



# OLAF IT Satisfaction Survey 2019

Organised and reported by  
OLAF.C.2 - Information Systems Infrastructure and Development

*(Presented to and approved by the OLAF's Directors Meeting of 11 Mar 2020)*

Sensitivity: Standard

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## Table of Contents

INTRODUCTION .....	3
PROFILING THE SURVEY'S AUDIENCE .....	4
CONCLUSION .....	5
ACTION POINTS .....	5
PART 1 – HORIZONTAL SERVICES PROVIDED BY THE IT HELPDESK AND INFRASTRUCTURE TEAMS .....	6
PART 2 – BUSINESS INFORMATION SYSTEMS .....	11
OLAF Case Management System – OCM.....	11
Anti-fraud Information System – AFIS.....	28
PART 3 – COMMUNICATION AND GENERAL .....	29

## INTRODUCTION

The annual IT user satisfaction survey is a tool to assess users' perception of the quality of IT services offered to OLAF staff. The results are compared with those of past years to observe trends and propose corrective actions wherever needed.

The survey was published on the EUSurvey<sup>1</sup> platform from 26 September to 23 December 2019.

It should be noted that, contrary to previous years, OLAF's Management has decided to exclude external providers (working in-house) from the scope of this year's survey.

Users' participation has evolved during the last years as shown below:

Year	Responses	Staff	% Participation
2014	190	503	38 %
2015	300	502	60 %
2016	229	480	48 %
2017 <sup>2</sup>	245	442	55 %
2019	162	383	42 %

The survey was composed of 24 questions grouped in three parts:

1. Horizontal IT services (5 questions for helpdesk and infrastructure);
2. Business Information systems (16 questions for OCM and 1 for AFIS);
3. Communication and general (3 questions).

The OCM related questions have been concluded in agreement with the SUPCOM.







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<sup>1</sup> <https://ec.europa.eu/eusurvey>





<sup>2</sup> It covered the period 2017-2018

## PROFILING THE SURVEY'S AUDIENCE






### Participation per Directorate.

		Answers	Ratio
Directorate A		21	12.96 %
Directorate B		25	15.43 %
Directorate C		31	19.14 %
Directorate D		23	14.20 %
Other (DG Office, 01, 02)		13	8.02 %
No Answer		49	30.25 %

### Participants' age:

		Answers	Ratio
Less than 35 years		9	5.56 %
Between 35 and 50 years		65	40.12 %
More than 50 years		53	32.72 %
No Answer		35	21.60 %

### Participants' number of years working for OLAF:

		Answers	Ratio
0-3 years		37	22.84 %
3-6 years		21	12.96 %
6-9 years		13	8.02 %
More than 9 years		52	32.10 %
No Answer		39	24.07 %

## CONCLUSION

The main conclusions resulting from the responses to the survey are the following:

1. There is a high and constant - over the last years - appreciation of the quality of the horizontal IT services (applications, equipment, printing, Wi-Fi, videoconference) and the professionalism of the teams providing these services.
2. The users' opinion for OCM has slightly improved compared to the last years' surveys. The system is more stable, the support team more responsive, bugs are reduced and the training service is better. However, users still find that the speed needs improvement, the user interface is not friendly and the way workflows have been implemented does not meet their working expectations. The last year's change to the project governance has been positively perceived, although there is still a high number of users who seem to be unaware of this development.
3. User's level of satisfaction for AFIS remains high and stable over the years.

## ACTION POINTS

In response to users' feedback, OLAF IT team will put in place the below remediation actions related to OCM:

1. Improve user friendliness, i.e. workflows, user interface, online help, navigation, documents' structure and presentation;
2. Improve the usability of the search function;
3. Put in place a reporting and dashboarding feature for all units<sup>3</sup>;
4. Enhance the quality of the templates;
5. Further, improve system's speed.

All above have been taken into account in an updated OCM project plan presented and approved by the OCM Steering Committee on 2 Mar 2020. In particular, priority has been given to simplifying the workflows by regrouping the investigative activities (starting with interviews), improving the reliability of the search function, putting in place a reporting and dashboarding module, enhancing the quality of templates, reducing bugs and the system's response time.

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<sup>3</sup> For the time being, reporting is only available for the cases selection unit, OLAF.01