



Information System Services Division

Addressing Survey Results

FOCUS AREAS:

- Expanding Performance Accountability
- Using Customer Feedback
- Building better teamwork
- Improving communication between units

So far, we've:

- Added **employee survey action plan activities** to the ISSD Tactical Plan to monitor and report on quarterly.
- Completed a divisional **self-assessment** using the Governor's Agency Self-Assessment Form as a model. An action plan was created to follow up with results.
- Began a project to conduct a comprehensive **customer survey** for the division using an outside consultant. Survey targeted to be in the field in June.
- Created a **teambuilding exercise** for the Extended Management Team which will be conducted this year.
- Created an ISSD **succession plan**.

Future actions:

- Complete the customer survey. Part of this work includes developing a division-wide strategy for **obtaining routine customer feedback**.
- Include a **feedback mechanism** on the Web pages of the new iShare Web site which will go live later this year.
- Complete the work that has started to **routinely following up with Service Level Agreements** to determine if services are being met satisfactorily.
- Finish the criteria for the annual **ISSD Teamwork Award** in time for this year's Outstanding Employee Celebration.
- Finish creating the **teambuilding Web page** on InsideISSD that will house teambuilding "self-help" resources.
- Conduct an exercise to **ask staff to share their ideas** for improving communication between units and follow up with results.