety | 22% |
| Safety | 34% | Risk | 30% |
| Risk | 36% | Legal | 35% |
| Legal | 55% | Risk | 50% |

# Applications Overview

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1596 Responses

SUITE OF APPLICATIONS
90%

## Overall Applications Portfolio Satisfaction

Overall portfolio satisfaction is an indication of end user sentiment in the organization overall.

This metric enables the IT leader to determine at a glance if they are meeting the needs of the business.

## Application Portfolio Component Satisfaction

Aggregated across all rated applications, scores on usability, features and data quality provide an overall indication of the effectiveness of the applications portfolio.

43%
Usability
41% ↓
vs Last Year

73%
Features
10% ↑
vs Last Year

83%
Data Quality
5% ↑
vs Last Year
vs Last Year

## Number of Applications by Importance & Effectiveness

Evaluating the number of applications within each quadrant is a first step in assessing the health of the overall portfolio, and in determining which applications require immediate action.

## Five Most Critical Applications

The most critical applications are the most popular and are rated by their users as being the most important to them in performing their job effectively. Underperforming applications in this group should be an immediate focus.

| Applications | Users | Data Quality | Importance | Features | Usability | Status |
|---|---|---|---|---|---|---|
| Audition | 53 | 93% | 94% | 74% | 47% | Contentious |
| Chrome | 321 | - | 94% | 74% | 85% | Contentious |
| Maya | 313 | - | 94% | 74% | 85% | Effective |
| Bridge CC | 531 | - | 94% | 74% | 55% | Unleveraged |
| Sticky Notes | 531 | - | 83% | 22% | 25% | Contentious |

## Five Most Underperforming Apps.

The most underperforming applications are those that have the lowest effectiveness.

Improvements to these underperforming applications will have the widest affect on the organization.

| | | | | | | |
|---|---|---|---|---|---|---|
| Sticky Notes | 531 | - | 83% | 22% | 25% | Contentious |
| Dreamweaver CC | 31 | 53% | 20% | 37% | 15% | Contentious |
| Explorer | 531 | - | 67% | 30% | 25% | Questionable |
| Aurora | 531 | 83% | 70% | 28% | 35% | Unleveraged |
| Sublime Text 3 | 531 | - | 83% | 52% | 15% | Contentious |

## Five Lowest Data Quality Applications

The most data impacted applications had the lowest data quality score according to end users. These applications should be assessed for data quality immediately.

| | | | | | | |
|---|---|---|---|---|---|---|
| MSFT Word | 65 | 3% | 90% | 97% | 27% | Contentious |
| Salesforce.com | 80 | 16% | 77% | 47% | 97% | Contentious |
| MSFT PowerPoint | 65 | 25% | 57% | 87% | 37% | Questionable |
| MSFT Outlook | 80 | 45% | 47% | 47% | 77% | Unleveraged |
| MSFT SharePoint | 65 | 52% | 27% | 67% | 47% | Contentious |

# Applications Overview

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## High Performing Applications

End Users love these apps. Pat yourself on the back and find ways to get more out of 'unleveraged' apps that are unused or nice to have.

Number of Applications by Importance & Effectiveness

| Application | Users | Importance | Usability | Features | Data Quality |
|---|---|---|---|---|---|
| Salesforce.com | 531 | 90% | 75% | 32% | 53% |
| MSFT Office | 331 | 74% | 95% | 76% | 73% |
| MSFT Outlook | 310 | 94% | 85% | 74% | 93% |
| MSFT PowerPoint | 141 | 90% | 75% | 32% | 53% |
| Photoshop | 123 | 90% | 75% | 32% | 53% |
| Ilustrator | 314 | 74% | 95% | 76% | 73% |
| Maya | 313 | 94% | 85% | 74% | 93% |
| 3Ds Max | 323 | 90% | 75% | 32% | 53% |
| Paint | 412 | 90% | 75% | 32% | 53% |
| Calculator | 894 | 74% | 95% | 76% | 73% |
| Chrome | 321 | 94% | 85% | 74% | 93% |
| Firefox | 312 | 90% | 75% | 32% | 53% |
| SAP | 859 | 43% | 95% | 52% | 83% |
| Evernote | 419 | 37% | 95% | 80% | 88% |
| Finance | 321 | 30% | 85% | 58% | 83% |

## At Risk Applications

While crucial to the business, these apps are underperforming and should be addressed for root cause immediately.

Number of Applications by Importance & Effectiveness

| Application | Users | Importance | Usability | Features | Data Quality |
|---|---|---|---|---|---|
| Sticky Notes | 531 | 83% | 25% | 22% | 83% |
| Explorer | 531 | 67% | 25% | 30% | 88% |
| Aurora | 531 | 70% | 35% | 28% | 83% |
| Sublime Text 3 | 531 | 83% | 15% | 52% | 83% |
| Notepad | 531 | 90% | 75% | 32% | 53% |
| Movie Maker | 531 | 90% | 75% | 32% | 53% |
| Creative Cloud | 531 | 74% | 45% | 76% | 73% |
| Audition | 531 | 94% | 47% | 74% | 93% |
| Muse CC | 531 | 90% | 75% | 32% | 53% |
| Scout CC | 531 | 74% | 51% | 76% | 73% |
| Bridge CC | 531 | 94% | 55% | 74% | 93% |
| Edge Code CC | 531 | 90% | 75% | 54% | 53% |

## Nonessential Applications

These apps bring questionable value proposition to the table. Consider retiring, upgrading or retraining end users on these apps.

Number of Applications by Importance & Effectiveness

| Application | Users | Importance | Usability | Features | Data Quality |
|---|---|---|---|---|---|
| Dreamweaver | 31 | 20% | 15% | 32% | 53% |
| AccPac | 31 | 33% | 15% | 42% | 13% |
| HRMS | 31 | 34% | 95% | 76% | 73% |
| CallRex / Orecx | 31 | 44% | 85% | 74% | 93% |
| iSpring Pro | 31 | 45% | 75% | 32% | 53% |
| LinkedIn | 31 | 45% | 95% | 80% | 88% |
| LANDesk | 31 | 46% | 85% | 58% | 83% |

# Microsoft SharePoint Scorecard

Slice Co.
96 Responses



## Satisfaction Metrics

Company avg.

| Importance | Usability | Features | Data Quality |
|---|---|---|---|
| 90% | 83% | 60% | 43% |
| 5% ↓ Compared to Company | 40% ↑ Compared to Company | 20% ↓ Compared to Company | 12% ↑ Compared to Company |

## Number of Departments by Features & Usability

Ease of use and features capability can variably impact application effectiveness. Understand end user perspectives in this regard to decide on mitigation strategies.

Features: Extremely Unsatisfied ↑ Extremely Satisfied

Usability: Extremely Unsatisfied → Extremely Satisfied

### UPGRADE

| Dept. | Users | Imp. |
|---|---|---|
| IT | 152 | 85% |
| Inventory | 517 | 84% |
| Quality Asurance | 416 | 80% |
| Insurance | 325 | 75% |
| Licenses | 231 | 75% |
| Operational | 523 | 72% |
| Customers | 532 | 66% |
| Staff | 634 | 63% |
| Customer Service | 214 | 58% |
| Organizational | 252 | 56% |

### MAINTAIN

| Dept. | Users | Imp. |
|---|---|---|
| HR | 152 | 85% |
| Risk | 517 | 84% |
| Legal | 416 | 80% |
| Estimating | 325 | 75% |
| Construction MGMT | 231 | 75% |
| HR | 523 | 72% |
| Risk | 532 | 66% |
| Legal | 634 | 63% |
| Estimating | 214 | 58% |
| Construction MGMT | 252 | 56% |

### REASSESS

| Dept. | Users | Imp. |
|---|---|---|
| Services | 152 | 85% |
| Marketing | 517 | 84% |
| Human Resources | 416 | 80% |
| Financial | 325 | 75% |
| Purchasing | 231 | 75% |
| Sales | 523 | 72% |
| Research & Development | 532 | 66% |
| Market Development | 634 | 63% |
| Business Development | 214 | 58% |
| Management | 252 | 56% |

### RETRAIN

| Dept. | Users | Imp. |
|---|---|---|
| Engineering | 152 | 85% |
| Logistics | 517 | 84% |
| Technical Support | 416 | 80% |
| Shipping | 325 | 75% |
| Materials Administration | 231 | 75% |
| Public Relations | 523 | 72% |
| Manufacturing | 532 | 66% |
| Accounting | 634 | 63% |
| Production | 214 | 58% |
| Security | 252 | 56% |

## Importance & Effectiveness by Seniority

Stakeholders often have very different perspectives on the importance and effectiveness of key applications. Ensure everyone is on the same page and facilitate discussions where there are discrepancies to ensure mitigation strategies target the right user groups.

| | Importance Level | Data Quality Score | Percent of Users | Features | Usability |
|---|---|---|---|---|---|
| **Executive** 25% of user base, 20 Users | Critical | 75% | 88% | 81% | 88% |
| | Important | 70% | 78% | 38% | 48% |
| | Nice to have | 72% | 48% | 48% | 78% |
| | Do not use | 69% | 28% | 15% | 48% |
| **Director** 25% of user base, 30 Users | Critical | 75% | 88% | 58% | 83% |
| | Important | 75% | 78% | 62% | 48% |
| | Nice to have | 75% | 48% | 74% | 90% |
| | Do not use | 75% | 28% | 13% | 46% |
| **Manager** 25% of user base, 78 Users | Critical | 75% | 88% | 78% | 88% |
| | Important | 75% | 78% | 18% | 48% |
| | Nice to have | 75% | 48% | 77% | 68% |
| | Do not use | 75% | 28% | 59% | 38% |
| **Front Line** 25% of user base, 120 Users | Critical | 75% | 88% | 78% | 90% |
| | Important | 75% | 78% | 18% | 48% |
| | Nice to have | 75% | 48% | 48% | 38% |
| | Do not use | 75% | 28% | 48% | 68% |

Q: What about the following applications makes it most helpful or detrimental to you performing your job effectively?

| | Status | | Importance | Features | Usability | Data Quality | Responses |
|---|---|---|---|---|---|---|---|
| **Sales** | Contentious | Maintain | 90% | 90% | 90% | 90% | 532 |

| | |
|---|---|
| **John Doe** | The functionality of the application is there but it is extremely complex and I think we could get even more value out of it with more training |
| **Jane Doe** | IT has been very helpful in building a solution that meets my needs. |
| **John Doe** | The application allows me to do what I need but the process is terrible. Creating the reports I need requires pulling several reports and then manually combining them. It would be so much easier if the system could just create the report I need instead of three that I don't need!! |
| **Jane Doe** | The user interface is well designed and the app allows me to automate or speed up certain tasks |
| **John Doe** | This app facilitates remote group working and collaboration. I don't know what I'd do without it. |
| **Jane Doe** | This apps took significant training to learn how to use and the frequent changes makes it difficult to keep up with. |
| **John Doe** | This application does not communicate well with other apps and we therefore end up having information be duplicated between systems |
| **Jane Doe** | I really like the usability of this application, but I find that it just doesn't have all the features that I need. |
| **John Doe** | This application is absolutely crucial to my job, however, I find the functionality lacking and I can't share the output from the program effectively because the file sizes are so large. |
| **Jane Doe** | Two years ago this application worked great for me, but now that I'm more mobile I find that it's just too clunky to get access to what I really need on a day to day basis. |

| | Status | | Importance | Features | Usability | Data Quality | Responses |
|---|---|---|---|---|---|---|---|
| **Marketing** | Contentious | Maintain | 90% | 90% | 90% | 90% | 532 |

| | |
|---|---|
| **John Doe** | The functionality of the application is there but it is extremely complex and I think we could get even more value out of it with more training |
| **Jane Doe** | IT has been very helpful in building a solution that meets my needs. |
| **John Doe** | The application allows me to do what I need but the process is terrible. Creating the reports I need requires pulling several reports and then manually combining them. It would be so much easier if the system could just create the report I need instead of three that I don't need!! |
| **Jane Doe** | The user interface is well designed and the app allows me to automate or speed up certain tasks |
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| **Jane Doe** | Two years ago this application worked great for me, but now that I'm more mobile I find that it's just too clunky to get access to what I really need on a day to day basis. |

| | Status | | Importance | Features | Usability | Data Quality | Responses |
|---|---|---|---|---|---|---|---|
| **Research** | Contentious | Maintain | 90% | 90% | 90% | 90% | 532 |

| | |
|---|---|
| **John Doe** | The functionality of the application is there but it is extremely complex and I think we could get even more value out of it with more training |
| **Jane Doe** | IT has been very helpful in building a solution that meets my needs. |
| **John Doe** | The application allows me to do what I need but the process is terrible. Creating the reports I need requires pulling several reports and then manually combining them. It would be so much easier if the system could just create the report I need instead of three that I don't need!! |
| **Jane Doe** | The user interface is well designed and the app allows me to automate or speed up certain tasks |

# Finance Department Overview

Slice Co.
51 Responses



| BUSINESS ENABLEMENT | IT SERVICES | IT COMMUNICATIONS | SUITE OF APPLICATIONS |
|---|---|---|---|
| 90% | 25% | 73% | 82% |
| ↑ 7% compared to company | ↑ 2% compared to company | ↓ 8% compared to company | ↓ 2% compared to company |

### (Department) Business Enablement Net Support Score

| | |
|---|---|
| Company Innovation | 53% |
| IT Agility | 35% |
| Dept. Technology Enablement | 12% |

### (Department) IT Comunications Net Support Score

| | |
|---|---|
| Training | 66% |
| Feedback Receptivity | 55% |
| Professionalism | 68% |

Supporters (Scored 8 - 10) | Neutral (Scored 7) | Detractors (Scored 1 - 6)

Supporters - Detractors
IT Support Breakdown

## (Department) Services Overview

IT Services Importance & Satisfaction

| Core Services | Importance Rating | Compared to Company | Satisfaction |
|---|---|---|---|
| Service Desk Effectiveness | 2nd | 3rd ↓ 1 | 98% |
| Service Desk Timeliness | 4th | 7th ↓ 3 | 78% |
| Policies | 1st | 1st – | 72% |
| Network | 7th | 6th ↑ 1 | 67% |
| Application Suite | 5th | 2nd ↓ 3 | 61% |
| Devices | 6th | 5th ↑ 1 | 50% |
| Analytics & Reports | 3rd | 4th ↓ 1 | 41% |

Company Average

### Application Importance & Effectiveness

| Importance | Effectiveness (Features + Usability) | |
|---|---|---|
| Mission Critical | HAZARDOUS 1 | CONTENTIOUS 3 | EFFECTIVE 4 |
| Important | | | |
| Nice to Have | UNWANTED 0 | QUESTIONABLE 1 | UNLEVERAGED 1 |
| Unused | | | |

Extremely Ineffective … Extremely Effective

### Application Features & Usability

| Features | Usability | |
|---|---|---|
| Extremely Unsatisfied | UPGRADE 2 | MAINTAIN 4 |
| Extremely Satisfied | REASSESS 1 | RETRAIN 3 |

Extremely Ineffective … Extremely Effective

## (Department) Applications Portfolio Overview

The collection of applications that a department interacts with daily has considerable impact on end user productivity. Use this data to derive insights for areas to improve in this department.

### Importance & Effectiveness by Department

| Applications | Importance | Features | Usability | Data Quality | Status | Recommendation |
|---|---|---|---|---|---|---|
| MSFT Word | 90% (84%) | 97% (84%) | 27% (84%) | 65% | Effective | Maintain |
| Evernote | 77% (54%) | 47% (54%) | 97% (54%) | 80% | Effective | Maintain |
| MSFT Outlook | 57% (84%) | 97% (84%) | 27% (84%) | 65% | Effective | Maintain |
| Salesforce.com | 47% (54%) | 47% (54%) | 97% (54%) | 80% | Effective | Maintain |
| MSFT PowerPoint | 27% (84%) | 97% (84%) | 27% (84%) | 65% | Contentious | Upgrade |
| Evernote | 90% (54%) | 97% (54%) | 27% (54%) | 65% | Contentious | Upgrade |
| MSFT Word | 77% (84%) | 47% (84%) | 97% (84%) | 80% | Contentious | Retrain |
| MSFT SharePoint | 57% (54%) | 97% (54%) | 27% (54%) | 65% | Unleveraged | Retrain |
| Basecamp | 47% (84%) | 47% (84%) | 97% (84%) | 80% | Questionable | Retrain |
| MSFT Excel | 27% (54%) | 97% (54%) | 27% (54%) | 65% | Hazardous | Reassess |

Company Average

# Finance Department Comments

Slice Co.
51 Responses

Q: What could IT provide you (e.g., applications or other technology) or improve on to make you more effective in your job?

| | |
|---|---|
| John Doe | The functionality of the application is there but it is extremely complex and I think we could get even more value out of it with more training |
| Jane Doe | IT has been very helpful in building a solution that meets my needs. |
| John Doe | The functionality of the application is there but it is extremely complex and I think we could get even more value out of it with more training |
| Jane Doe | IT has been very helpful in building a solution that meets my needs. |
| John Doe | The application allows me to do what I need but the process is terrible. Creating the reports I need requires pulling several reports and then manually combining them. It would be so much easier if the system could just create the report I need instead of three that I don't need!! |
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| Jane Doe | This apps took significant training to learn how to use and the frequent changes makes it difficult to keep up with. |
| John Doe | This application does not communicate well with other apps and we therefore end up having information be duplicated between systems |
| Jane Doe | I really like the usability of this application, but I find that it just doesn't have all the features that I need. |
| John Doe | This application is absolutely crucial to my job, however, I find the functionality lacking and I can't share the output from the program effectively because the file sizes are so large. |
| Jane Doe | Two years ago this application worked great for me, but now that I'm more mobile I find that it's just too clunky to get access to what I really need on a day to day basis. |
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| Jane Doe | This apps took significant training to learn how to use and the frequent changes makes it difficult to keep up with. |
| John Doe | The application allows me to do what I need but the process is terrible. Creating the reports I need requires pulling several reports and then manually combining them. It would be so much easier if the system could just create the report I need instead of three that I don't need!! |
| Jane Doe | The user interface is well designed and the app allows me to automate or speed up certain tasks |
| John Doe | This app facilitates remote group working and collaboration. I don't know what I'd do without it. |
| Jane Doe | This apps took significant training to learn how to use and the frequent changes makes it difficult to keep up with. |
| John Doe | This application does not communicate well with other apps and we therefore end up having information be duplicated between systems |
| Jane Doe | I really like the usability of this application, but I find that it just doesn't have all the features that I need. |
| John Doe | This application is absolutely crucial to my job, however, I find the functionality lacking and I can't share the output from the program effectively because the file sizes are so large. |
| Jane Doe | Two years ago this application worked great for me, but now that I'm more mobile I find that it's just too clunky to get access to what I really need on a day to day basis. |
| John Doe | The functionality of the application is there but it is extremely complex and I think we could get even more value out of it with more training |
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