

Client Follow-Ups

Printed 2/11/2010

Administrative Services

Social Services

1. Request was acknowledged within the desired timeframe.
2. Problems with folder were resolved.
3. Overall satisfaction - Absolutely 100% impressed.

Permitting Center

1. Request was acknowledged within the desired timeframe.
2. Phone number cards that were printed look fine.
3. Overall satisfaction – Good. Will suggest that they not be folded in the future.

Enterprise Applications

Other

1. Request was acknowledged within the desired timeframe.
2. Monthly spreadsheet provided is what is needed.
3. Overall satisfaction - Very happy.

Public Health

1. Request was acknowledged within the desired timeframe.
2. Issue with PAPER report was resolved.
3. Overall satisfaction - Great.

GIS

Tax Administration

1. Request was acknowledged within the desired timeframe.
2. The feature dataset that was created was great.
3. Overall satisfaction - Very efficient.

Infrastructure

Planning

1. Request was acknowledged within the desired timeframe.
2. Problem with SPIDER was resolved.
3. Overall satisfaction - Great.

Operations

Tax Administration

1. Request was acknowledged within desired timeframe.
2. Problem with printer pulling multiple pages and bending the top corner of receipt paper was resolved when printer parts were replaced.
3. Overall satisfaction - Excellent.

Inspections

1. Request was acknowledged within desired timeframe.
2. Problem with phone calls transferring to receptionist was corrected.
3. Overall satisfaction - Excellent.

Workstation Support

Social Services

1. Request was acknowledged within desired timeframe.
2. Problem with converting documents using Xnet was corrected when Xnet was reinstalled.
3. Overall satisfaction - Excellent.

Public Health

1. Request was acknowledged within desired timeframe.
2. Problem with computer continually locking up was corrected when computer was re-imaged.
3. Overall satisfaction - Excellent.