



OLAF IT Satisfaction Survey 2020

Organised and reported by
OLAF.C.3 – Digital Strategy and Forensics

(Presented to and approved in the OLAF's Directors Meeting of 29 Apr 2021)

Sensitivity: Standard

Date: 29/04/2021

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 most of the horizontal IT services and the professionalism of the teams providing those. It is clear from the replies that users having old laptops (2014-2015) are in difficulty to work especially remotely and the Multi-Functional Devices (MDF, for printing, scanning and copying) are outdated and have to be replaced. Users are satisfied with the videoconferencing tools they were provided with, which allowed them to work remotely during the pandemic crisis.
2. OCM related questions changed a lot compared to the previous surveys. From the answers, it is evident that 45% of the users believe that the system was not initially designed according to their needs. System's performance and stability were improved as dissatisfaction went down to 38% (from 55% in the 2019 survey). Users could work in OCM remotely as if they were in the office. The level of satisfaction from the support, training and communication has significantly improved and reached 64%, 71% and 68% respectively. Overall OCM is workable as the majority of the users (65%) rated it with more than 5 (in the ladder from 1-10).
3. User's level of satisfaction (89%) for AFIS hit a 5-year's high score.

ACTION POINTS






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

1. Horizontal services:
 - a. Replace the outdated MFD with new ones;
 - b. Replace the old (2014-2015) laptops;
 - c. Equip OLAF's main building (J30) with more videoconferencing facilities.
2. OCM project should improve as a matter of priority the following:
 - a. Quality of the templates;
 - b. Document generation and management;
 - c. User interface: make it more ergonomic and user-friendly;
 - d. Contact management search and simplify workflows.

PART 1 – HORIZONTAL SERVICES PROVIDED BY THE IT HELPDESK AND INFRASTRUCTURE TEAMS







Q1. How satisfied are you with the support service, i.e. quality of solution, communication, follow up provided by the IT Helpdesk?

The big majority (94%) of the respondents perceives the IT helpdesk as a well-organised service composed of skilled, patient and resilient professionals.

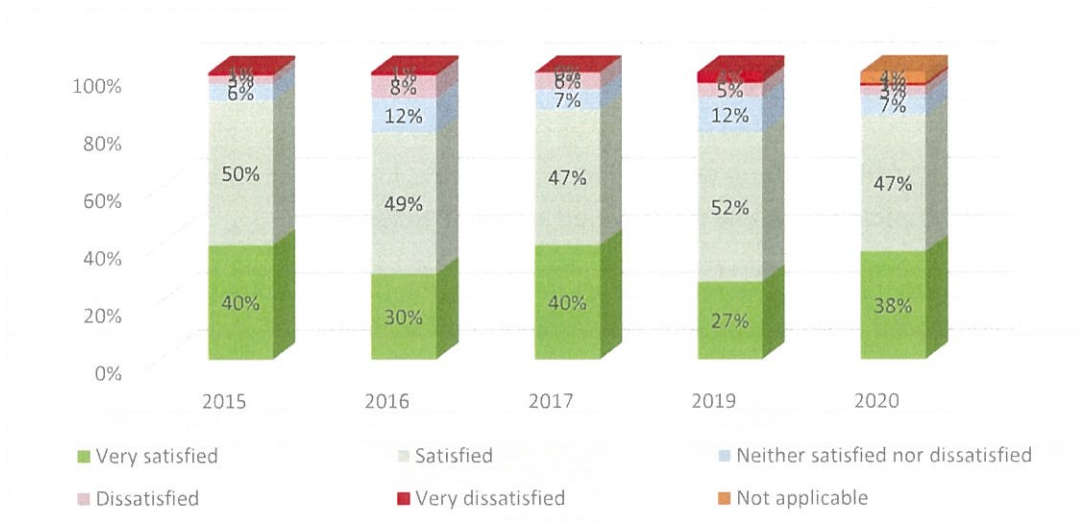
		Answers	Ratio
Very satisfied		149	63.68 %
Satisfied		72	30.77 %
Neither satisfied nor dissatisfied		10	4.27 %
Dissatisfied		2	0.85 %
Very dissatisfied		0	0.00 %
Not applicable		1	0.43 %
No Answer		0	0.00 %

Q2. How satisfied are you with the IT equipment (hardware and software) provided by OLAF when working from within the office?

The overall satisfaction (85%) is higher compared to the 2019 survey (79%). However, some users mention that their laptops and MFD are outdated.

		Answers	Ratio
Very satisfied		88	37.61 %
Satisfied		111	47.44 %
Neither satisfied nor dissatisfied		16	6.84 %
Dissatisfied		8	3.42 %
Very dissatisfied		2	0.85 %
Not applicable		9	3.85 %
No Answer		0	0.00 %

The evolution over the last 5 years:



Q3. How satisfied are you with the IT equipment (hardware and software) provided by OLAF for remote working during the covid-19 crisis?

The satisfaction level is high (73%). Most of the free text comments focus on the fact that some laptops are outdated (same concern as in previous question Q3) as well as on the need to equip staff with personal printers, a second screen, docking station and other peripheral equipment to be used at home, so as to perfectly mirror the office environment when working remotely.

	Answers	Ratio
Very satisfied	72	30.77 %
Satisfied	99	42.31 %
Neither satisfied nor dissatisfied	40	17.09 %
Dissatisfied	15	6.41 %
Very dissatisfied	6	2.56 %
Not applicable	2	0.85 %
No Answer	0	0.00 %

Q4. How satisfied are you with the Follow Me printing service in OLAF (to be noted that all machines will be replaced with new ones in 2021)?

Although still the majority (58%) is satisfied with the service, there is a clear drop compared to last years (76% in 2019 and 80% in 2017-18). Many MFD appear to malfunction quite often thus, showing their age.

	Answers	Ratio
Very satisfied	47	20.09 %
Satisfied	88	37.61 %
Neither satisfied nor dissatisfied	45	19.23 %
Dissatisfied	14	5.98 %
Very dissatisfied	11	4.70 %
Not applicable	29	12.39 %
No Answer	0	0.00 %

The evolution over the last 5 years:

