

# Client Follow-Ups

Printed 3/22/2012

## **Administrative Services**

Community Schools

1. Request was acknowledged within desired timeframe.
2. The problem with Contribute was resolved.
3. Overall satisfaction - Great!

Public Health

1. Request was acknowledged as requested.
2. The color Outreach Resource Guidebooks were fine.
3. Overall satisfaction – Great.

## **Enterprise Applications**

Social Services

1. Request was acknowledged within desired timeframe.
2. Problem with accessing functions in SuccessNet was resolved.
3. Overall satisfaction - Excellent.

Social Services

1. Request was acknowledged within desired timeframe.
2. Problem with accessing LAD was resolved.
3. Overall satisfaction - Excellent.

## **Infrastructure**

Public Health

1. Request was acknowledged within desired timeframe.
2. The permissions needed to the folders were done promptly.
3. Overall satisfaction – Excellent.

## **Operations**

Public Health

1. Request was acknowledged in desired timeframe.
2. Computer was moved as requested.
3. Overall satisfaction - Excellent.

Social Services

1. Request was acknowledged within desired timeframe.
2. Problem with printing was resolved.
3. Overall satisfaction - Excellent.

## **Workstation Support**

### Social Services

1. Request was acknowledged within desired timeframe.
2. The problem with the network account was resolved.
3. Overall satisfaction - Great!

### Sheriff Office

1. Request was acknowledged within desired timeframe.
2. The problem with burning CD's was resolved.
3. Overall satisfaction - Very satisfied.