



EUROPEAN COMMISSION
EUROPEAN ANTI-FRAUD OFFICE (OLAF)
 Directorate C – Investigation Support
 Unit C.5 Information Systems Infrastructure

Subject: Report on 2015 IT user satisfaction survey

Introduction

The unit OLAF.C.5 IT Information Systems Infrastructure provides secure, reliable, state of the art and managed information services to support and facilitate the fight against fraud. Taking care of the relationships with stakeholders, checking their needs and their satisfaction with the services provided is part of the work carried out by the unit.

The annual IT user satisfaction survey is a key instrument to assess the perception of the quality of the IT services provided in OLAF, not only by unit C.5 but also by C.1, C.2, C.3 or D.4 and benchmark the results year by year to observe the progress and propose actions when needed to correct any gap or issue which might be reported by OLAF IT users.

The survey for 2015 was launched on 27th of January via individual email invitations sent via EUsurvey platform to all OLAF users and closed the 19th of February. An article was also published on OLAF Intranet the 27th of January and an email reminder sent two days before the closing date of the survey.

300 users answered the survey out of the total 502 staff in OLAF, which means a total 59.76% participation. The participation rate evolution the last 3 exercises is the following:

Survey	Responses	Staff	Participation
2015	300	502	59.76%
2014	190	503	37.77%
2013	176	476	36.97%
2012	131	480	27.29%

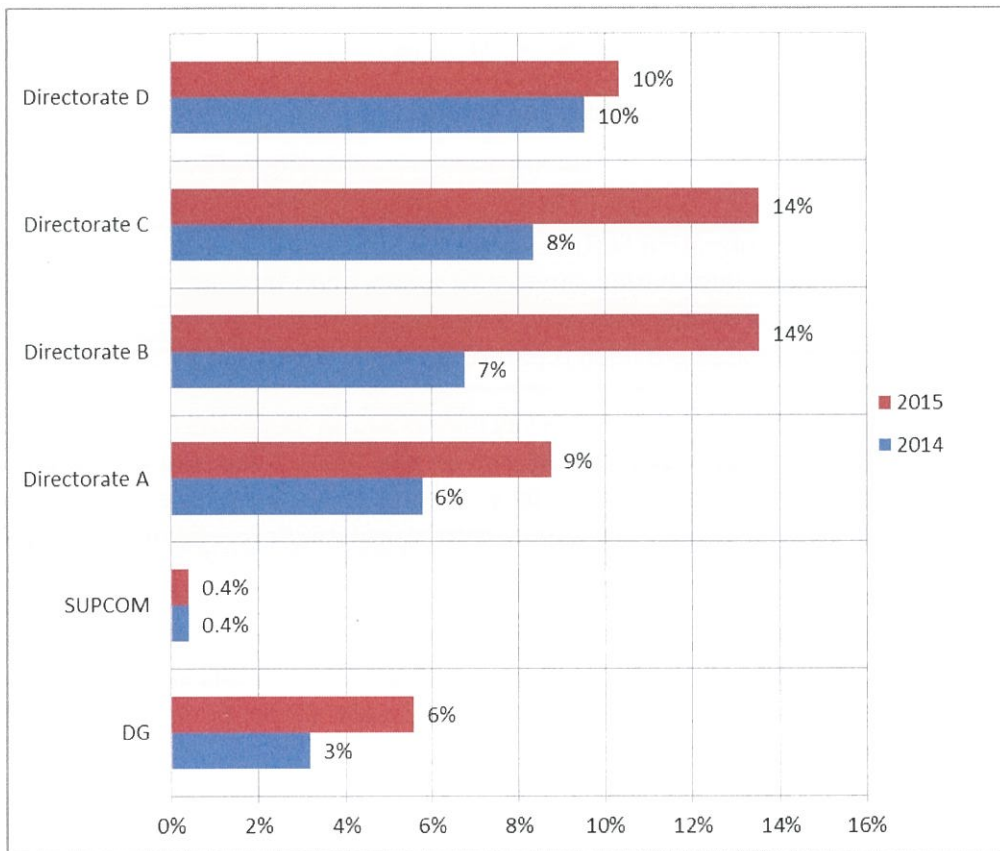
The survey was composed of 15 questions grouped in 3 sections:

1. Information systems infrastructure
2. Business Information systems
3. Communication and general

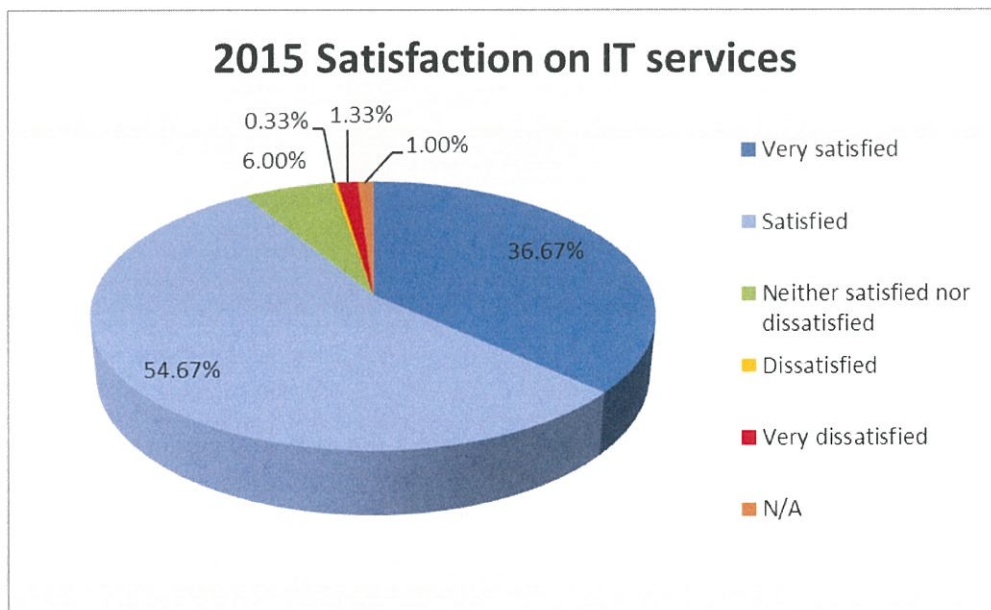
We kept for the second year the questions about the two key projects delivered in 2014: "Follow me printing" and "Slim CBIS"; the survey also contained non-compulsory demographics questions and 2 open questions in which users could freely provide feedback regarding the Information Systems used in OLAF on question 8 and proposals regarding IT services in OLAF on question 12.

The graphic results were normalised by excluding the "Non applicable" answers.

Regarding the participation by directorate, we may observe a significant increase in the overall participation from all the Directorates.



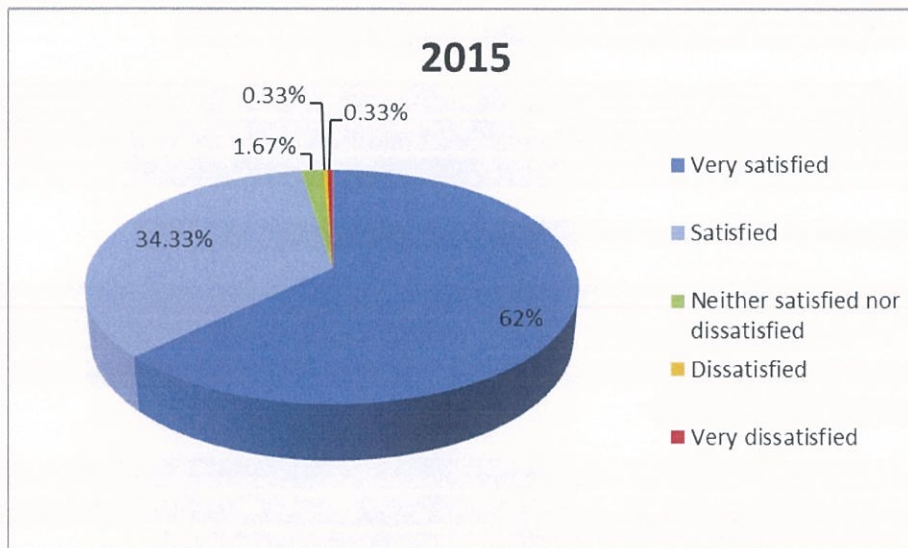
In general, 91.34% of the users were either satisfied or very satisfied with IT services in OLAF whereas 6% was neither satisfied nor dissatisfied and only 1.66% were very dissatisfied and dissatisfied.



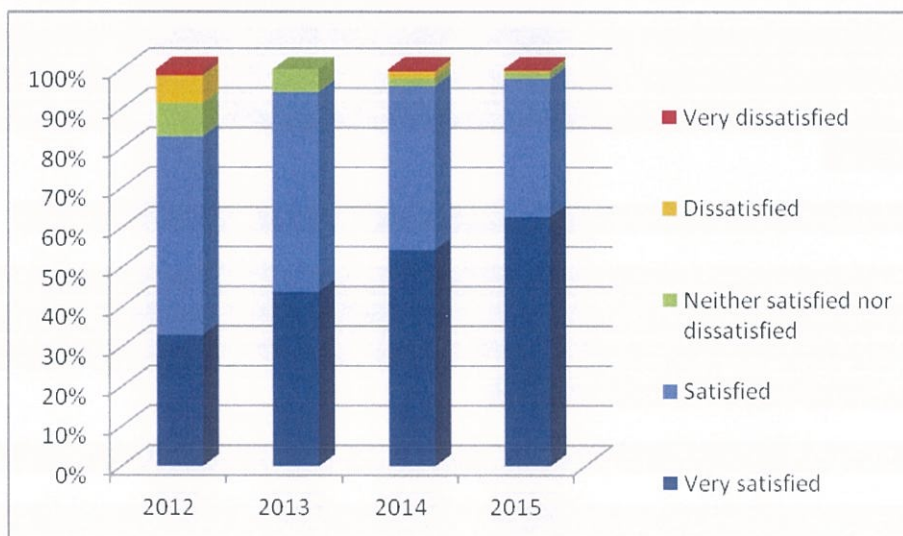
Section: Information systems infrastructure

1. How satisfied are you with the ease of communicating your problems/needs to the IT Helpdesk?

96.33% of the users were satisfied or very satisfied with the communication with the OLAF Helpdesk, compared to 95% in 2013, and only 0.66% was either satisfied or very dissatisfied. Satisfaction with OLAF Helpdesk communicating skills appears to be high and rather stable during the last years.



The evolution the last 4 years:



Some proposals or comments about Helpdesk for improvement in open question number 12 were:

- [REDACTED]
- [REDACTED]
- [REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
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