

IT Division

2007 Customer Satisfaction Survey

Acknowledgements

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Introduction

This report provides a summary of the purposes, the methodology and the results of the customer satisfaction survey sponsored by the Berkeley Lab IT Division in July 2007. The survey is one means through which the IT Division can give a voice to its customers. It is a systematic way to identify what is working and what needs to be improved from the customers' vantage point. This survey was undertaken for the following purposes all of which helped guide the construct and design of the survey.

- To document where customers are satisfied along with where they are dissatisfied and to identify what gaps cause any disappointment in the customer experience.
- To find out what improvements are important to customers and what their level of interest would be in improvements or changes under consideration.
- To use this data to prioritize the continuous improvement initiatives that will make it easier for the IT Division's customers to do their work.

The ultimate goal is to provide an excellent customer IT experience that supports the scientific research and business needs of the Berkeley Lab community. In the near term, the goal is to improve the customers' ability to use IT to get their work done. The survey findings on the following pages provide a sound basis for determining how the IT Division can focus its efforts to enhance the quality of the customer experience at Berkeley Lab.

Brian McDonald
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Methodology

Survey Population

The survey solicited feedback from three customer communities: scientists, postdoctoral fellows and students, and staff.

Selection Criteria - All Communities

- Includes only those who have an email address

Selection Criteria - Scientists

- Includes Scientists (career and term) and Faculty appointments

Selection Criteria - Post Doctoral Fellows and Students

- Includes Postdocs, GSRAs, and Students in scientific divisions (>3 months at lab)

Selection Criteria - Staff

- Excludes IT Division staff
- Excludes certain staff members who do not use computers as part of how they get their work done

Berkeley Lab Sample Size Estimates

The following table presents a summary of the population and sample size estimates that resulted from applying the above criteria and served as the guide to sampling strategy.

Population Breakdown	Major Cohort Counts	Target Sample Size (Returned surveys)	Anticipated Response Rate	Initial Sample Size	Final Sample Size	Actual Response Rate	Weighted Representation
Scientists	733	243	33%	733	274	37%	50%
Post Doctoral Fellows and Students	639	100	25%	400	145	36%	27%
Staff	1,436	100	40%	250	127	51%	23%
TOTAL	2,808	443	32%	1,383	546	39%	100%

Notes:

- The Target Sample Size was derived assuming a Confidence Interval of .20 and a minimum Confidence Level of 95%.
- All scientists were invited, but only a random sample of post doctoral fellows, students and staff. This would result in relative over weighing of the scientists, and under weighting of postdoctoral fellows and students, and staff.

Demographic Data

Some demographic data, including gender, department, title, years of service, and campus were also captured.

Survey Results Overview

Executive Summary

High Points

The survey used a six-point scale to measure satisfaction, with 6 counting as very satisfied. The Berkeley Lab IT Division enjoyed high ratings for most services with about half scoring over 4.50. Respondents provided the highest ratings for two core IT services: email and the IT help desk. Spam blocking at Berkeley Lab also had a high rating, and though there's always room for improvement in this area, the data suggests that Berkeley Lab is doing a good job of keeping spam at bay.

Question	Mean	Tot Sat	Count
Q11b. Reliability of sending and receiving email	5.36	97%	515
Q4a. IT help desk	5.18	95%	411
Q11a. Spam blocking	4.85	88%	501

Cyber Security and the SCS Service garnered higher ratings, though the latter received a low number of responses.

Question	Mean	Tot Sat	Count
Q38a. Cyber Security Program overall	5.07	97%	441
Q39a. Support for appropriately protecting your computer resources	5.07	97%	424
Q39b. Information on security policies and recommendations	5.05	96%	425
Q39c. Computer Protection Program website	4.99	97%	365
Q48c. SCS technical competence	5.16	95%	38
Q48b. SCS response time	5.03	92%	38
Q48a. SCS customer service	5.03	95%	39

The Division's overall rating and ratings for service attributes were also high.

Question	Mean	Tot Sat	Count
Q57d. IT Division technical competence	5.06	94%	444
Q57b. IT Division responsiveness to your needs	4.91	92%	453
Q57c. IT Division communication with you	4.87	93%	440
Q57a. IT Division delivery of services	4.87	94%	439
Q56a. IT Service Division overall	4.81	95%	492

Other services with higher ratings included the IT Software Downloads page, Berkeley Lab Calendar, the IT Division's website currency, Conference Network Support, and Voicemail

Question	Mean	Tot Sat	Count
Q8b. IT Software Downloads page: Ease of use	4.93	91%	274
Q15b. Berkeley Lab Calendar reliability	4.83	91%	274
Q6b. IT Div website: Currency of content (up-to-dateness)	4.80	90%	281
Q32a. Conference Network Support overall	4.59	89%	71
Q36a. Cellular validation process	4.53	88%	57
Q33a. Voicemail	4.52	86%	458
Q15a. Berkeley Lab Calendar features	4.52	86%	280

Concerns

Email Disk Storage Space

Despite the high rating given to email reliability and spam blocking, the lowest rating of the survey (shared with Berkeley Lab Library books) was for the amount of IMAP/email disk storage space. And not far removed from that was the rating for the value of email service relative to cost. These sentiments were also registered by respondents in their text responses.

Question	Mean	Tot Dis	Count
Q11d. Amount of IMAP/email disk storage space	3.66	43%	482
Q11e. Value of email service relative to cost	4.09	32%	362

Berkeley Lab Library

Berkeley Lab Library services received lower ratings virtually across the board and the rating received for books was the among the two lowest in the survey. When asked to provide written reasons for visiting the library, many respondents expressed concern about the quality of the content available and others noted that they use the UCB libraries to serve their needs.

Question	Mean	Tot Dis	Count
Q53a. Library resources: Books	3.66	40%	215
Q53g. Library resources: Wireless access to the network	4.07	30%	119
Q52a. Berkeley Lab Library services overall	4.10	26%	312
Q53b. Library resources: Printed journals	4.12	24%	215
Q53c. Library resources: Online journals	4.12	30%	322

In addition to asking about respondents' satisfaction with Berkeley Lab services, a parallel set of questions was asked about how important these services were for research. The table below shows the results for the individual services highlighted above (Berkeley Lab Library services overall wasn't rated for importance).

Question	Tot Imp	Count
Q53a. Library resources: Books	68%	320
Q53g. Library resources: Wireless access to the network	57%	286
Q53b. Library resources: Printed journals	69%	324
Q53c. Library resources: Online journals	95%	351

eRoom

The survey did not ask about any specific aspects of eRoom, though two respondents mentioned it in their text replies, one expressing concern about its incompatibility with Macs, and the other expressing a desire for an alternative.

Question	Mean	Tot Dis	Count
Q18a. eRoom overall	4.12	28%	138

Interest in Possible Changes

The survey included a number of questions designed to gauge the community's interest in specific new services, service improvements or other changes. These were posed either in terms of interest (How interested would you be...) or importance (How important would it be...).

Wireless Connectivity Is a Priority

A significant number of respondents indicated support for having wireless networking coverage everywhere at the Lab.

Question	Tot Imp or Very Imp	Count
Q30a. Wireless everywhere	71%	499

Getting Information From Email and a Website Instead of the BLIS Portal

Respondents are receptive to getting information from email and the a website instead of the BLIS Portal, though less so for BRS reports.

Question	Tot Int or Very Int	Count
Q23d. Action item notification (Travel, Procurement, EH&S, LETS, etc.) via email or a website, rather than the portal	69%	172
Q24c. Phone directory information for Lab, DOE, and UC employees via a website, rather than the portal	67%	167
Q23a. Lab announcements via email or a website, rather than the portal	62%	182
Q24a. Laboratory forms via a website, rather than the portal	61%	163
Q23b. Email storage usage via email or a website, rather than the portal	60%	180
Q24b. Laboratory applications via a website, rather than the portal	59%	160
Q23c. BLIS Reporting System (BRS) reports via email or a website, rather than the portal	43%	152

New Cyber Security Services

Though respondents are happy with Cyber Security, some are open to improvement, though they would prefer that it not require expertise on their parts.

Question	Tot Int or Very Int	Count
Q40a. A service that allows you to scan any web-based application for vulnerabilities	54%	434
Q40c. On-site cyber security consulting at no charge	52%	437
Q40b. Lab-provided courses on advanced cyber security topics	36%	438
Q40d. The ability to use stronger techniques (such as one-time passwords) to authenticate to a UNIX system	32%	377

Other Possible New Services That Were Asked About

Question	Tot Int or Very Int	Count
Q34a. Integrated service that included voicemail, email and single-number follow-me service	52%	441
Q51a. Access to competitively priced compute cycles on a Lab-owned cluster	42%	106
Q20a. Berkeley Lab web hosting service	41%	368
Q45a. Long-term archival storage	37%	405
Q44a. Cheaper short-term storage	27%	394

Highlights from the Text Comments

Respondents were given a number of opportunities to share feedback on issues that were important to them and that may or may not have been covered in the survey. By and large these text answers reflected the data, i.e., increase the amount of (preferable free) email disk storage space, improve the quality of Berkeley Lab Library services and offerings (especially online journals), and have wireless available everywhere. One notable exception was around support for operating systems other than Windows, with a significant subset asking for Mac and/or UNIX/Linux support for a wide variety of services.

Satisfaction Ratings from the General Survey Sorted by Mean

Question	Mean	Count
Q11b. Reliability of sending and receiving email	5.36	515
Q4a. IT help desk	5.18	411
Q48c. SCS technical competence	5.16	38
Q38a. Cyber Security Program overall	5.07	441
Q39a. Support for appropriately protecting your computer resources	5.07	424
Q57d. IT Division technical competence	5.06	444
Q39b. Information on security policies and recommendations	5.05	425
Q48b. SCS response time	5.03	38
Q48a. SCS customer service	5.03	39
Q39c. Computer Protection Program website	4.99	365
Q8b. IT Software Downloads page: Ease of use	4.93	274
Q57b. IT Division responsiveness to your needs	4.91	453
Q57c. IT Division communication with you	4.87	440
Q57a. IT Division delivery of services	4.87	439
Q6a. IT Div website: Quality of content	4.85	316
Q11a. Spam blocking	4.85	501
Q15b. Berkeley Lab Calendar reliability	4.83	274
Q37a. Wireless air card	4.82	17
Q56a. IT Service Division overall	4.81	492
Q6b. IT Div website: Currency of content (up-to-dateness)	4.80	281
Q48d. Value of SCS service relative to cost	4.80	30
Q39d. Cyber Security Annual Refresher training	4.76	409
Q11c. Web mail client	4.60	448
Q32a. Conference Network Support overall	4.59	71
Q27b. BRS: Readability of reports	4.54	35
Q15d. Berkeley Lab Calendar customer support	4.54	119
Q36a. Cellular validation process	4.53	57

Question	Mean	Count
Q33a. Voicemail	4.52	458
Q15a. Berkeley Lab Calendar features	4.52	280
Q6d. IT Div website: Clarity of information on services and costs	4.49	276
Q8a. IT Software Downloads page: Selection of software	4.48	289
Q6c. IT Div website: Ease of finding information you need	4.45	324
Q53h. Library resources: Reading area	4.43	144
Q27a. BRS: Availability of needed data	4.42	38
Q53f. Library resources: Public computer access	4.39	109
Q57e. Value of IT Division services relative to cost	4.39	331
Q27c. BRS: Response time	4.36	36
Q15c. Berkeley Lab Calendar ease of use	4.33	280
Q15e. Berkeley Lab Calendar web client	4.32	171
Q53e. Library resources: Assistance with researching scientific literature	4.30	124
Q36b. On-site cellular coverage	4.29	65
Q22a. BLIS portal overall	4.27	176
Q53d. Library resources: Online indices/databases	4.15	240
Q27d. BRS: Ease of use	4.13	39
Q53c. Library resources: Online journals	4.12	322
Q53b. Library resources: Printed journals	4.12	215
Q18a. eRoom overall	4.12	138
Q52a. Berkeley Lab Library services overall	4.10	312
Q11e. Value of email service relative to cost	4.09	362
Q53g. Library resources: Wireless access to the network	4.07	119
Q36c. Cellular service PDA support	3.75	24
Q53a. Library resources: Books	3.66	215
Q11d. Amount of IMAP/email disk storage space	3.66	482

Top Seven Areas of Satisfaction by Cohort Sorted from Highest to Lowest by Mean*

Scientists

Question	Mean	T Pos	Count
Q11b. Reliability of sending and receiving email	5.40	99%	267
Q4a. IT help desk	5.21	96%	208
Q38a. Cyber Security Program overall	5.05	96%	236
Q39a. Support for appropriately protecting your computer resources	5.05	97%	229
Q39b. Information on security policies and recommendations	5.04	96%	227
Q57d. IT Division technical competence	5.03	94%	230
Q39c. Computer Protection Program website	4.96	97%	190

Postdoctoral Fellows and Students

Question	Mean	T Pos	Count
Q11b. Reliability of sending and receiving email	5.26	95%	127
Q11a. Spam blocking	5.12	92%	118
Q4a. IT help desk	5.12	95%	85
Q57d. IT Division technical competence	4.97	94%	98
Q39a. Support for appropriately protecting your computer resources	4.97	97%	89
Q57b. IT Division responsiveness to your needs	4.96	93%	101
Q39b. Information on security policies and recommendations	4.96	97%	89

Staff

Question	Mean	T Pos	Count
Q11b. Reliability of sending and receiving email	5.38	98%	121
Q38a. Cyber Security Program overall	5.22	98%	111
Q57d. IT Division technical competence	5.21	94%	116
Q39a. Support for appropriately protecting your computer resources	5.20	97%	106
Q4a. IT help desk	5.19	94%	118
Q39b. Information on security policies and recommendations	5.15	98%	109
Q39c. Computer Protection Program website	5.12	100%	93

*These tables exclude questions for which the number responding (count) was less than 30.

Top Seven Areas of Dissatisfaction by Cohort Sorted from Lowest to Highest by Mean*

Scientists

Question	Mean	T Neg	Count
Q11d. Amount of IMAP/email disk storage space	3.27	51%	248
Q53a. Library resources: Books	3.64	40%	169
Q11e. Value of email service relative to cost	3.85	37%	199
Q18a. eRoom overall	3.88	34%	85
Q53g. Library resources: Wireless access to the network	4.00	31%	83
Q15d. Berkeley Lab Calendar customer support	4.04	27%	56
Q22a. BLIS portal overall	4.06	22%	85

Postdoctoral Fellows and Students

Question	Mean	T Neg	Count
Q53a. Library resources: Books	3.70	41%	46
Q53c. Library resources: Online journals	3.94	35%	80
Q11d. Amount of IMAP/email disk storage space	4.01	34%	118
Q53d. Library resources: Online indices/databases	4.09	32%	57
Q52a. Berkeley Lab Library services overall	4.13	32%	79
Q53f. Library resources: Public computer access	4.15	32%	34
Q53b. Library resources: Printed journals	4.20	20%	44

Staff

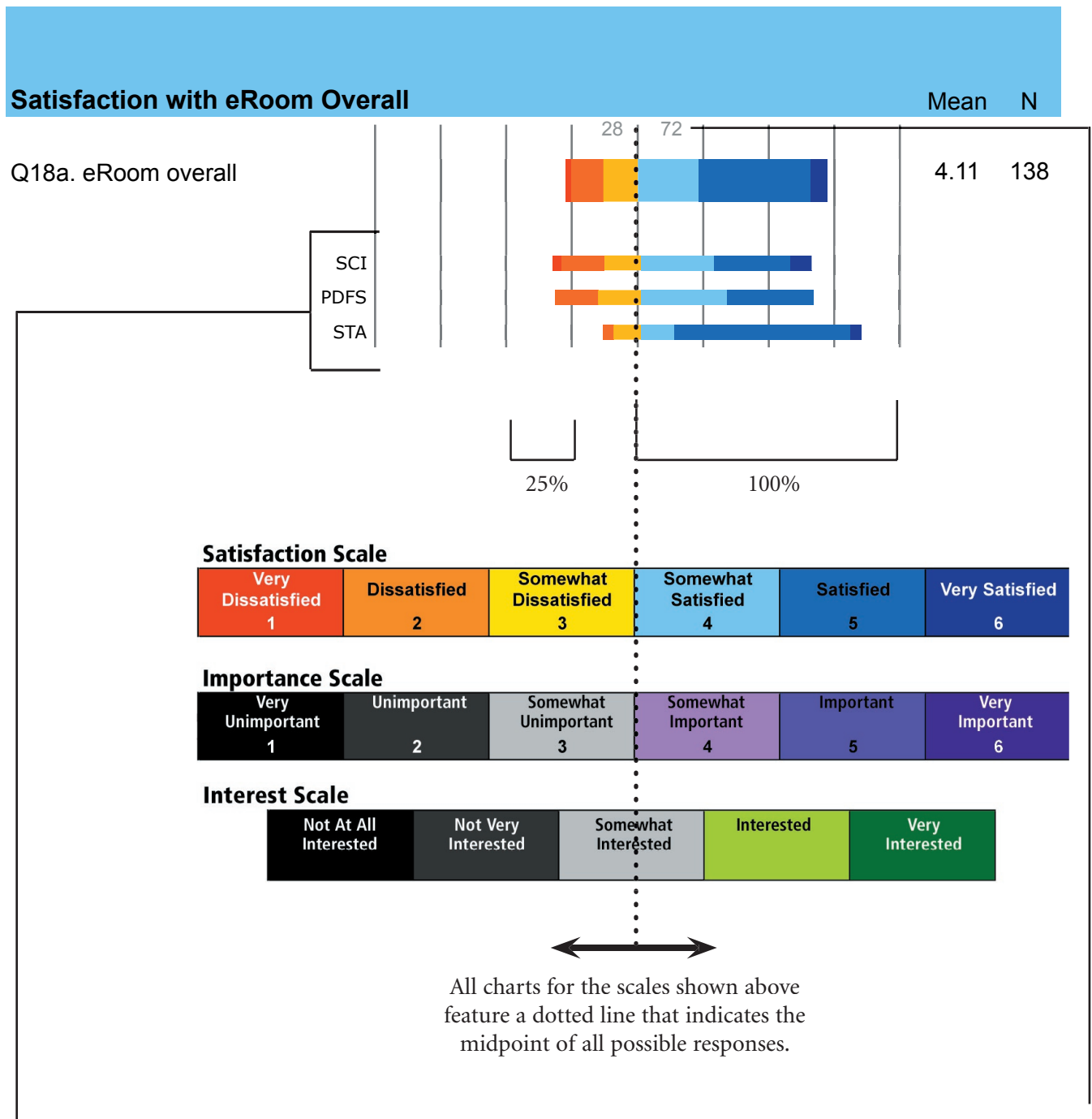
Question	Mean	T Neg	Count
Q11d. Amount of IMAP/email disk storage space	4.13	36%	116
Q22a. BLIS portal overall	4.37	10%	67
Q11e. Value of email service relative to cost	4.50	25%	80
Q18a. eRoom overall	4.57	15%	47
Q15e. Berkeley Lab Calendar web client	4.63	15%	62
Q33a. Voicemail	4.63	13%	120
Q6c. IT Div website: Ease of finding information you need	4.71	13%	83

*These tables exclude questions for which the number responding (count) was less than 30.

Reading the Charts

Reading the Charts

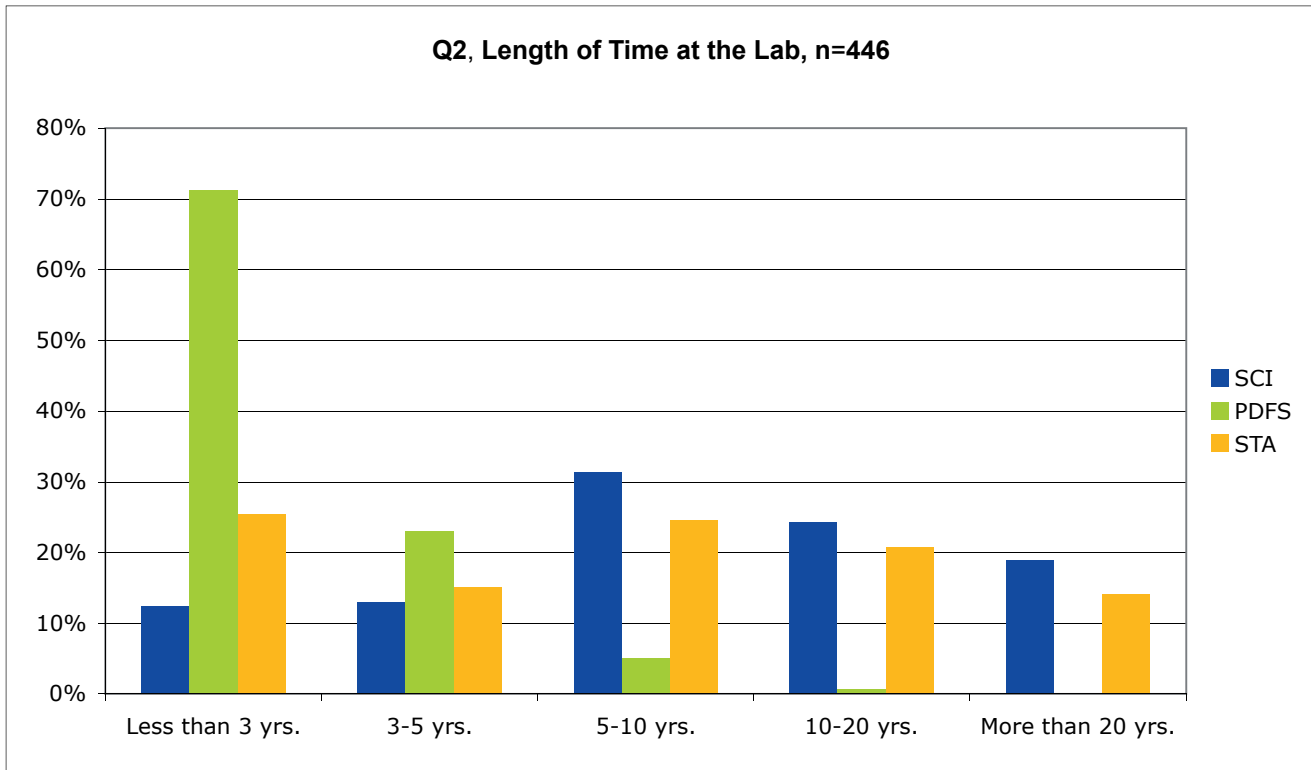
Throughout this report there are charts that show the percent responding for a given point in the scales depicted below. The diagram below illustrates the structure of these charts.



Approximately 15% of the questions, representing the most significant differences between cohorts within the community feature a breakout by cohort, in this case it's Scientists (SCI), Postdoctoral Fellows and Students (PDFS), and Staff (STA).

The total percents on either side of the midpoint are represented as whole numbers.

Demographic Questions



Q2 How long have you been at the lab?						
	Less than 3 yrs.	3-5 yrs.	5-10 yrs.	10-20 yrs.	More than 20 yrs.	Count
All	34%	17%	22%	16%	12%	446
SCI	12%	13%	31%	24%	19%	201
PDFS	71%	23%	5%	1%	0%	139
STA	25%	15%	25%	21%	14%	106

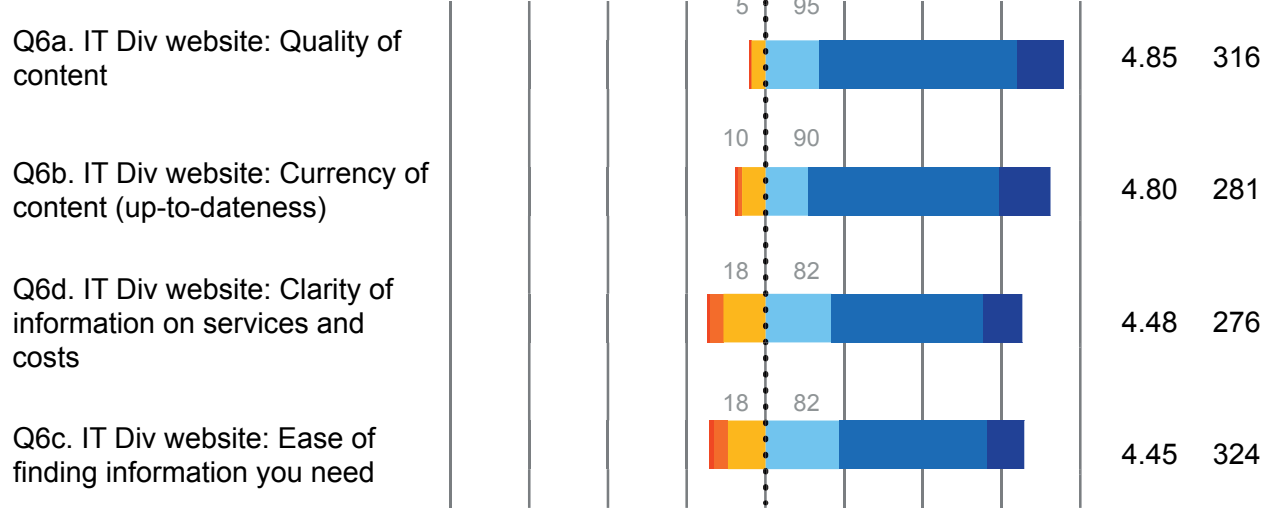
Q3 Are you a student at a UC campus?			
	Yes	No	Count
PDFS	33%	67%	139

IT Help Desk

Satisfaction with the Help Desk Overall Mean N



Satisfaction with Aspects if the IT Division's Website Mean N



See Appendix A	Q5. What would increase your satisfaction with IT Help Desk services?
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Q4a IT help desk										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.18	2%	0%	2%	8%	47%	40%	411	0.95	0.09
SCI	5.21	1%	0%	2%	8%	47%	41%	208		
PDFS	5.12	2%	0%	2%	8%	53%	34%	85		
STA	5.19	3%	1%	3%	7%	43%	44%	118		

Q6a IT Div website: Quality of content										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.85	1%	0%	4%	17%	63%	15%	316	0.78	0.09
SCI	4.79	1%	0%	5%	20%	63%	12%	169		
PDFS	4.82	1%	0%	3%	18%	66%	12%	67		
STA	5.00	0%	1%	4%	11%	61%	23%	80		

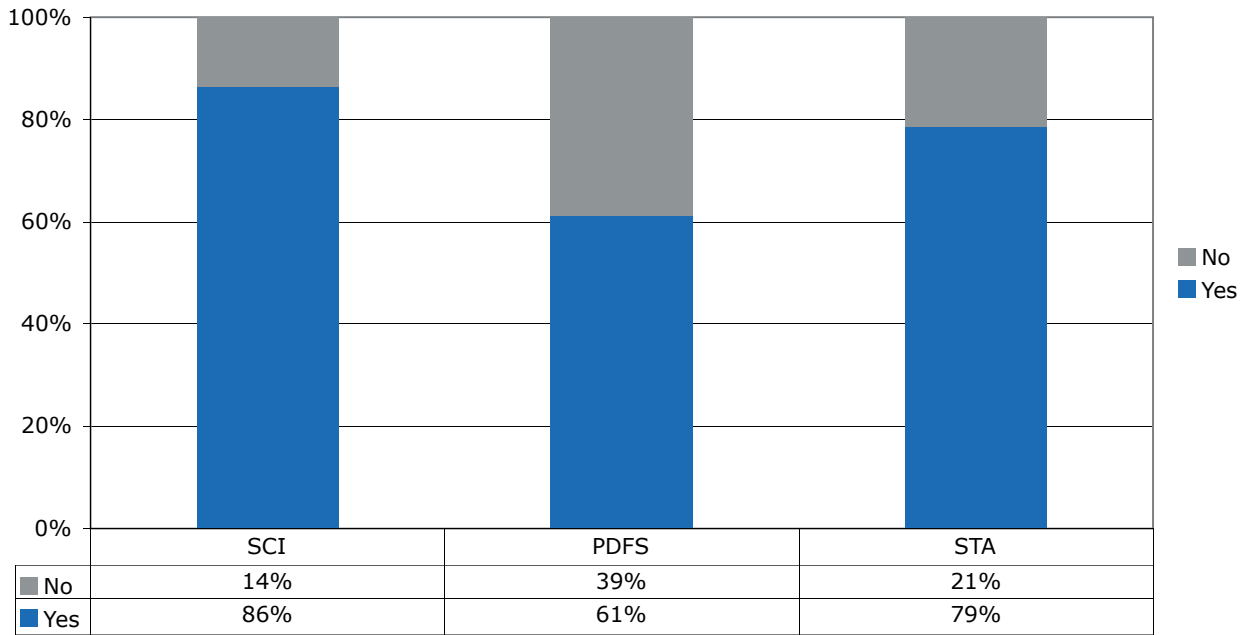
Q6b IT Div website: Currency of content (up-to-dateness)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.80	1%	1%	7%	14%	60%	16%	281	0.91	0.11
SCI	4.70	1%	1%	10%	15%	61%	12%	156		
PDFS	4.79	2%	0%	7%	14%	63%	14%	57		
STA	5.06	0%	3%	1%	10%	57%	28%	68		

Q6c IT Div website: Ease of finding information you need										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.45	2%	4%	12%	23%	47%	12%	324	1.08	0.12
SCI	4.31	2%	5%	14%	29%	40%	10%	173		
PDFS	4.49	3%	3%	10%	21%	53%	10%	68		
STA	4.71	0%	4%	10%	14%	57%	16%	83		

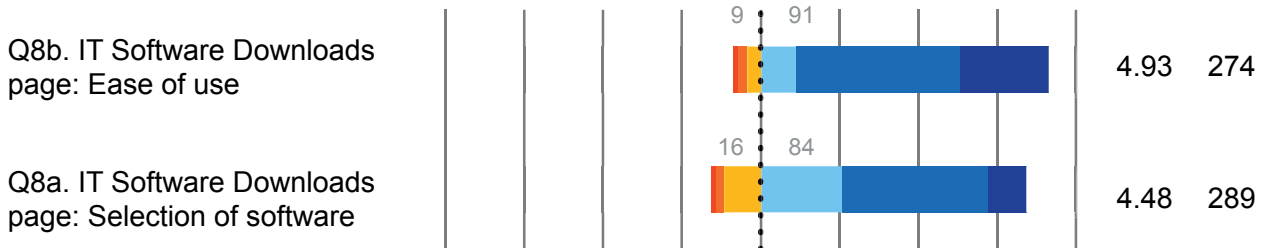
Q6d IT Div website: Clarity of information on services and costs										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.49	1%	4%	13%	21%	48%	13%	276	1.06	0.13
SCI	4.43	0%	4%	17%	21%	48%	10%	150		
PDFS	4.35	4%	5%	11%	24%	45%	11%	55		
STA	4.73	0%	4%	7%	20%	49%	20%	71		

Software Downloads

Q7. Respondents Aware of IT Software Downloads Page, n=506



Satisfaction with Aspects of the New IT Software Download Page

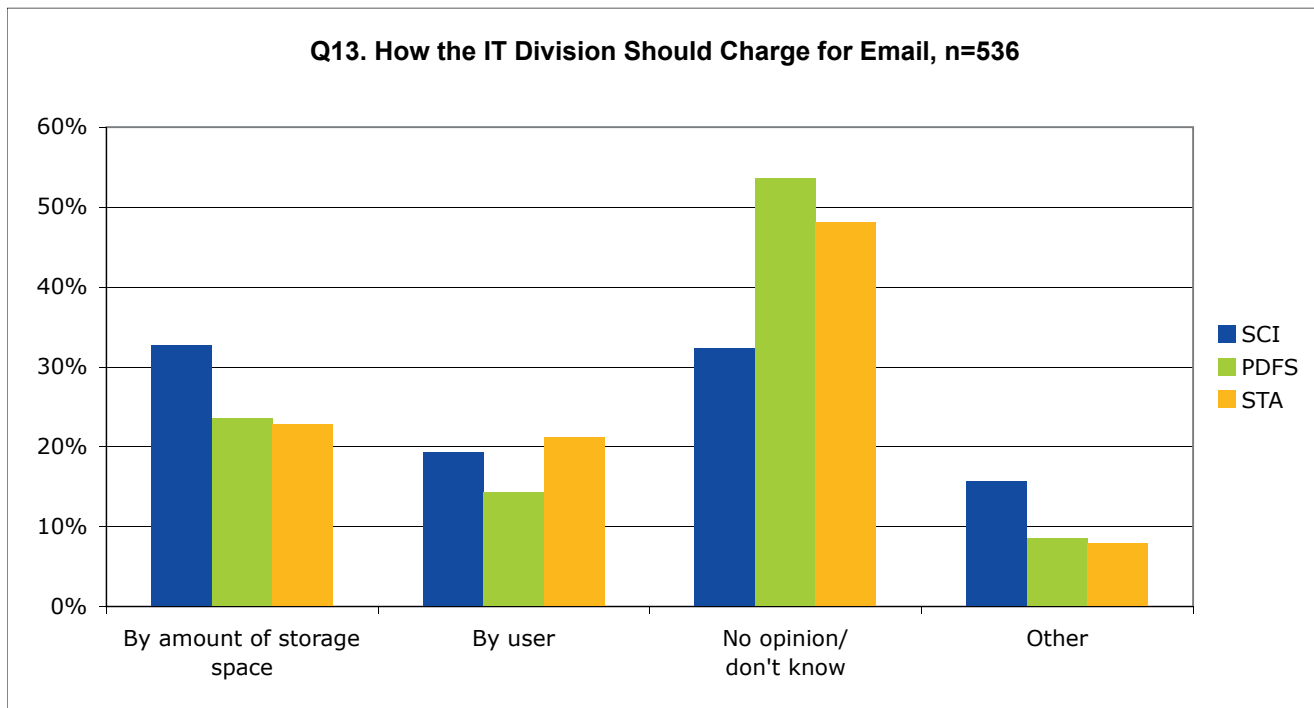
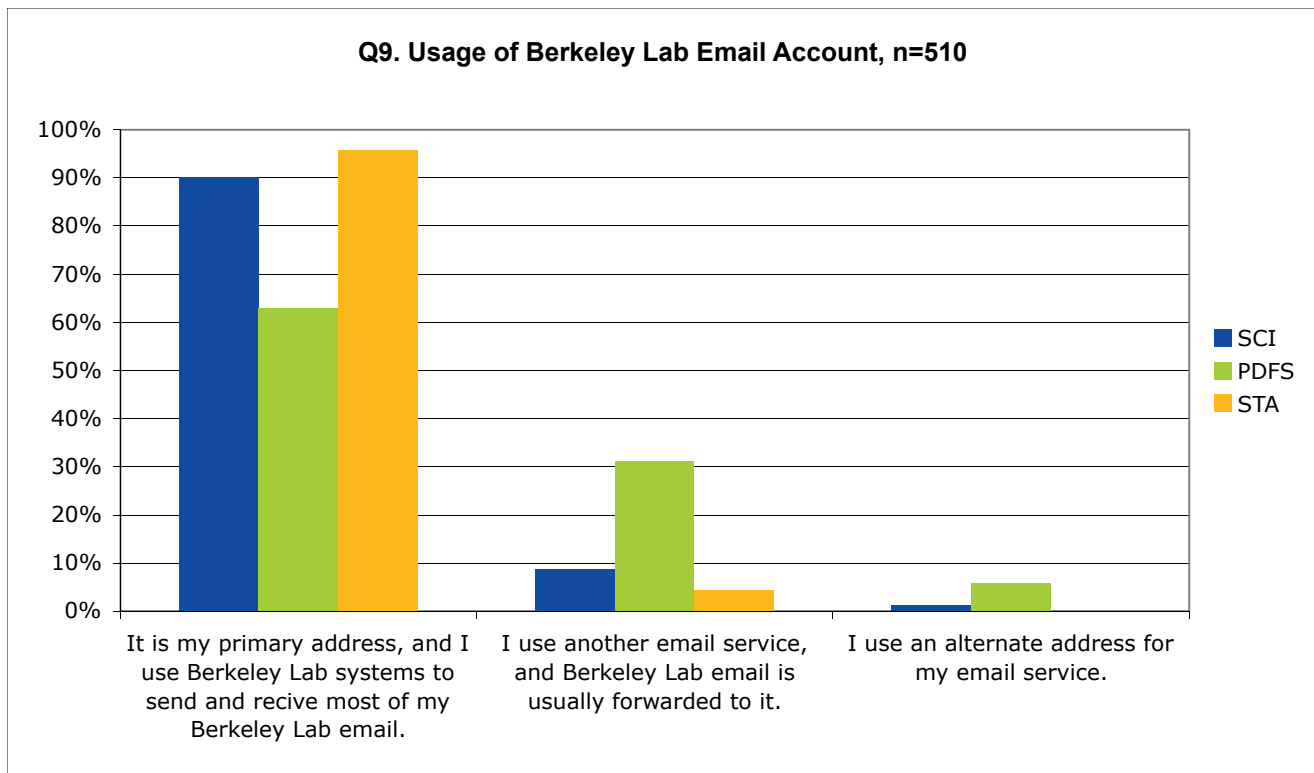


Did you know that the IT Division has an IT Software Downloads page?			
Q7	Yes	No	Count
All	78%	22%	506
SCI	86%	14%	250
PDFS	61%	39%	139
STA	79%	21%	117

Q8a IT Software Downloads page: Selection of software										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.48	2%	2%	12%	26%	46%	12%	289	1.04	0.12
SCI	4.44	2%	3%	11%	29%	44%	11%	165		
PDFS	4.33	3%	3%	13%	22%	53%	5%	60		
STA	4.75	0%	0%	13%	22%	44%	22%	64		

Q8b IT Software Downloads page: Ease of use										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	1%	3%	4%	11%	52%	28%	274	1.03	0.12
SCI	4.93	1%	3%	6%	11%	48%	30%	158		
PDFS	4.83	3%	0%	2%	16%	64%	16%	58		
STA	5.05	0%	5%	3%	7%	50%	34%	58		

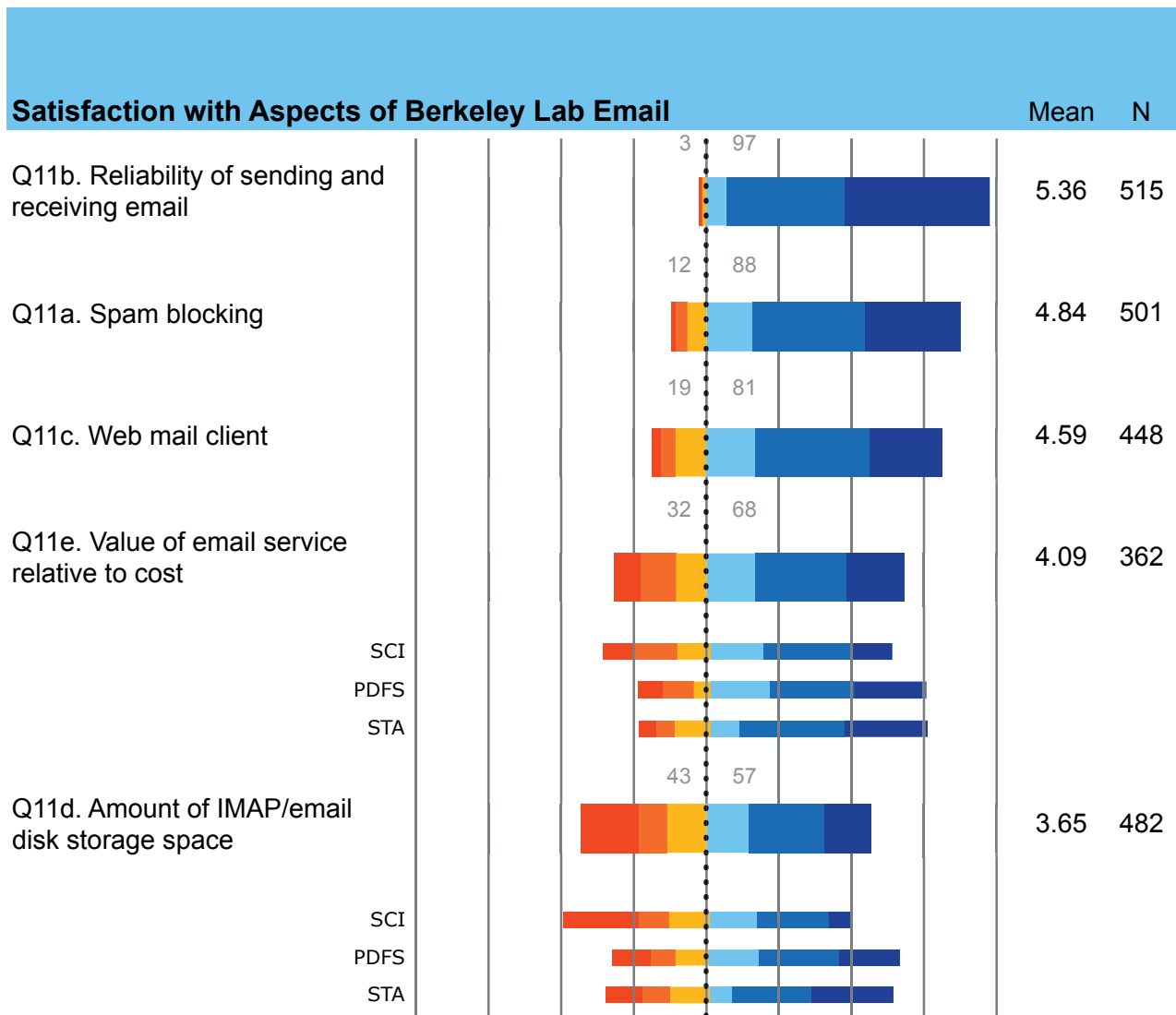
Email



<p>See Appendix A</p>	<p>Q10. If you use another email service, and your Berkeley Lab email is usually forwarded to it, please tell us why.</p> <p>Q13a. Other ways the IT Division should charge for email.</p>
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Q9 Which of the following best describes your use of your Berkeley Lab email account?				
	It is my primary address, and I use Berkeley Lab systems to send and receive most of my Berkeley Lab email.	I use another email service, and Berkeley Lab email is usually forwarded to it.	I use an alternate address for my email service.	Count
All	84%	14%	2%	510
SCI	90%	9%	1%	254
PDFS	63%	31%	6%	138
STA	96%	4%	0%	118

Q13 How should the IT Division charge for email?					
	By amount of storage space	By user	No opinion/ don't know	Other	Count
All	28%	18%	42%	12%	536
SCI	33%	19%	32%	16%	269
PDFS	24%	14%	54%	9%	140
STA	23%	21%	48%	8%	127



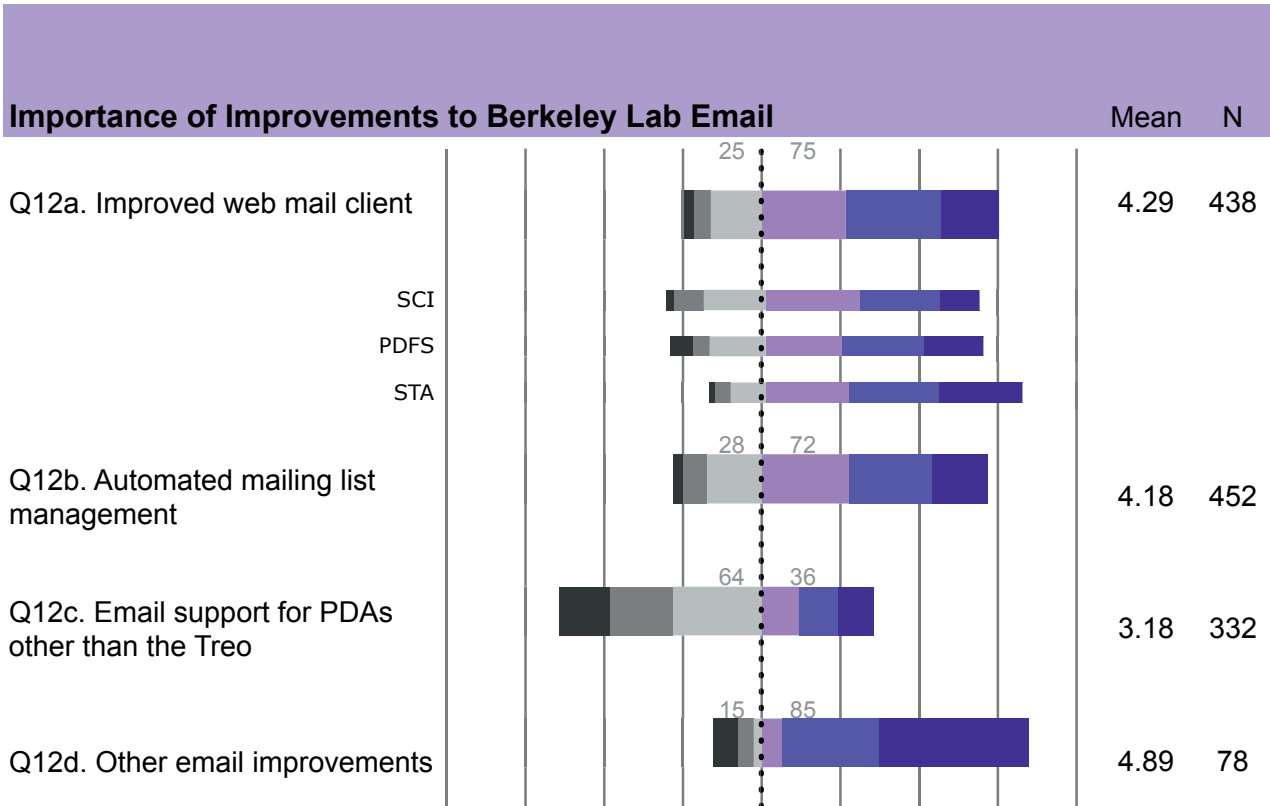
Q11a Spam blocking										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.85	2%	4%	7%	16%	39%	33%	501	1.17	0.10
SCI	4.74	0%	4%	10%	19%	39%	28%	262		
PDFS	5.12	3%	3%	2%	8%	40%	44%	118		
STA	4.80	4%	4%	3%	17%	40%	32%	121		

Q11b Reliability of sending and receiving email										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.36	1%	0%	1%	7%	41%	50%	515	0.81	0.07
SCI	5.40	0%	1%	1%	7%	41%	51%	267		
PDFS	5.26	2%	0%	3%	7%	43%	46%	127		
STA	5.38	2%	0%	1%	7%	38%	53%	121		

Q11c Web mail client										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.60	3%	5%	11%	17%	40%	25%	448	1.27	0.12
SCI	4.48	2%	5%	17%	18%	38%	20%	230		
PDFS	4.68	4%	5%	5%	15%	46%	24%	111		
STA	4.78	5%	6%	4%	15%	36%	36%	107		

Q11d Amount of IMAP/email disk storage space										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.66	20%	10%	13%	15%	26%	16%	482	1.76	0.16
SCI	3.27	26%	10%	14%	17%	25%	8%	248		
PDFS	4.01	14%	8%	12%	17%	28%	21%	118		
STA	4.13	13%	9%	14%	8%	28%	28%	116		

Q11e Value of email service relative to cost										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.09	9%	12%	10%	17%	31%	20%	362	1.59	0.16
SCI	3.85	11%	15%	12%	18%	31%	14%	199		
PDFS	4.27	8%	11%	6%	20%	29%	25%	83		
STA	4.50	6%	6%	13%	10%	36%	29%	80		



See Appendix A	Q12e. Other email improvements rated for importance.
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Q12a Improved web mail client										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.30	3%	5%	16%	27%	30%	18%	438	1.28	0.12
SCI	4.34	3%	6%	16%	27%	29%	20%	230		
PDFS	4.16	6%	5%	18%	26%	33%	13%	108		
STA	4.35	3%	5%	15%	28%	29%	20%	100		

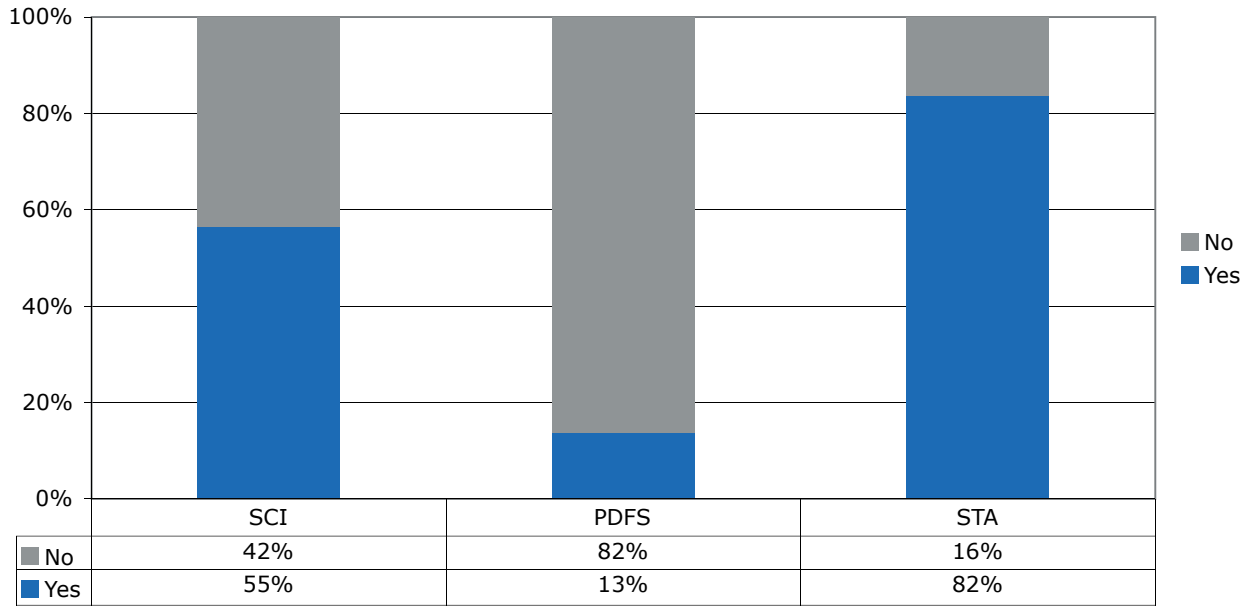
Q12b Automated mailing list management										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.19	4%	7%	17%	28%	26%	17%	452	1.31	0.12
SCI	4.05	3%	9%	20%	30%	25%	13%	236		
PDFS	4.14	7%	5%	18%	24%	26%	19%	111		
STA	4.55	2%	5%	11%	27%	29%	27%	105		

Q12c Email support for PDAs other than the Treo										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.18	17%	20%	28%	12%	12%	11%	332	1.57	0.17
SCI	3.11	13%	23%	34%	12%	9%	10%	179		
PDFS	3.16	27%	12%	17%	14%	20%	10%	81		
STA	3.38	14%	19%	28%	10%	13%	17%	72		

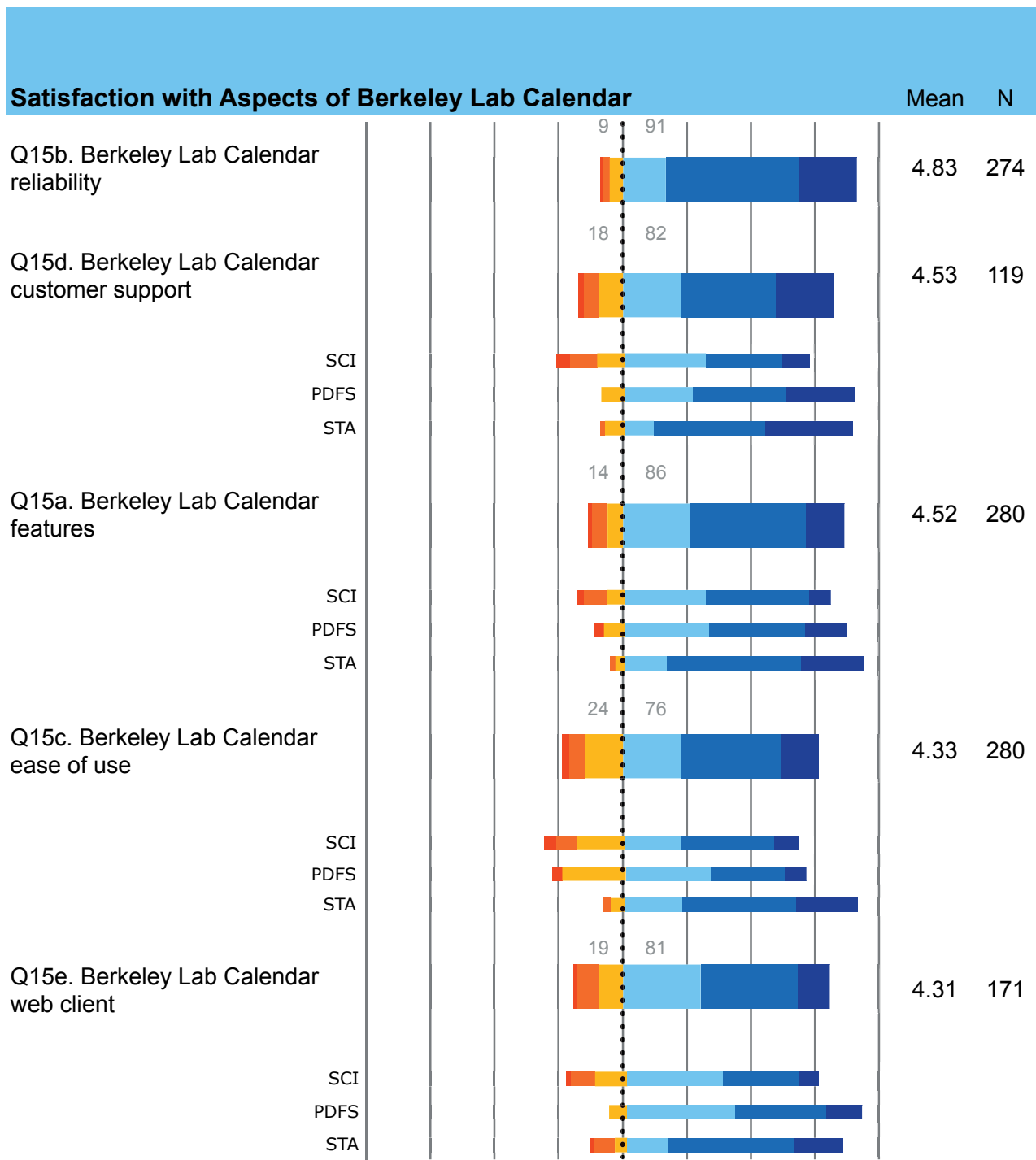
Q12d Other email improvements										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.90	8%	5%	3%	6%	31%	47%	78	1.53	0.34
SCI	5.18	3%	5%	3%	8%	24%	58%	38		
PDFS	4.09	18%	9%	5%	9%	32%	27%	22		
STA	5.28	6%	0%	0%	0%	44%	50%	18		

Calendar

Q14. Use of the Berkeley Lab Calendar to Manage Work Activities, n=506



Do you use the Berkeley Lab Calendar (Oracle Calendar) to manage your work activities?			
Q14	Yes	No	Count
All	50%	47%	506
SCI	55%	42%	250
PDFS	13%	82%	137
STA	82%	16%	119



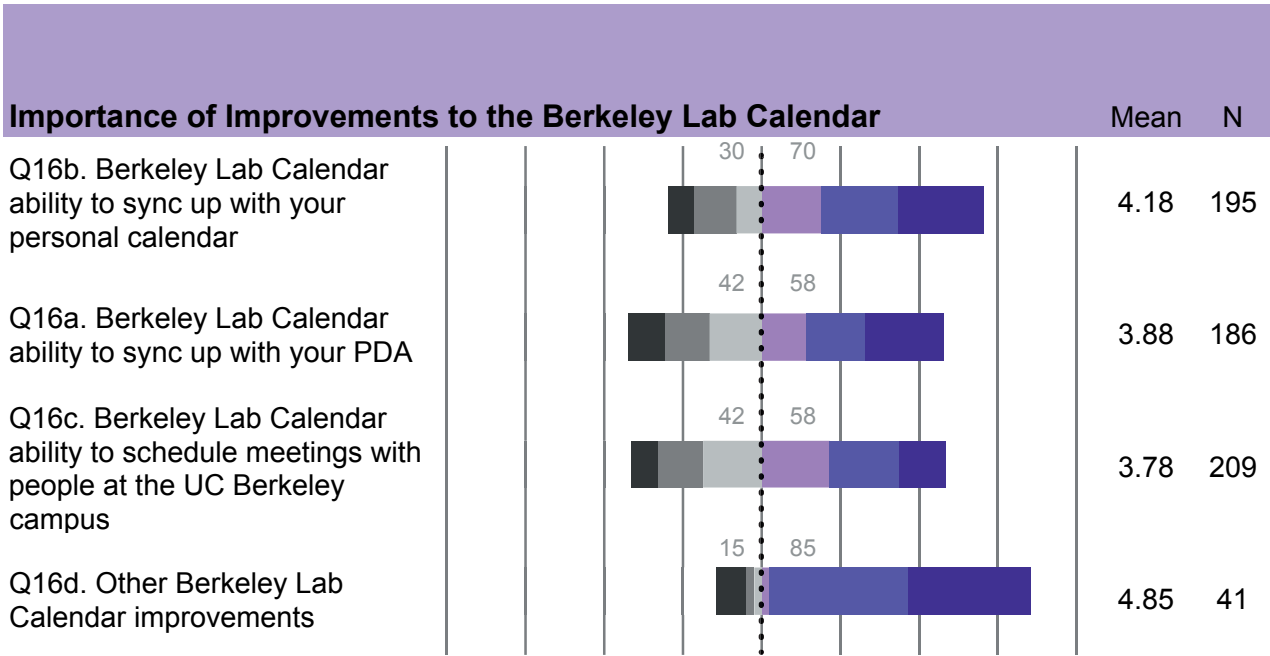
Q15a Berkeley Lab Calendar features										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.52	2%	6%	6%	26%	45%	15%	280	1.11	0.13
SCI	4.25	3%	9%	7%	32%	41%	8%	154		
PDFS	4.50	4%	0%	8%	33%	38%	17%	24		
STA	4.94	0%	2%	4%	17%	53%	25%	102		

Q15b Berkeley Lab Calendar reliability										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.83	1%	3%	5%	17%	52%	22%	274	0.99	0.12
SCI	4.70	1%	4%	5%	19%	54%	17%	150		
PDFS	4.75	0%	0%	8%	25%	50%	17%	24		
STA	5.05	1%	1%	4%	12%	50%	32%	100		

Q15c Berkeley Lab Calendar ease of use										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.33	3%	6%	15%	23%	39%	15%	280	1.23	0.14
SCI	4.06	4%	8%	19%	22%	37%	10%	156		
PDFS	4.08	4%	0%	25%	33%	29%	8%	24		
STA	4.81	0%	3%	6%	22%	45%	24%	100		

Q15d Berkeley Lab Calendar customer support										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.54	3%	6%	9%	23%	37%	23%	119	1.25	0.22
SCI	4.04	5%	11%	11%	32%	30%	11%	56		
PDFS	4.82	0%	0%	9%	27%	36%	27%	11		
STA	5.02	0%	2%	8%	12%	44%	35%	52		

Q15e Berkeley Lab Calendar web client										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.32	2%	8%	9%	30%	38%	12%	171	1.17	0.17
SCI	4.07	2%	9%	13%	38%	31%	7%	95		
PDFS	4.57	0%	0%	7%	43%	36%	14%	14		
STA	4.63	2%	8%	5%	16%	50%	19%	62		



<p>See Appendix A</p>	<p>Q16e. Other Berkeley Lab Calendar improvements rated for importance.</p>
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Q16a Berkeley Lab Calendar ability to sync up with your PDA										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.88	12%	14%	17%	14%	19%	25%	186	1.72	0.25
SCI	3.81	14%	16%	15%	12%	17%	26%	114		
PDFS	4.28	6%	0%	22%	28%	22%	22%	18		
STA	3.91	9%	15%	19%	13%	22%	22%	54		

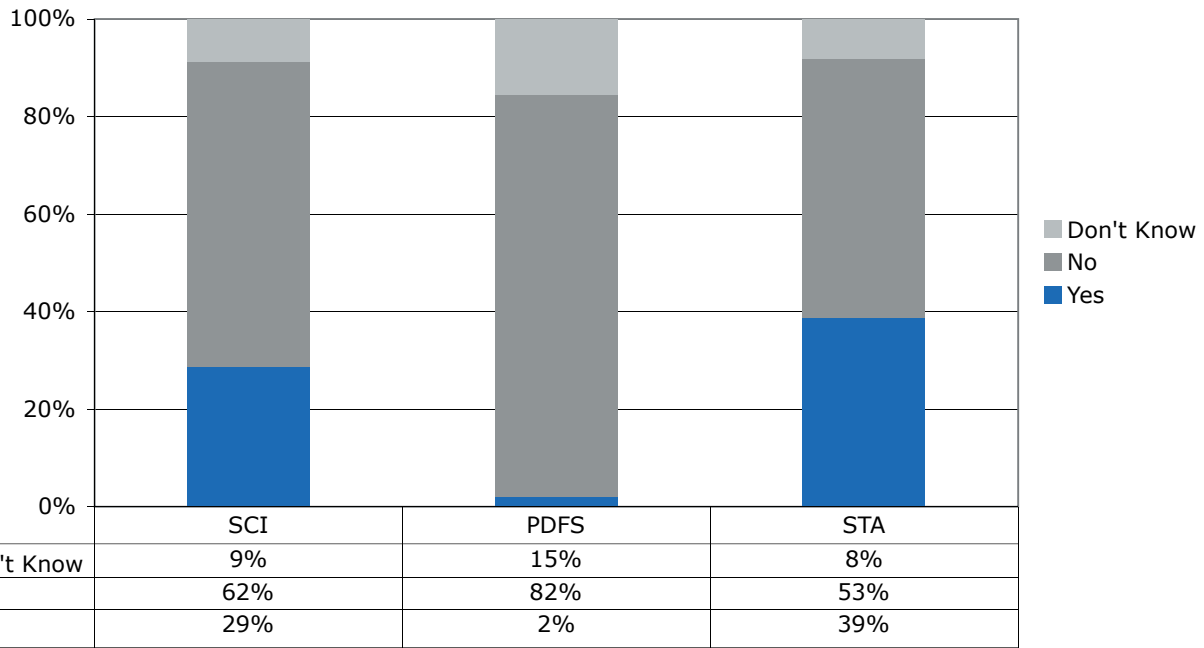
Q16b Berkeley Lab Calendar ability to sync up with your personal calendar										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.19	8%	13%	8%	19%	24%	27%	195	1.63	0.23
SCI	4.18	9%	16%	5%	17%	23%	30%	119		
PDFS	5.11	0%	0%	6%	17%	39%	39%	18		
STA	3.91	9%	12%	16%	24%	22%	17%	58		

Q16c Berkeley Lab Calendar ability to schedule meetings with people at the UC Berkeley campus										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.78	9%	14%	19%	22%	22%	15%	209	1.52	0.21
SCI	3.69	10%	18%	18%	17%	21%	16%	122		
PDFS	4.25	0%	0%	38%	19%	25%	19%	16		
STA	3.85	8%	11%	15%	30%	23%	13%	71		

Q16d Other Berkeley Lab Calendar improvements										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.85	10%	2%	2%	2%	44%	39%	41	1.53	0.47
SCI	5.08	8%	4%	0%	0%	38%	50%	26		
PDFS	5.33	0%	0%	0%	0%	67%	33%	3		
STA	4.25	17%	0%	8%	8%	50%	17%	12		

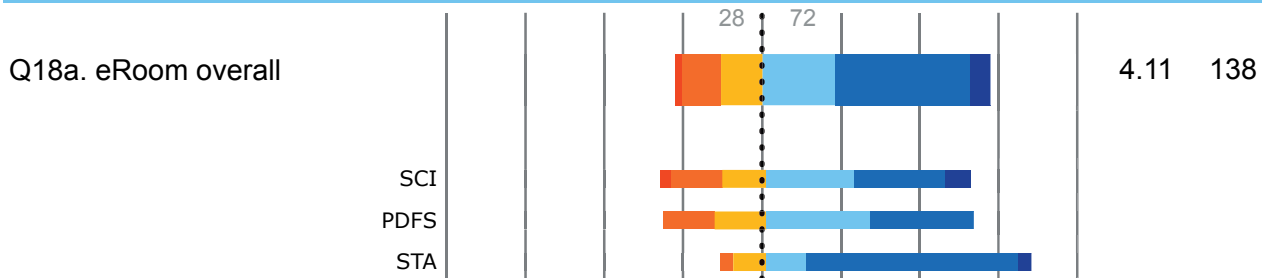
Collaboration Services

Q17. Use of eRoom Collaboration Services, n=537



Satisfaction with eRoom Overall

Mean N



Importance of Ability to Easily Share Documents with External Collaborators

Mean N



Q17 Do you use the eRoom collaboration services?				
	Yes	No	Don't Know	Count
All	24%	66%	10%	537
SCI	29%	62%	9%	271
PDFS	2%	82%	15%	142
STA	39%	53%	8%	124

Q18a eRoom overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.12	2%	12%	13%	23%	43%	7%	138	1.23	0.20
SCI	3.88	4%	16%	14%	28%	29%	8%	85		
PDFS	3.83	0%	17%	17%	33%	33%	0%	6		
STA	4.57	0%	4%	11%	13%	68%	4%	47		

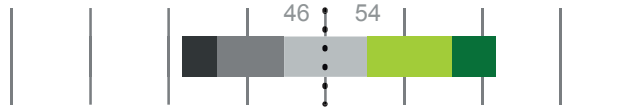
Q19a Ability to easily share docs with external collaborators										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.56	4%	6%	11%	16%	35%	28%	221	1.36	0.18
SCI	4.58	2%	8%	13%	16%	29%	32%	128		
PDFS	4.46	4%	4%	14%	18%	43%	18%	28		
STA	4.57	6%	5%	8%	14%	43%	25%	65		

Web Hosting

Interest in a Berkeley Lab-Provided Web Hosting Service

N

Q20a. Berkeley Lab web hosting service

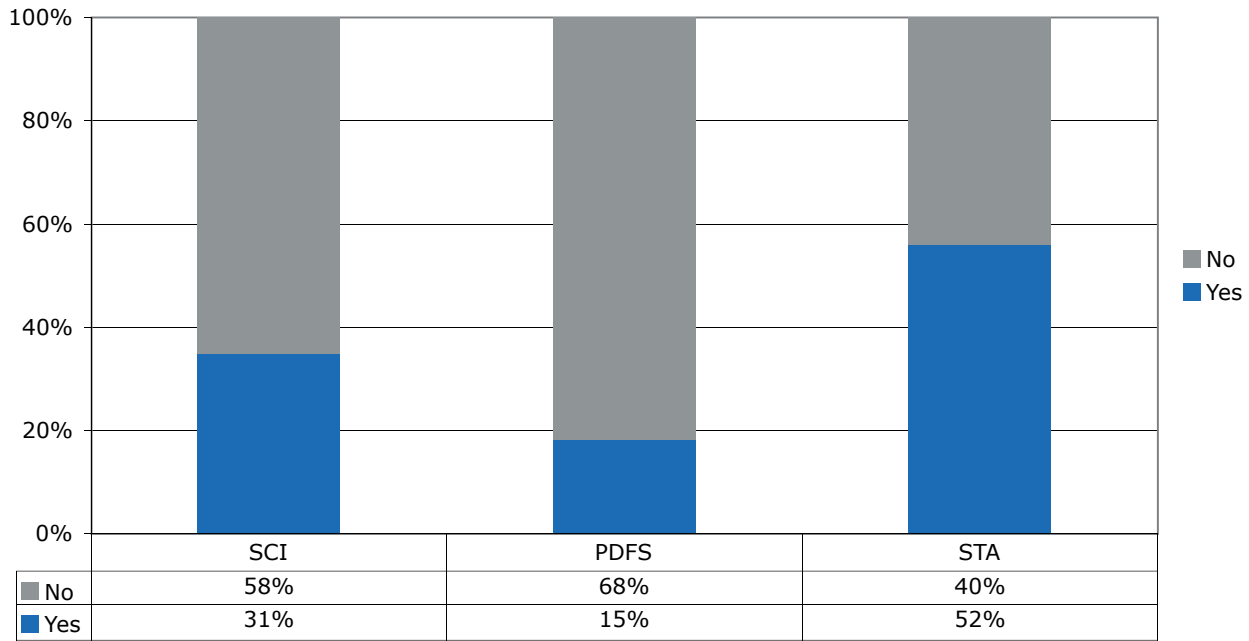


368

Q20a Berkeley Lab web hosting service						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	11%	21%	27%	27%	14%	368
SCI	7%	20%	28%	27%	18%	205
PDFS	19%	20%	23%	32%	6%	84
STA	14%	25%	28%	22%	11%	79

BLIS Portal

Q21. Use of the the BLIS Portal, n=515



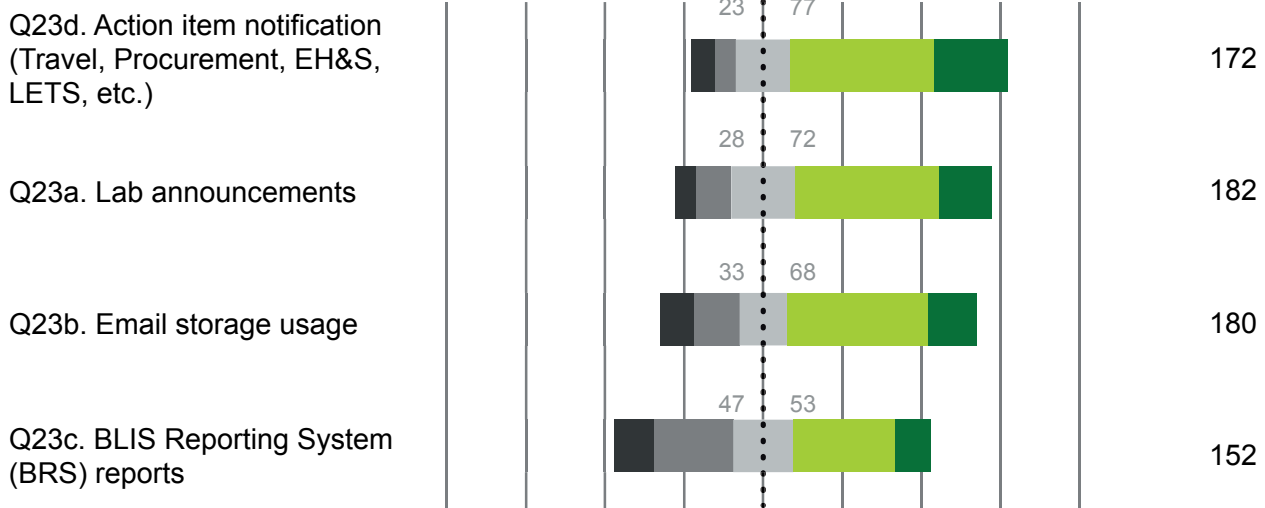
Satisfaction with the BLIS Portal Overall



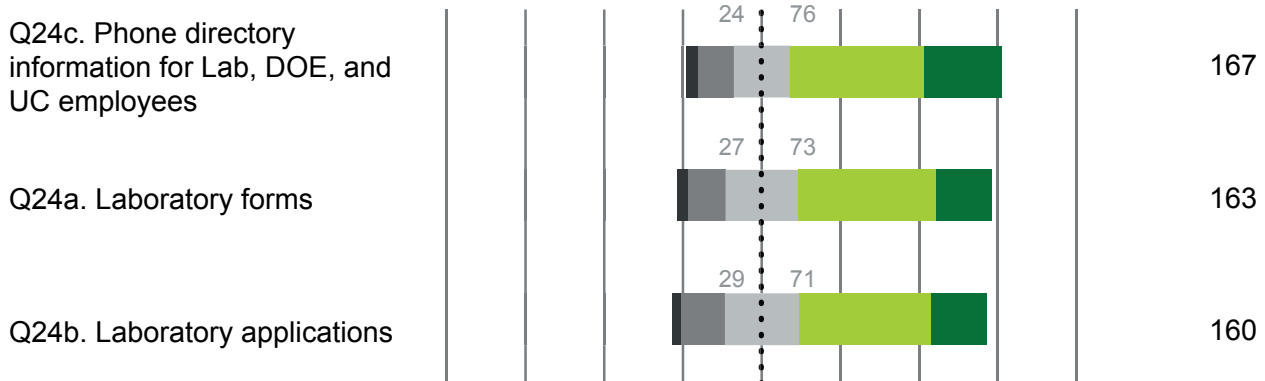
Q21 Do you use the BLIS Portal?			
	Yes	No	Count
All	32%	56%	515
SCI	31%	58%	256
PDFS	15%	68%	133
STA	52%	40%	126

Q22a BLIS portal overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.27	1%	8%	6%	40%	38%	7%	176	1.04	0.15
SCI	4.06	0%	14%	8%	39%	35%	4%	85		
PDFS	4.71	0%	0%	4%	33%	50%	13%	24		
STA	4.37	3%	3%	4%	43%	36%	10%	67		

Interest in Accessing Specified Information Via Email Rather Than the Portal N



Interest in Accessing Specified Information Via a Website Rather Than the Portal N



Q23a Lab announcements						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	7%	11%	20%	46%	16%	182
SCI	8%	15%	22%	43%	13%	88
PDFS	0%	4%	25%	68%	4%	28
STA	8%	9%	17%	39%	27%	66

Q23b Email storage usage						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	11%	14%	15%	44%	16%	180
SCI	8%	16%	14%	49%	13%	87
PDFS	11%	4%	18%	61%	7%	28
STA	14%	17%	15%	31%	23%	65

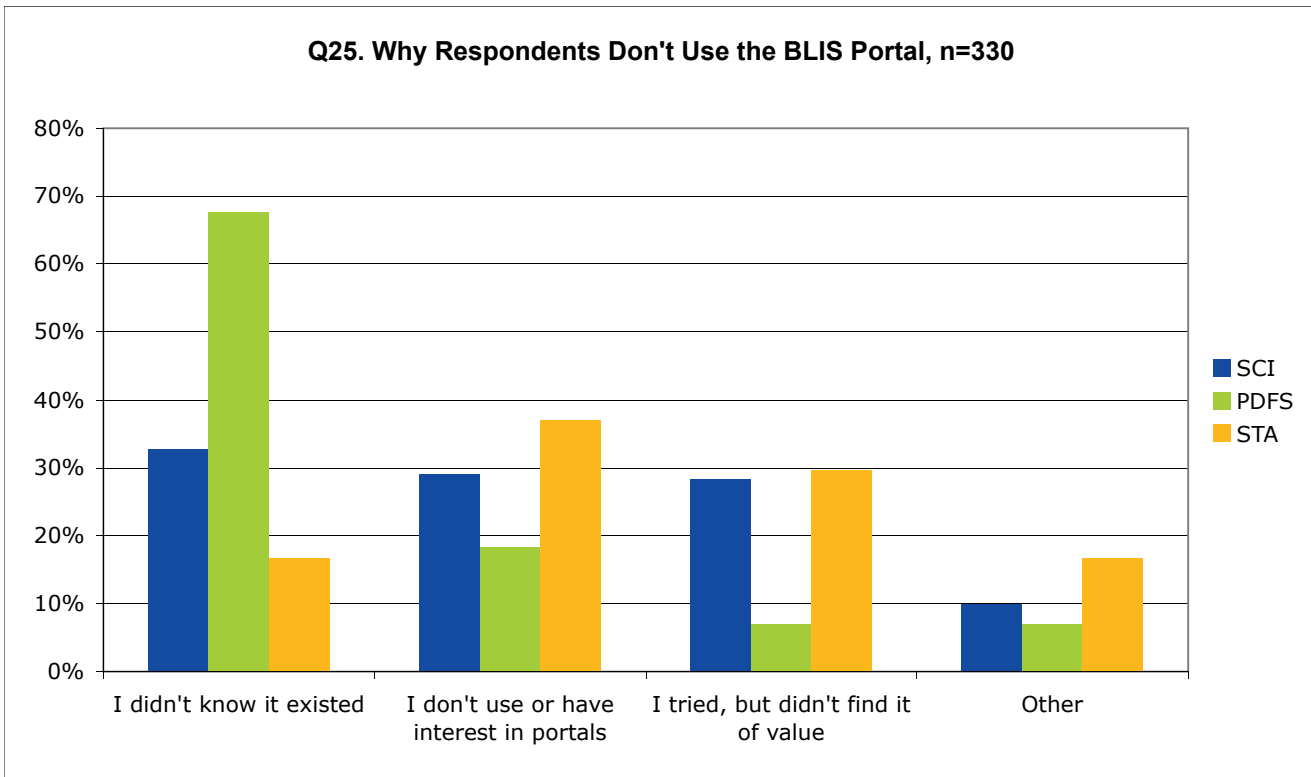
Q23c BLIS Reporting System (BRS) reports						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	13%	25%	19%	32%	11%	152
SCI	12%	27%	18%	36%	7%	73
PDFS	14%	18%	23%	36%	9%	22
STA	12%	25%	19%	26%	18%	57

Q23d Action item notification (Travel, Procurement, EH&S, LETS, etc.)						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	8%	6%	17%	45%	23%	172
SCI	7%	7%	16%	51%	19%	83
PDFS	4%	4%	24%	56%	12%	25
STA	9%	6%	17%	34%	33%	64

Q24a Laboratory forms						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	4%	12%	23%	44%	18%	163
SCI	3%	16%	22%	42%	17%	76
PDFS	8%	8%	20%	64%	0%	25
STA	3%	8%	26%	37%	26%	62

Q24b Laboratory applications						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	3%	14%	24%	42%	18%	160
SCI	1%	18%	24%	38%	19%	74
PDFS	8%	8%	24%	60%	0%	25
STA	3%	11%	23%	39%	23%	61

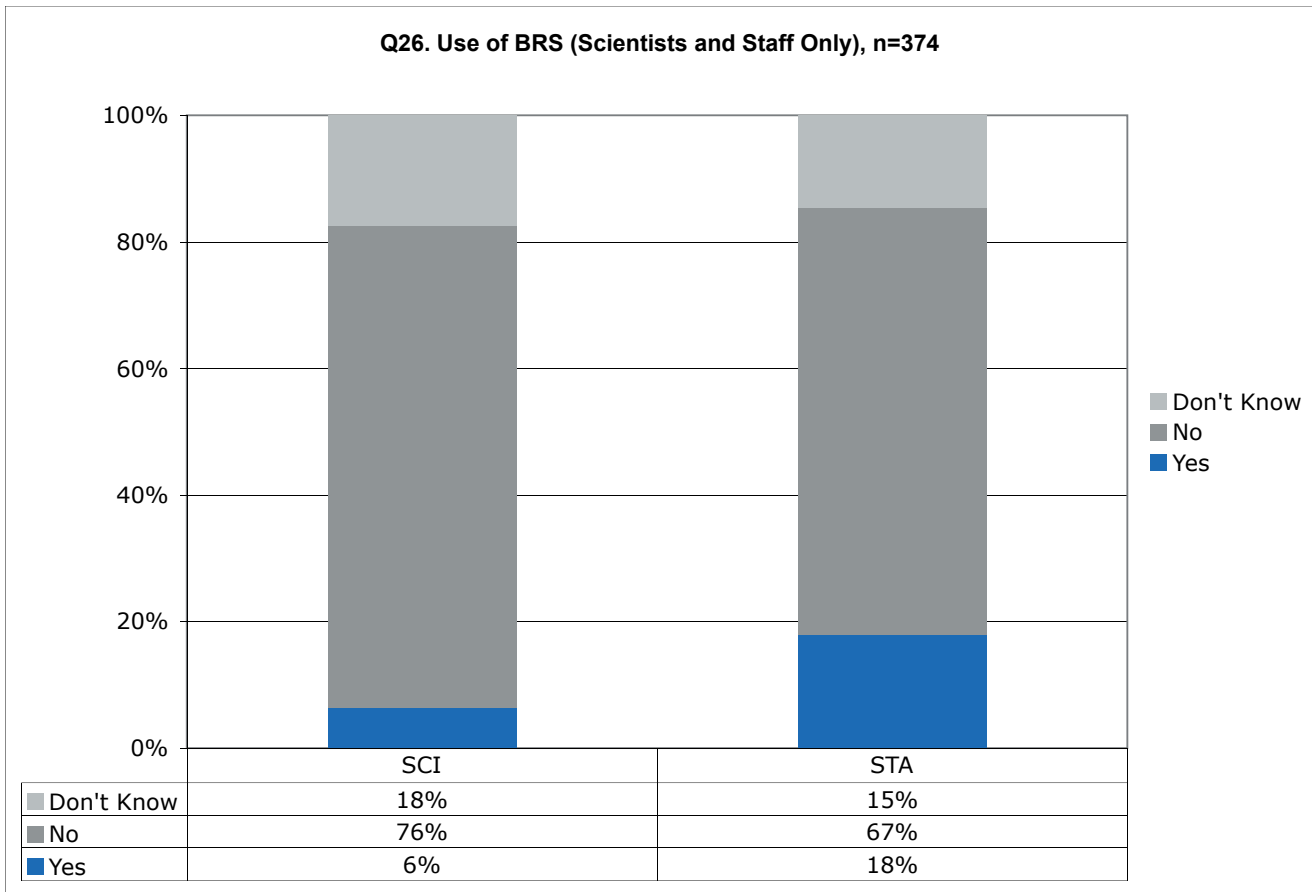
Q24c Phone directory information for Lab, DOE, and UC employees						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	4%	11%	18%	43%	25%	167
SCI	3%	15%	18%	41%	24%	80
PDFS	4%	4%	24%	56%	12%	25
STA	5%	10%	16%	39%	31%	62



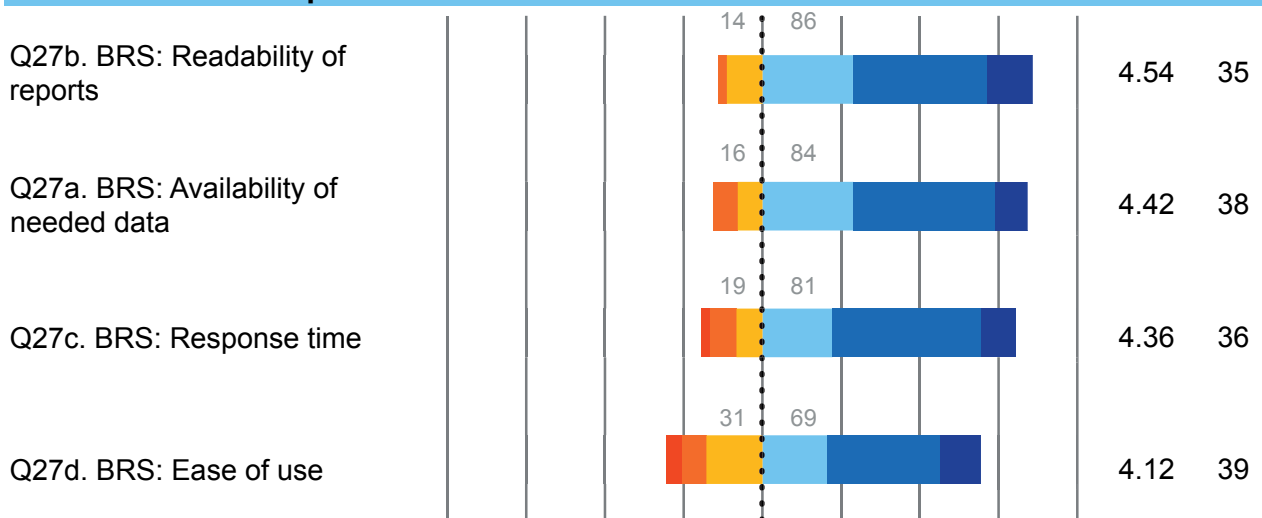
Q25 If you don't use the BLIS Portal, please tell us why.					
	I didn't know it existed	I don't use or have interest in portals	I tried, but didn't find it of value	Other	Count
All	42%	27%	21%	10%	330
SCI	33%	29%	28%	10%	162
PDFS	68%	18%	7%	7%	114
STA	17%	37%	30%	17%	54

See Appendix A	Q25a. Other reasons why respondents don't use the BLIS Portal.
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BLIS Reporting System (BRS)



Satisfaction with Aspects of BRS



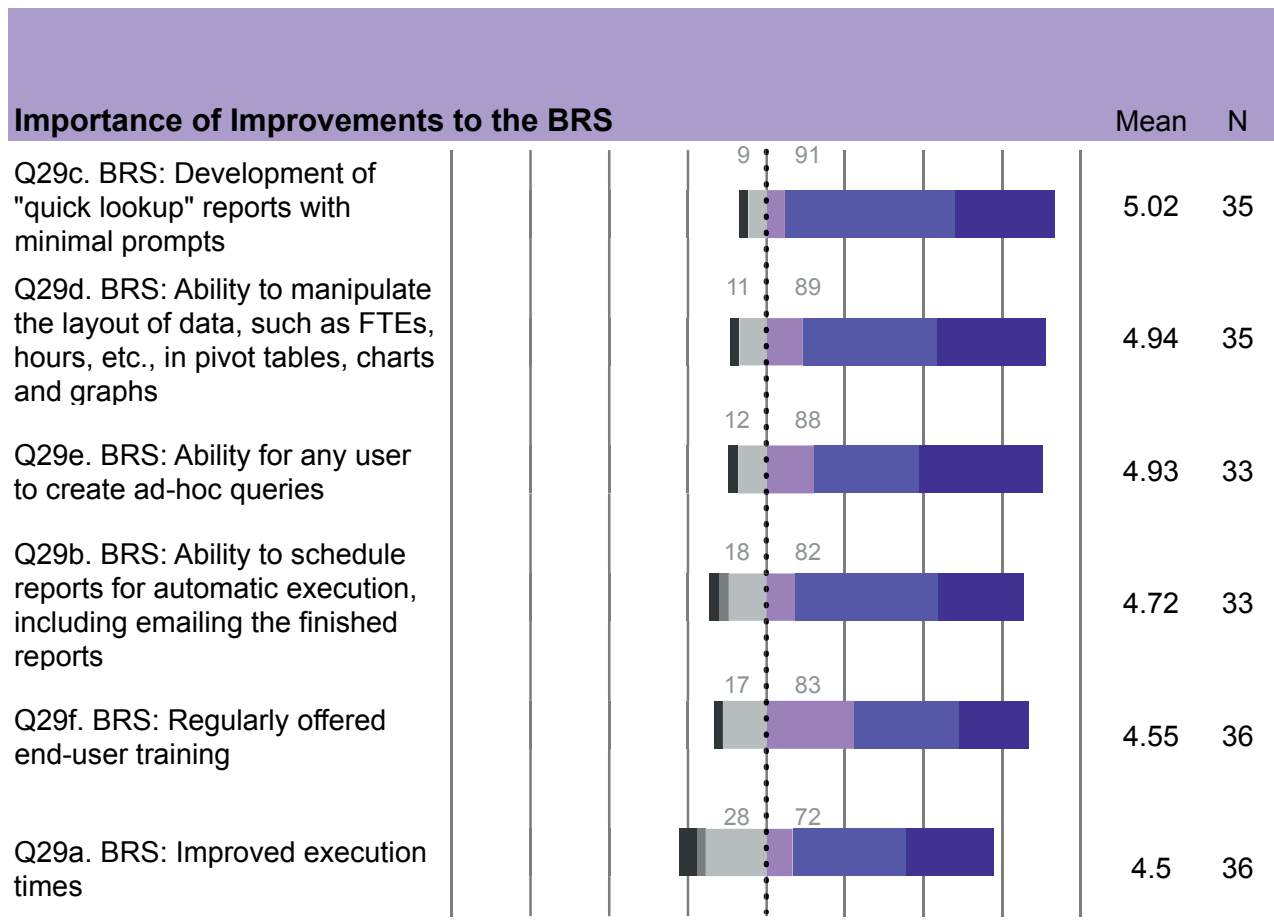
Q26 Do you use the Berkeley Lab Information Systems (BLIS) Reporting System (BRS)?				
	Yes	No	Don't Know	Count
All	10%	73%	17%	374
SCI	6%	76%	18%	251
STA	18%	67%	15%	123

Q27a BRS: Availability of needed data										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.42	0%	8%	8%	29%	45%	11%	38	1.06	0.34
SCI	4.40	0%	0%	13%	40%	40%	7%	15		
STA	4.43	0%	13%	4%	22%	48%	13%	23		

Q27b BRS: Readability of reports										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.54	0%	3%	11%	29%	43%	14%	35	0.98	0.32
SCI	4.40	0%	0%	13%	40%	40%	7%	15		
STA	4.65	0%	5%	10%	20%	45%	20%	20		

Q27c BRS: Response time										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.36	3%	8%	8%	22%	47%	11%	36	1.22	0.40
SCI	4.43	0%	7%	7%	29%	50%	7%	14		
STA	4.32	5%	9%	9%	18%	45%	14%	22		

Q27d BRS: Ease of use										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.13	5%	8%	18%	21%	36%	13%	39	1.36	0.43
SCI	3.94	6%	6%	25%	19%	38%	6%	16		
STA	4.26	4%	9%	13%	22%	35%	17%	23		



Q29a BRS: Improved execution times										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.50	6%	3%	19%	8%	36%	28%	36	1.44	0.47
SCI	4.20	0%	7%	33%	13%	27%	20%	15		
STA	4.71	10%	0%	10%	5%	43%	33%	21		

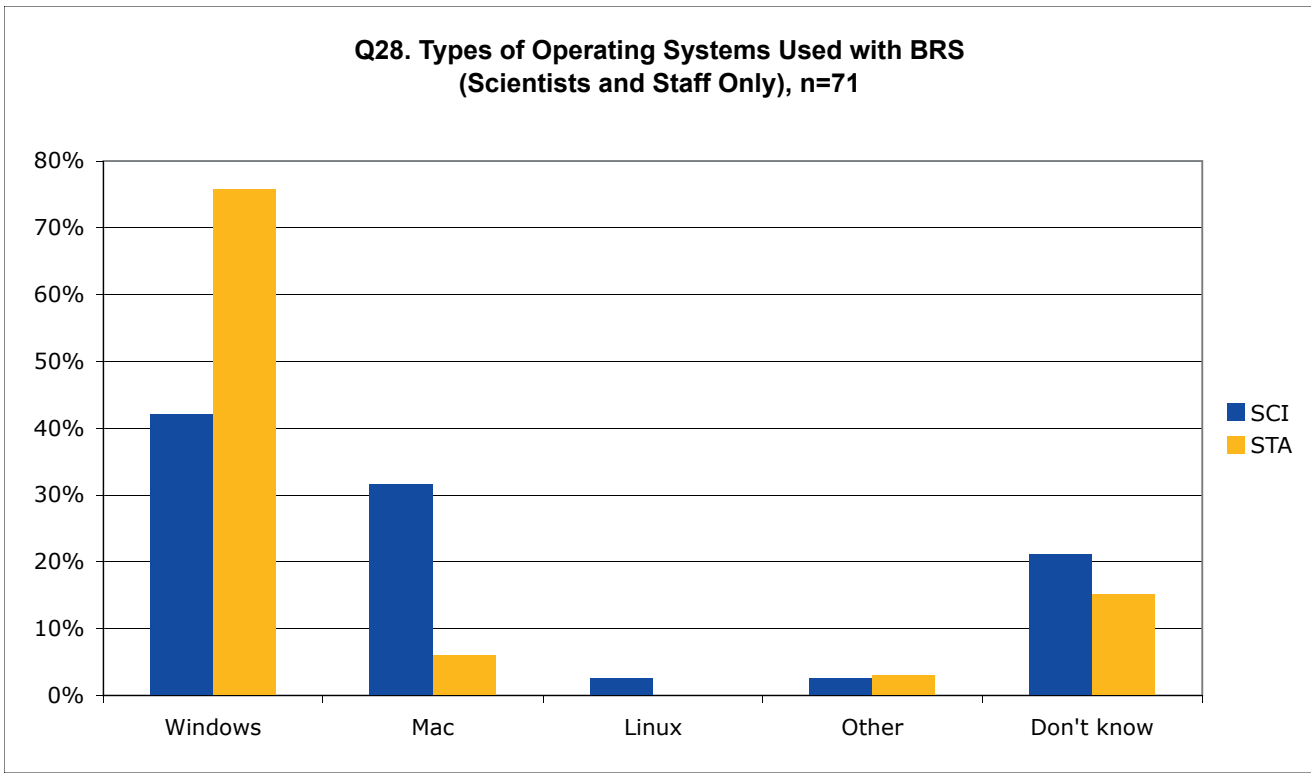
Q29b BRS: Ability to schedule reports for automatic execution, including emailing the finished reports										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.73	3%	3%	12%	9%	45%	27%	33	1.26	0.43
SCI	4.53	0%	7%	20%	13%	33%	27%	15		
STA	4.89	6%	0%	6%	6%	56%	28%	18		

Q29c BRS: Development of "quick lookup" reports with minimal prompts										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.03	3%	0%	6%	6%	54%	31%	35	1.04	0.35
SCI	4.94	0%	0%	13%	6%	56%	25%	16		
STA	5.11	5%	0%	0%	5%	53%	37%	19		

Q29d BRS: Ability to manipulate the layout of data, such as FTEs, hours, etc., in pivot tables, charts and graphs										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.94	3%	0%	9%	11%	43%	34%	35	1.14	0.38
SCI	4.94	0%	0%	13%	13%	44%	31%	16		
STA	4.95	5%	0%	5%	11%	42%	37%	19		

Q29e BRS: Ability for any user to create ad-hoc queries										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.94	3%	0%	9%	15%	33%	39%	33	1.20	0.41
SCI	4.79	0%	0%	14%	29%	21%	36%	14		
STA	5.05	5%	0%	5%	5%	42%	42%	19		

Q29f BRS: Regularly offered end-user training										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.56	3%	0%	14%	28%	33%	22%	36	1.16	0.38
SCI	4.33	0%	0%	27%	33%	20%	20%	15		
STA	4.71	5%	0%	5%	24%	43%	24%	21		



Q28 What kind of operating system do you use BRS with?						
	Windows	Mac	Linux	Don't know	Other	Count
All	58%	20%	1%	18%	3%	71
SCI	42%	32%	3%	21%	3%	38
STA	76%	6%	0%	15%	3%	33

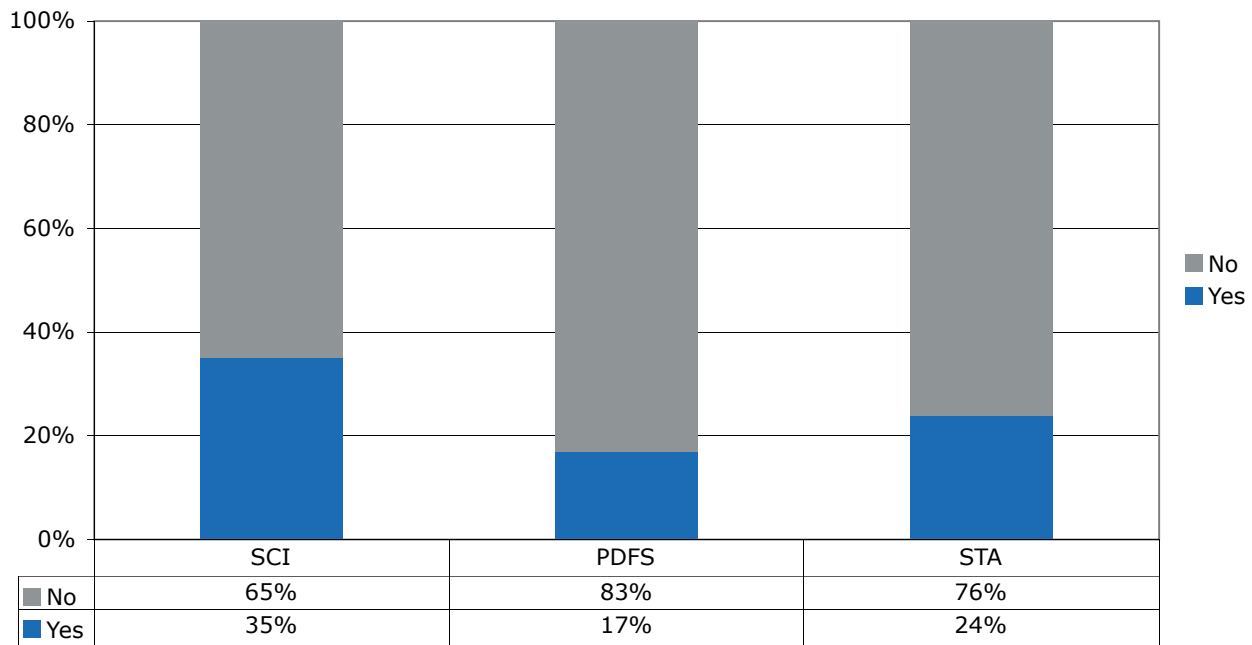
NOTE	For Q28a. Other operating systems used with BRS, there were no responses.
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Special Network Services

Importance of Having Wireless Coverage Everywhere at the Lab Mean N



Q31. Respondents Aware of Availability of Network Conference Support, n=527



Satisfaction with Conference Network Support Overall Mean N



Q30a Wireless everywhere										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.91	3%	2%	8%	15%	28%	43%	499	1.28	0.11
SCI	5.03	2%	1%	7%	16%	26%	46%	267		
PDFS	4.83	4%	4%	9%	14%	25%	43%	127		
STA	4.71	6%	3%	9%	14%	34%	34%	105		

Q31 Did you know that temporary wired and wireless networks, known as Conference Network Support, are available?			
	Yes	No	Count
All	28%	72%	527
SCI	35%	65%	271
PDFS	17%	83%	135
STA	24%	76%	121

Q32a Conference Network Support overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.59	0%	0%	11%	27%	54%	8%	71	0.80	0.19
SCI	4.58	0%	0%	13%	27%	49%	11%	45		
PDFS	4.43	0%	0%	14%	29%	57%	0%	14		
STA	4.83	0%	0%	0%	25%	67%	8%	12		

Telephone Services

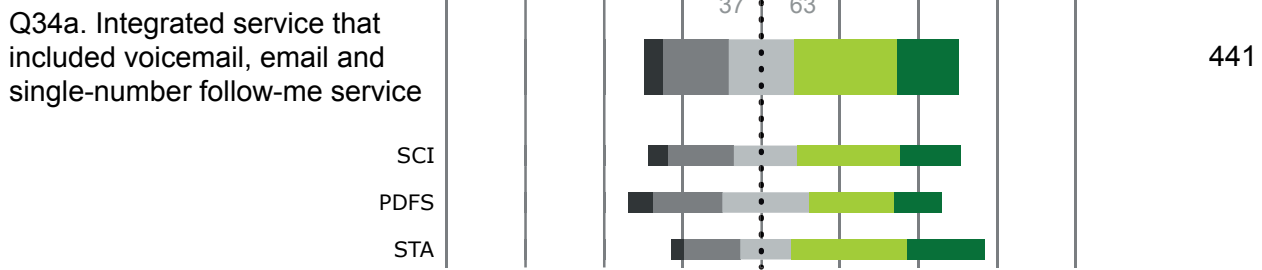
Satisfaction with Voicemail

Mean N



Interest in Integrated Service That Included Voicemail, Email and Single-Number Follow-Me Service

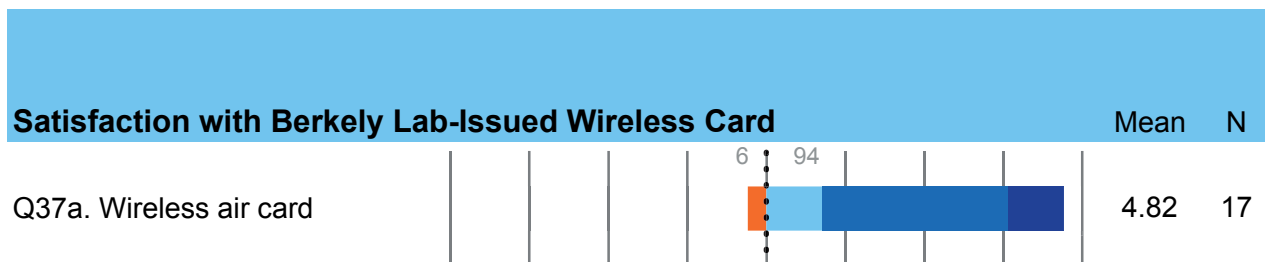
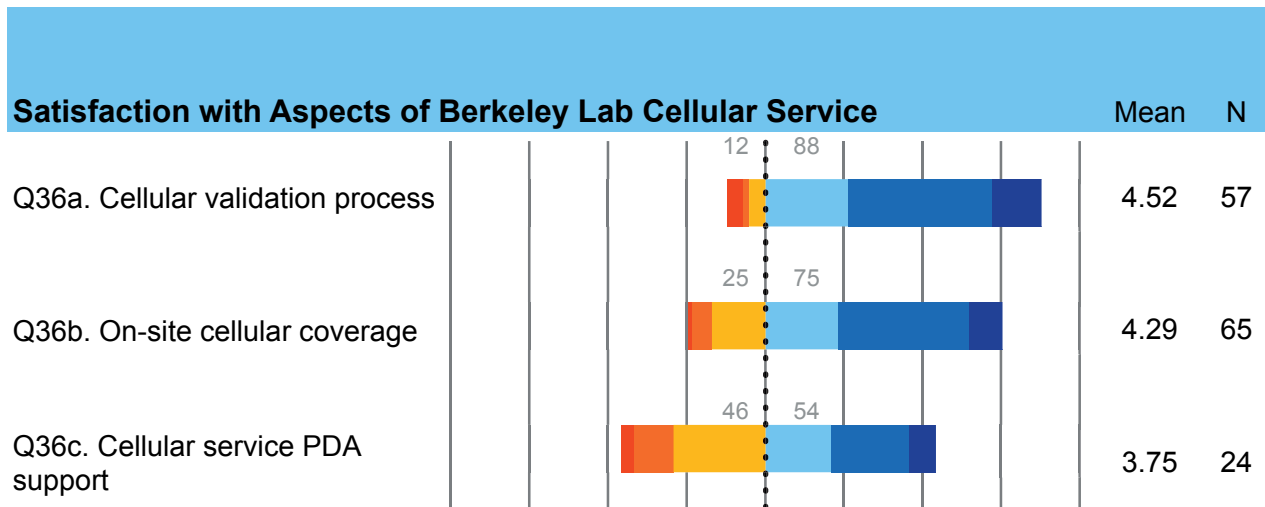
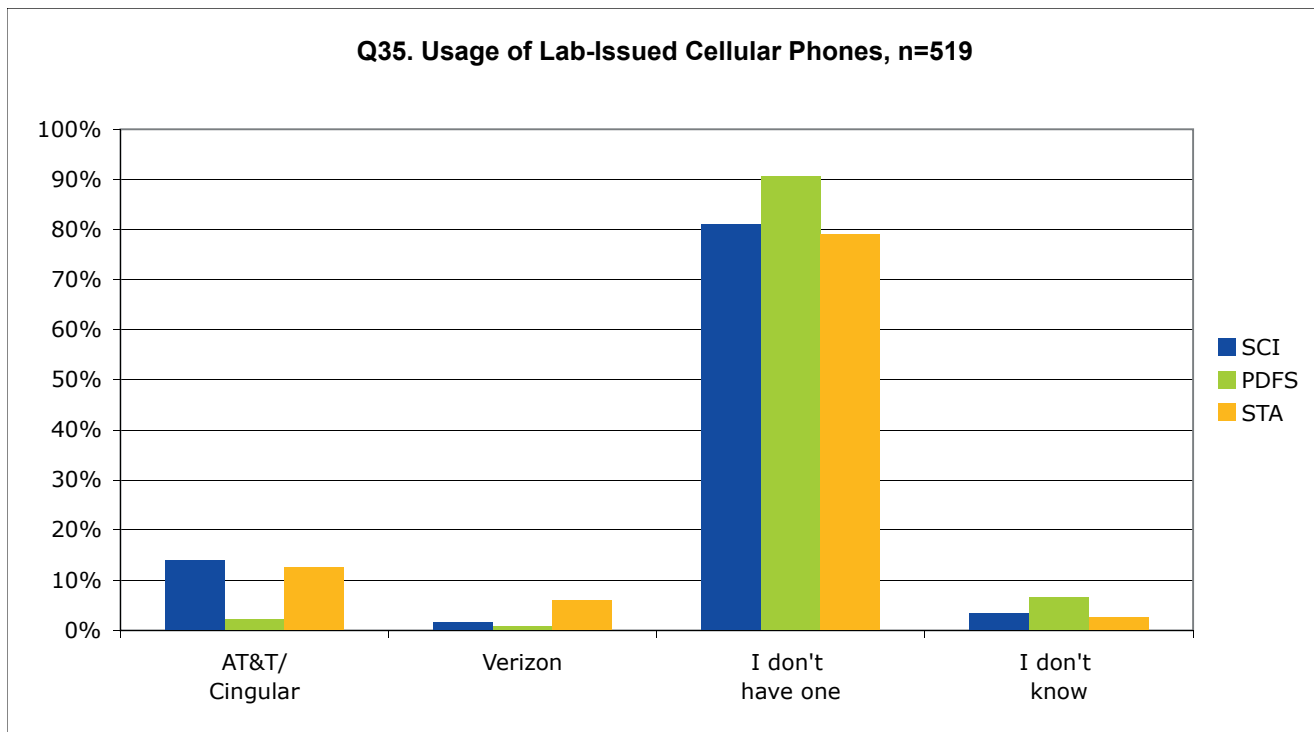
N



Q33a Voicemail										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.52	1%	4%	8%	24%	52%	10%	458	1.01	0.09
SCI	4.52	1%	3%	9%	25%	54%	8%	258		
PDFS	4.39	3%	5%	9%	25%	53%	6%	80		
STA	4.63	1%	6%	7%	20%	49%	18%	120		

Q34a Integrated service that included voicemail, email and single-number follow-me service						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	6%	21%	21%	33%	20%	441
SCI	6%	21%	20%	33%	19%	236
PDFS	8%	22%	28%	27%	15%	100
STA	4%	18%	16%	37%	25%	105

Cellular Phones, PDA Support and Wireless Air Card



Q35 If you have a lab-issued cellular phone, which service are you using?					
	AT&T/ Cingular	Verizon	I don't have one	I don't know	Count
All	11%	2%	83%	4%	519
SCI	14%	2%	81%	3%	263
PDFS	2%	1%	91%	7%	137
STA	13%	6%	79%	3%	119

Q36a Cellular validation process										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.53	5%	2%	5%	26%	46%	16%	57	1.20	0.31
SCI	4.49	6%	3%	6%	23%	49%	14%	35		
PDFS	5.33	0%	0%	0%	0%	67%	33%	3		
STA	4.47	5%	0%	5%	37%	37%	16%	19		

Q36b On-site cellular coverage										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.29	2%	6%	17%	23%	42%	11%	65	1.16	0.28
SCI	4.26	3%	8%	18%	15%	46%	10%	39		
PDFS	4.40	0%	0%	0%	60%	40%	0%	5		
STA	4.33	0%	5%	19%	29%	33%	14%	21		

Q36c Cellular service PDA support										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.75	4%	13%	29%	21%	25%	8%	24	1.33	0.53
SCI	3.40	7%	20%	33%	13%	20%	7%	15		
PDFS	5.00	0%	0%	0%	0%	100%	0%	1		
STA	4.25	0%	0%	25%	38%	25%	13%	8		

Q37a Wireless air card										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.82	0%	6%	0%	18%	59%	18%	17	0.95	0.45
SCI	4.78	0%	0%	0%	33%	56%	11%	9		
PDFS	4.33	0%	33%	0%	0%	33%	33%	3		
STA	5.20	0%	0%	0%	0%	80%	20%	5		

Cyber Security

Satisfaction with the Berkeley Lab Cyber Security Program Overall

Mean N

Q38a. Cyber Security Program overall



5.07 441

Satisfaction with Aspects of the Berkeley Lab Cyber Security Program

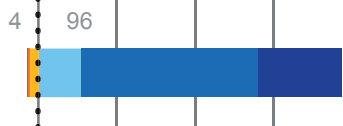
Mean N

Q39a. Support for appropriately protecting your computer resources



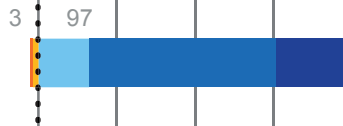
5.06 424

Q39b. Information on security policies and recommendations



5.04 425

Q39c. Computer Protection Program website



4.98 365

Q39d. Cyber Security Annual Refresher training



4.76 409

Q38a Cyber Security Program overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.07	0%	0%	2%	10%	61%	25%	441	0.75	0.07
SCI	5.05	1%	1%	3%	11%	57%	28%	236		
PDFS	4.95	0%	0%	3%	14%	68%	15%	94		
STA	5.22	0%	0%	2%	4%	66%	29%	111		

Q39a Support for appropriately protecting your computer resources										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.07	0%	1%	2%	13%	56%	28%	424	0.79	0.07
SCI	5.05	0%	2%	1%	16%	52%	29%	229		
PDFS	4.97	0%	1%	2%	15%	63%	19%	89		
STA	5.20	0%	0%	3%	7%	58%	32%	106		

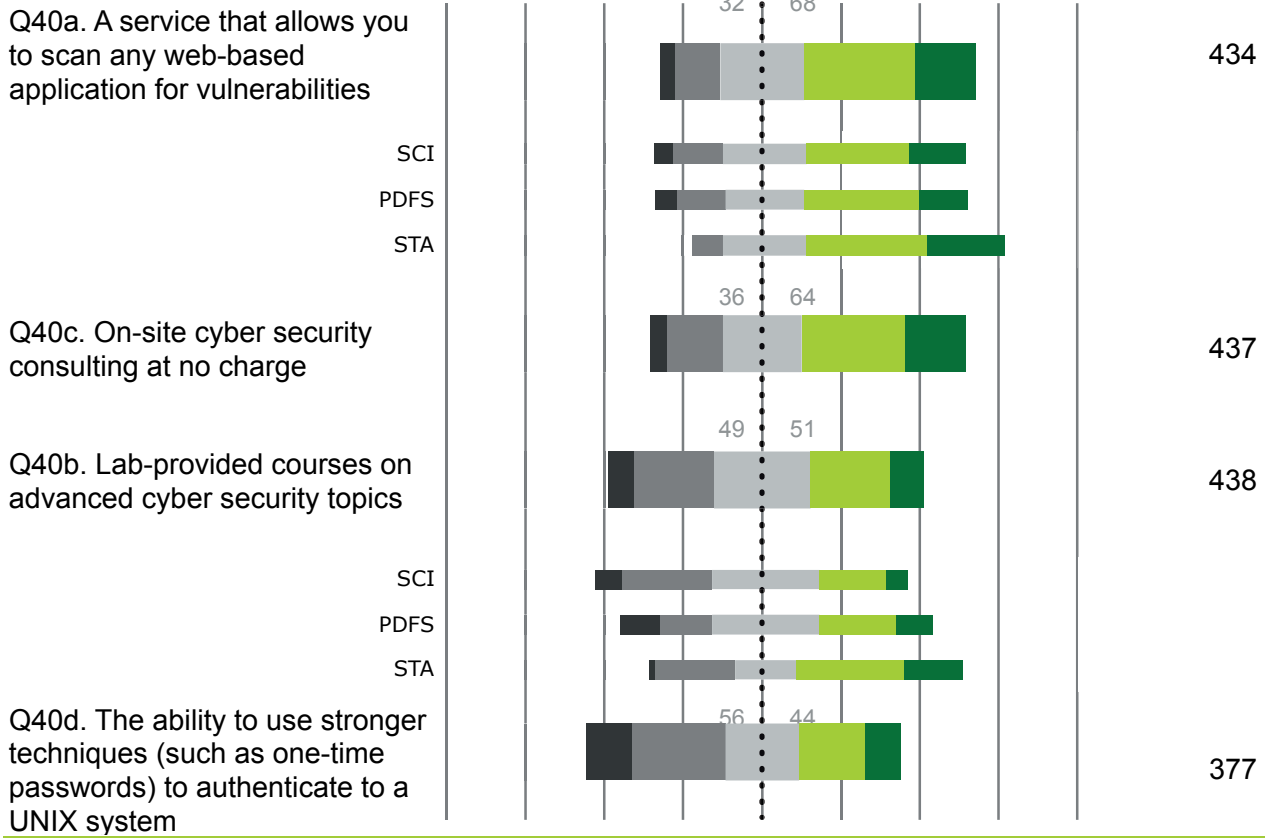
Q39b Information on security policies and recommendations										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.05	0%	0%	3%	14%	56%	26%	425	0.77	0.07
SCI	5.04	0%	0%	4%	14%	54%	28%	227		
PDFS	4.96	0%	1%	2%	15%	64%	18%	89		
STA	5.15	0%	0%	2%	12%	56%	30%	109		

Q39c Computer Protection Program website										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.99	0%	1%	2%	16%	59%	22%	365	0.75	0.08
SCI	4.96	1%	1%	2%	17%	58%	22%	190		
PDFS	4.90	0%	1%	4%	15%	65%	16%	82		
STA	5.12	0%	0%	0%	15%	58%	27%	93		

Q39d Cyber Security Annual Refresher training										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.76	2%	2%	5%	20%	53%	18%	409	0.98	0.09
SCI	4.70	2%	1%	6%	22%	53%	16%	210		
PDFS	4.61	3%	2%	6%	23%	50%	16%	90		
STA	4.99	0%	2%	3%	15%	56%	25%	109		

Interest in Possible Security Services

N



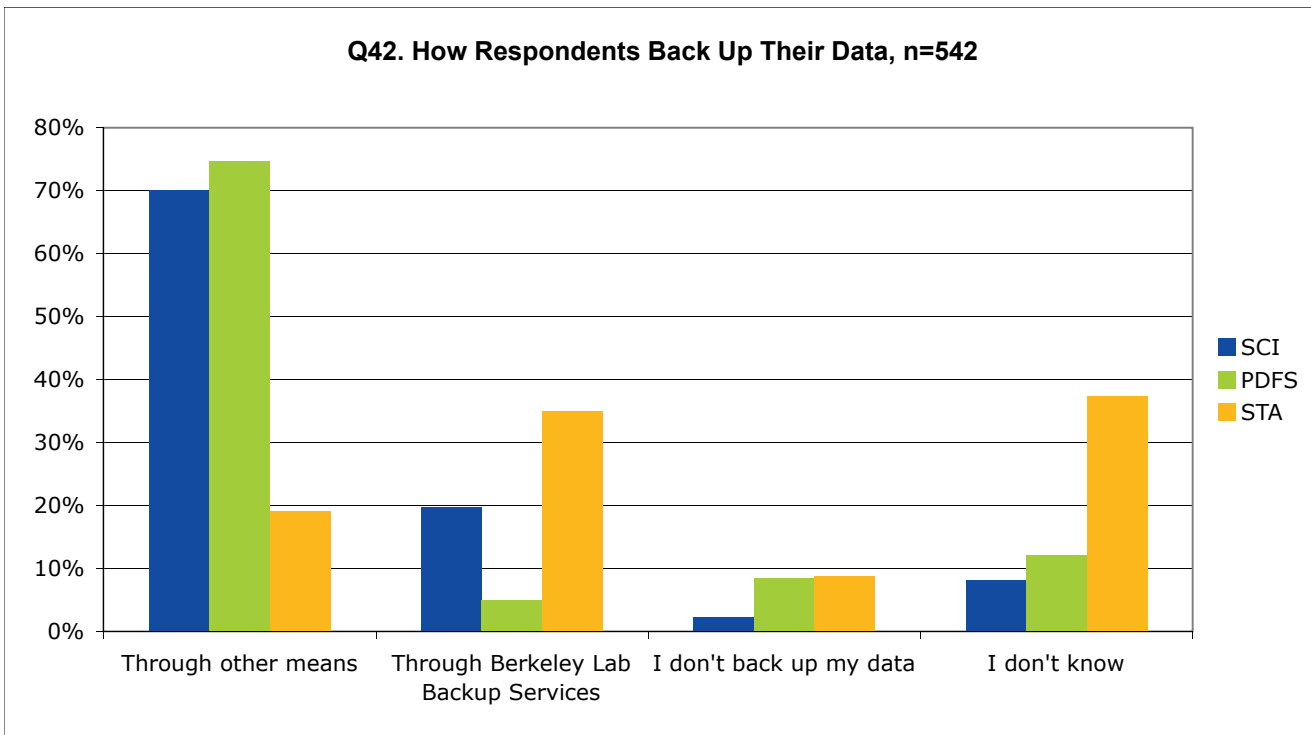
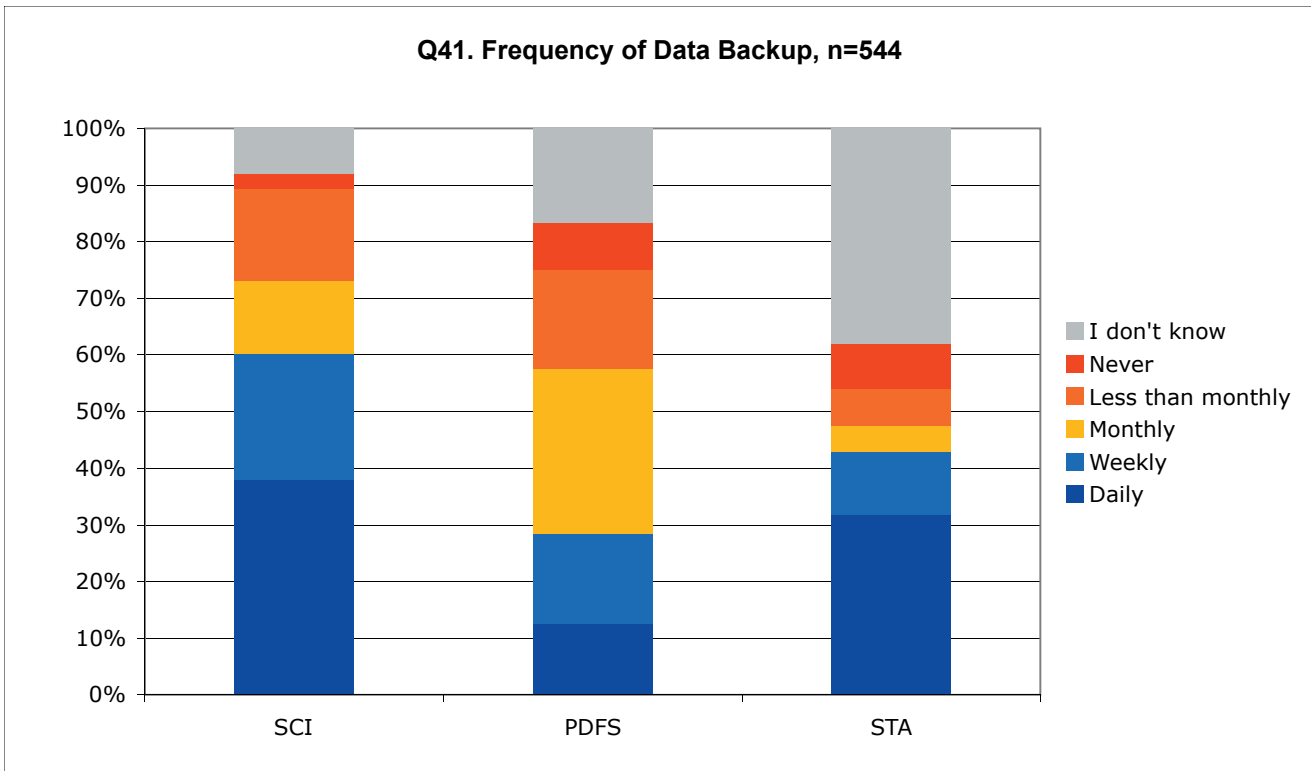
Q40a A service that allows you to scan any web-based application for vulnerabilities						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	5%	14%	26%	35%	19%	434
SCI	6%	16%	27%	33%	18%	227
PDFS	7%	16%	25%	37%	16%	103
STA	0%	10%	27%	38%	25%	104

Q40b Lab-provided courses on advanced cyber security topics						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	8%	25%	31%	25%	11%	438
SCI	9%	29%	34%	21%	7%	234
PDFS	13%	17%	34%	25%	12%	102
STA	2%	25%	20%	34%	19%	102

Q40c On-site cyber security consulting at no charge						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	6%	17%	25%	33%	19%	437
SCI	6%	15%	28%	34%	17%	235
PDFS	9%	17%	24%	31%	18%	103
STA	1%	22%	18%	33%	25%	99

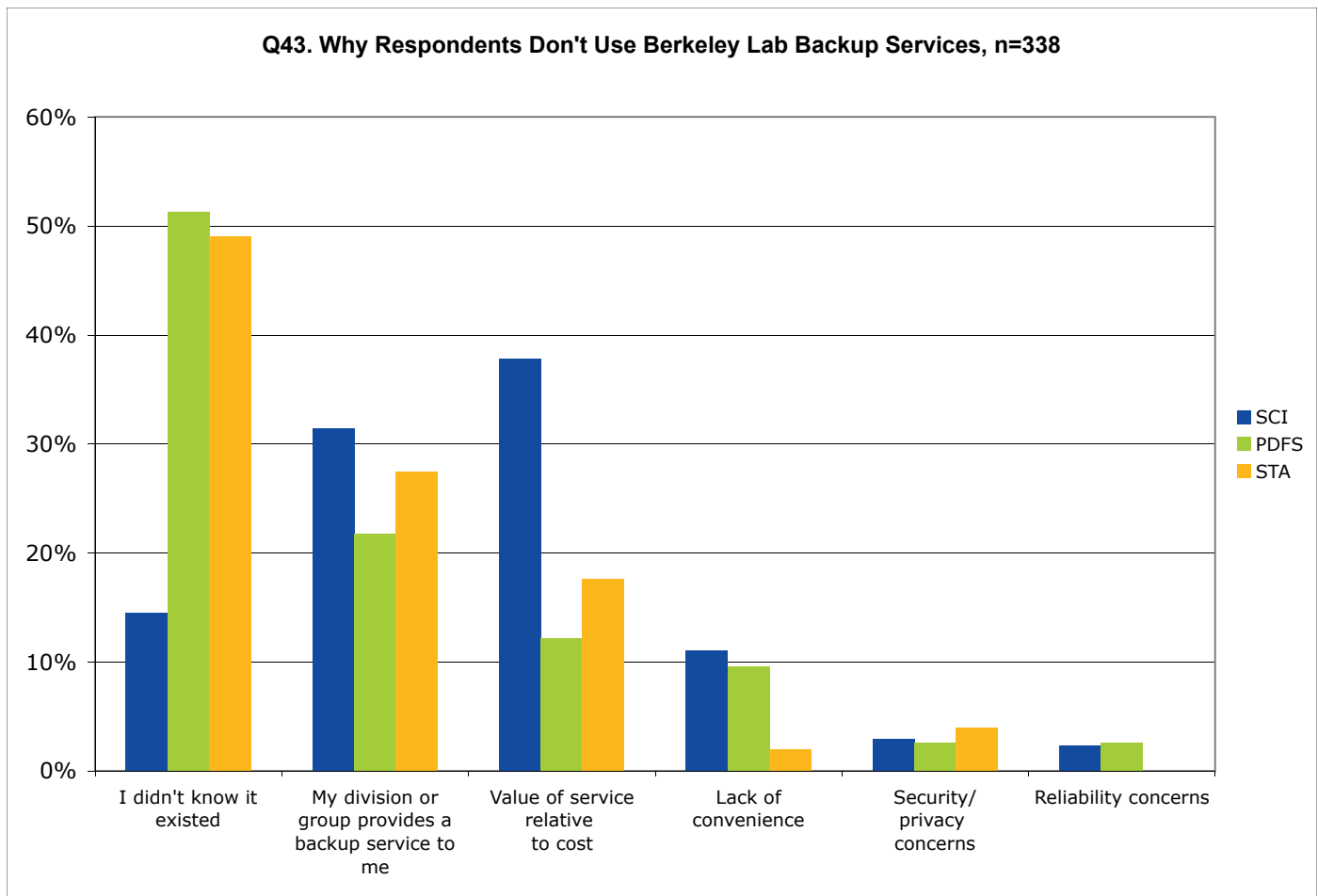
Q40d The ability to use stronger techniques (such as one-time passwords) to authenticate to a UNIX system						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	15%	30%	23%	21%	11%	377
SCI	18%	32%	21%	20%	9%	210
PDFS	12%	22%	29%	27%	9%	85
STA	9%	32%	22%	20%	18%	82

Backups



Q41 How frequently does your data get backed up?							
	Daily	Weekly	Monthly	Less than monthly	Never	I don't know	Count
All	30%	18%	15%	14%	5%	17%	544
SCI	38%	22%	13%	16%	3%	8%	274
PDFS	13%	16%	29%	17%	8%	17%	144
STA	32%	11%	5%	6%	8%	38%	126

Q42 How is your data backed up?					
	Through Berkeley Lab Backup Services	Through other means	I don't back up my data	I don't know	Count
All	19%	59%	5%	16%	542
SCI	20%	70%	2%	8%	274
PDFS	5%	75%	8%	12%	142
STA	35%	19%	9%	37%	126



Interest in Less Expensive Short-Term Backup Service N



Interest in Backup Service That Archives Data for a Year or More N



See Appendix A	Q43a. Other reasons why respondents don't use the Berkeley Lab Backup Services.
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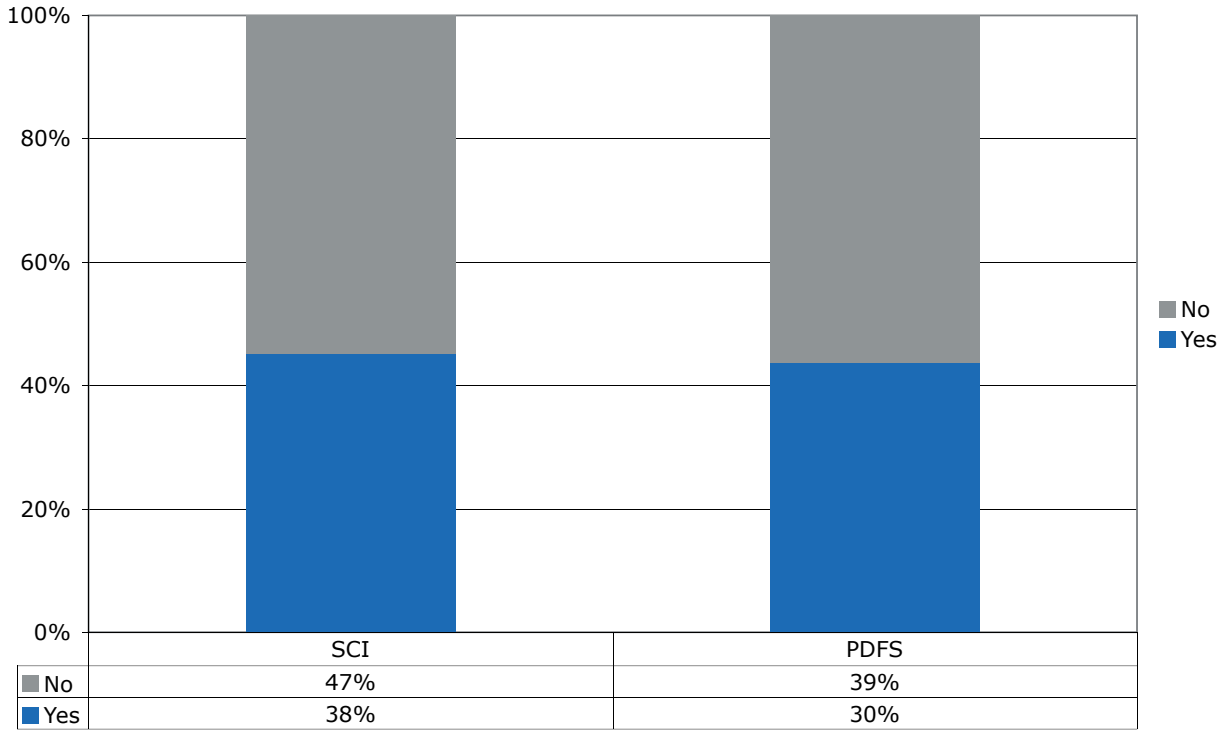
Q43 If you don't use the Berkeley Lab Backup Services, please tell us why.							
	I didn't know it existed	My division or group provides a backup service to me	Lack of convenience	Reliability concerns	Security/privacy concerns	Value of service relative to cost	Count
All	32%	28%	9%	2%	3%	26%	338
SCI	15%	31%	11%	2%	3%	38%	172
PDFS	51%	22%	10%	3%	3%	12%	115
STA	49%	27%	2%	0%	4%	18%	51

Q44a Cheaper short-term storage						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	13%	34%	26%	19%	8%	394
SCI	14%	35%	25%	17%	9%	221
PDFS	14%	33%	23%	22%	8%	97
STA	9%	30%	33%	21%	7%	76

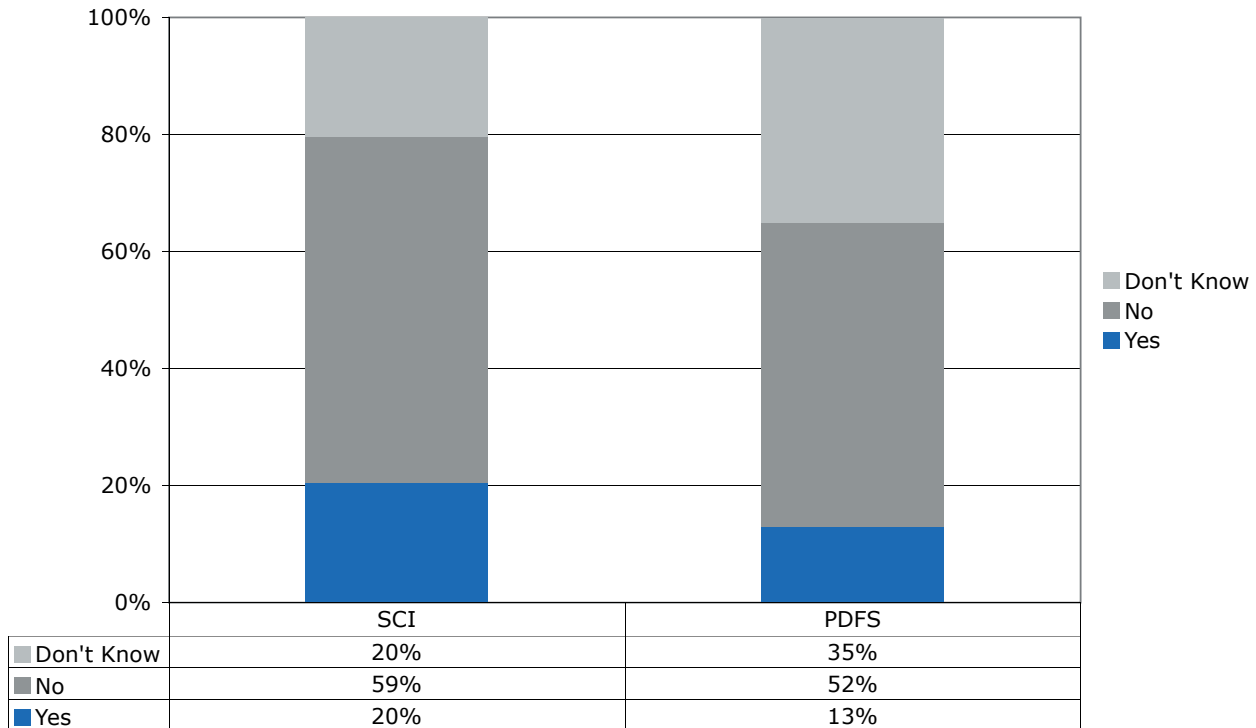
Q45a Long-term archival storage						
	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	10%	24%	28%	25%	12%	405
SCI	12%	25%	30%	22%	11%	227
PDFS	10%	20%	25%	31%	13%	99
STA	6%	28%	25%	27%	14%	79

Scientific Cluster Support

Q45. Use of Cluster Computers for Research
 (Scientists and Postdoctoral Fellows and Students Only), n=405

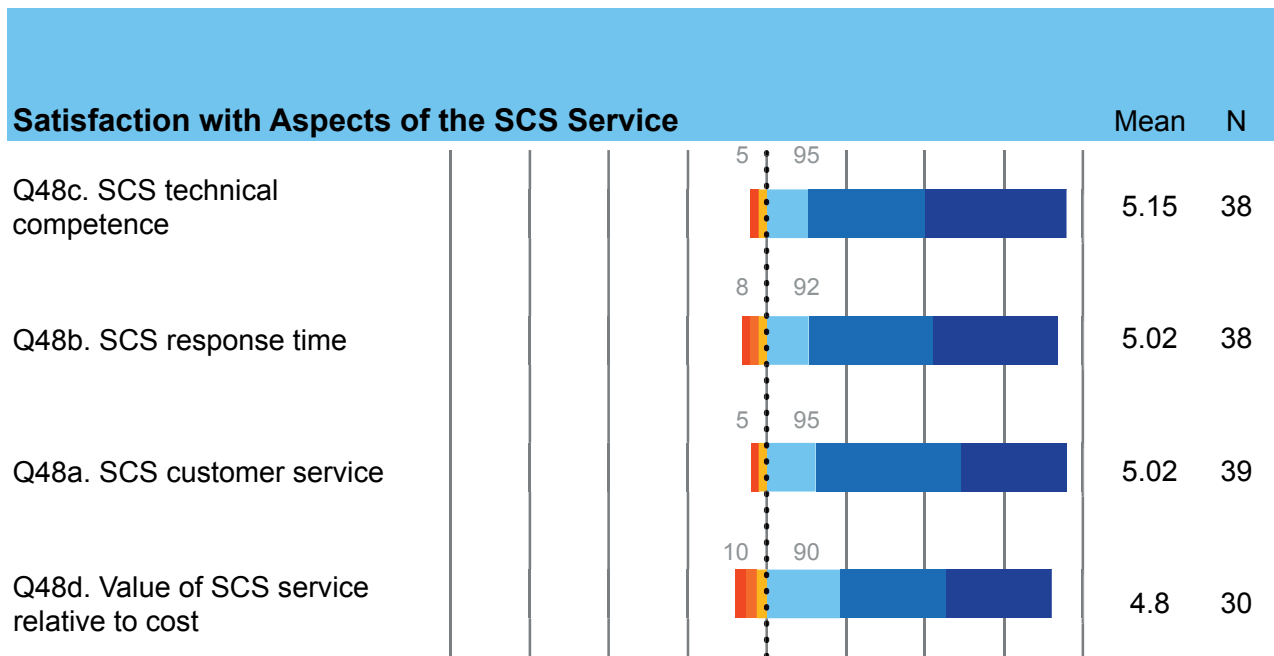


Q47. Use of a Cluster Managed by the SCS Service
 (Scientists and Postdoctoral Fellows and Students Only), n=219



Do you or your research group need or use cluster computers to meet your computing needs?			
Q46	Yes	No	Count
All	36%	44%	405
SCI	38%	47%	268
PDFS	30%	39%	137

Do you use a cluster managed by the IT Division's SCS service?				
Q47	Yes	No	Don't Know	Count
All	18%	57%	26%	219
SCI	20%	59%	20%	142
PDFS	13%	52%	35%	77

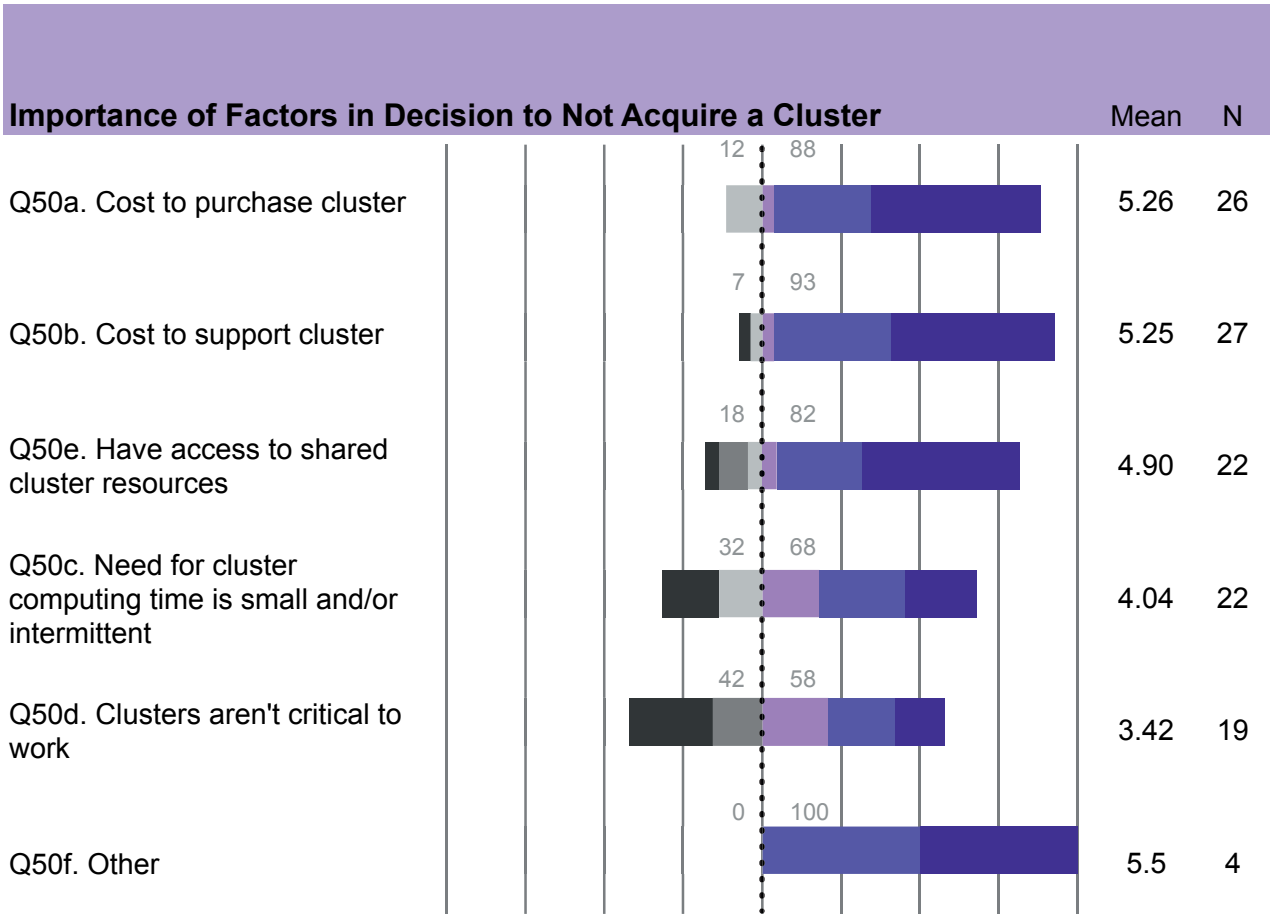
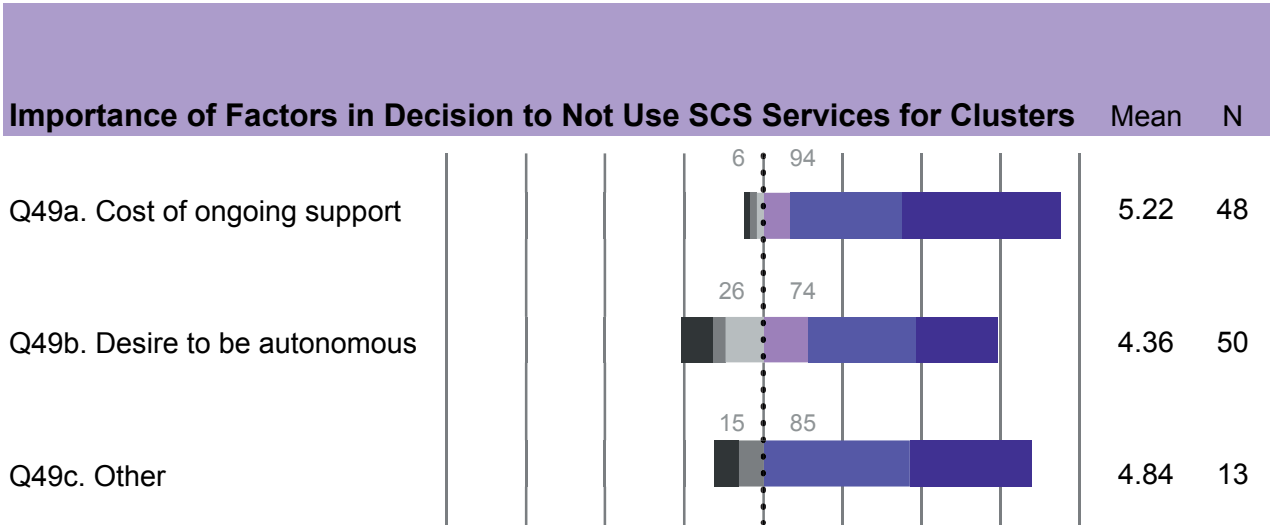


Q48a SCS customer service										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.03	3%	0%	3%	15%	46%	33%	39	1.01	0.32
SCI	5.19	0%	0%	0%	15%	52%	33%	27		
PDFS	4.67	8%	0%	8%	17%	33%	33%	12		

Q48b SCS response time										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.03	3%	3%	3%	13%	39%	39%	38	1.15	0.37
SCI	5.19	0%	0%	0%	19%	42%	38%	26		
PDFS	4.67	8%	8%	8%	0%	33%	42%	12		

Q48c SCS technical competence										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.16	3%	0%	3%	13%	37%	45%	38	1.05	0.33
SCI	5.31	0%	0%	0%	19%	31%	50%	26		
PDFS	4.83	8%	0%	8%	0%	50%	33%	12		

Q48d Value of SCS service relative to cost										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.80	3%	3%	3%	23%	33%	33%	30	1.24	0.44
SCI	5.05	0%	0%	0%	33%	29%	38%	21		
PDFS	4.22	11%	11%	11%	0%	44%	22%	9		



See Appendix A	<p>Q49d. Other factors in decision to not use SCS services for clusters.</p> <p>Q50g. Other factors in decision to not acquire a cluster.</p>
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Q49a Cost of ongoing support										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.23	2%	2%	2%	8%	35%	50%	48	1.08	0.30
SCI	5.13	3%	3%	3%	10%	36%	46%	39		
PDFS	5.67	0%	0%	0%	0%	33%	67%	9		

Q49b Desire to be autonomous										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.36	10%	4%	12%	14%	34%	26%	50	1.57	0.44
SCI	4.21	10%	5%	13%	18%	33%	21%	39		
PDFS	4.91	9%	0%	9%	0%	36%	45%	11		

Q49c Other										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.85	8%	8%	0%	0%	46%	38%	13	1.57	0.86
SCI	4.70	10%	10%	0%	0%	40%	40%	10		
PDFS	5.33	0%	0%	0%	0%	67%	33%	3		

Q50a Cost to purchase cluster										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.27	0%	0%	12%	4%	31%	54%	26	1.00	0.39
SCI	5.19	0%	0%	13%	6%	31%	50%	16		
PDFS	5.40	0%	0%	10%	0%	30%	60%	10		

Q50b Cost to support cluster										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.26	4%	0%	4%	4%	37%	52%	27	1.13	0.43
SCI	5.29	6%	0%	0%	0%	41%	53%	17		
PDFS	5.20	0%	0%	10%	10%	30%	50%	10		

Q50c Need for cluster computing time is small and/or intermittent										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.05	18%	0%	14%	18%	27%	23%	22	1.76	0.73
SCI	3.23	31%	0%	15%	31%	15%	8%	13		
PDFS	5.22	0%	0%	11%	0%	44%	44%	9		

Q50d Clusters aren't critical to work										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.42	26%	16%	0%	21%	21%	16%	19	1.92	0.87
SCI	2.46	38%	23%	0%	31%	8%	0%	13		
PDFS	5.50	0%	0%	0%	0%	50%	50%	6		

Q50e Have access to shared cluster resources										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.91	5%	9%	5%	5%	27%	50%	22	1.54	0.64
SCI	4.62	8%	8%	8%	8%	31%	38%	13		
PDFS	5.33	0%	11%	0%	0%	22%	67%	9		

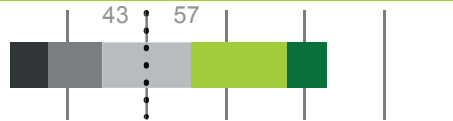
Q50f Other										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.50	0%	0%	0%	0%	50%	50%	4	0.58	0.57
SCI	5.50	0%	0%	0%	0%	50%	50%	2		
PDFS	5.50	0%	0%	0%	0%	50%	50%	2		

Interest in Access to Competitively Priced Compute Cycles on a Lab-Owner Cluster

N

Q51a. Access to competitively priced compute cycles on a Lab-owned cluster

106



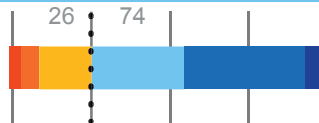
Access to competitively priced compute cycles on a Lab-owned cluster						
Q51a	Not At All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	Count
All	12%	17%	28%	30%	12%	106
SCI	13%	17%	29%	30%	10%	82
PDFS	8%	17%	25%	29%	21%	24

Library Services

Satisfaction with Berkely Lab Library Services Overall

Mean N

Q52a. Berkeley Lab Library services overall

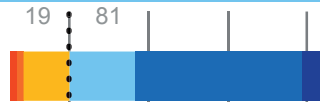


4.10 312

Satisfaction with Aspects of Berkely Lab Library Services

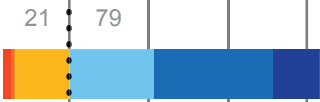
Mean N

Q53h. Library resources: Reading area



4.43 144

Q53f. Library resources: Public computer access



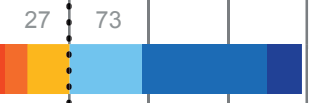
4.39 109

Q53e. Library resources: Assistance with researching scientific literature



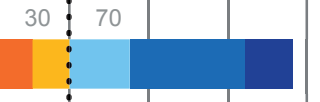
4.29 124

Q53d. Library resources: Online indices/databases



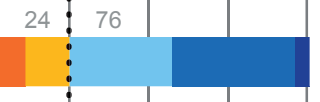
4.15 240

Q53c. Library resources: Online journals



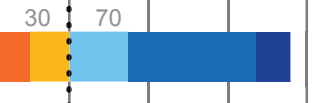
4.12 322

Q53b. Library resources: Printed journals



4.12 215

Q53g. Library resources: Wireless access to the network



4.06 119

Q53a. Library resources: Books



3.65 215

Q52a Berkeley Lab Library services overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.10	4%	6%	17%	29%	38%	6%	312	1.16	0.13
SCI	4.09	3%	6%	15%	34%	37%	4%	233		
PDFS	4.13	6%	5%	20%	16%	42%	10%	79		

Q53a Library resources: Books										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.66	7%	13%	20%	29%	29%	2%	215	1.29	0.17
SCI	3.64	8%	10%	21%	31%	27%	2%	169		
PDFS	3.70	4%	24%	13%	20%	35%	4%	46		

Q53b Library resources: Printed journals										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.12	1%	9%	14%	33%	39%	5%	215	1.09	0.15
SCI	4.10	1%	8%	16%	35%	36%	5%	171		
PDFS	4.20	2%	14%	5%	25%	50%	5%	44		

Q53c Library resources: Online journals										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.12	7%	11%	12%	19%	37%	15%	322	1.46	0.16
SCI	4.18	7%	10%	12%	19%	37%	16%	242		
PDFS	3.94	9%	14%	13%	18%	35%	13%	80		

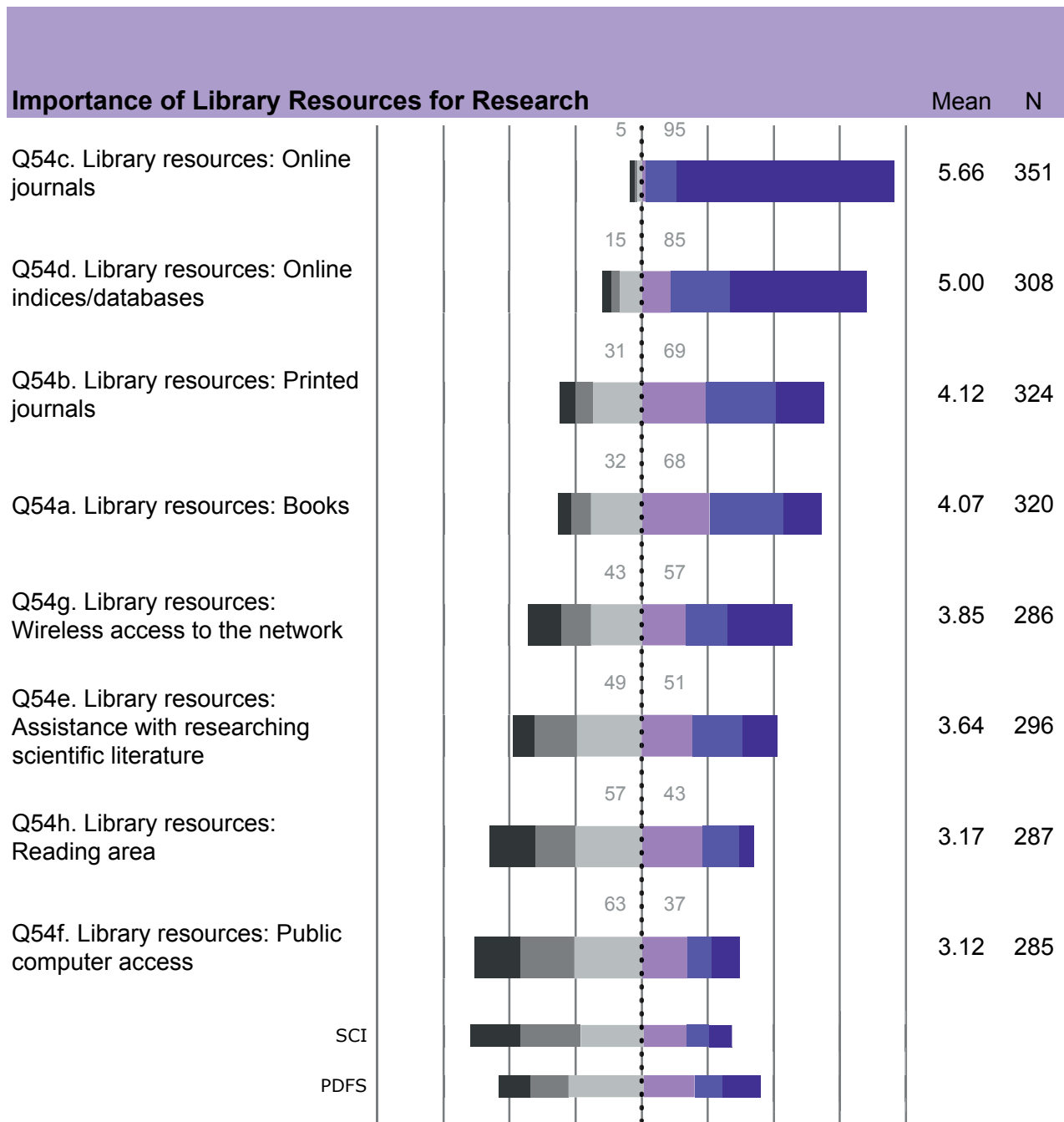
Q53d Library resources: Online indices/databases										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.15	6%	7%	13%	23%	40%	11%	240	1.34	0.17
SCI	4.17	6%	6%	13%	25%	39%	10%	183		
PDFS	4.09	7%	11%	14%	16%	40%	12%	57		

Q53e Library resources: Assistance with researching scientific literature										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.30	4%	6%	12%	26%	40%	13%	124	1.24	0.22
SCI	4.38	3%	4%	13%	27%	39%	15%	96		
PDFS	4.04	7%	11%	11%	21%	43%	7%	28		

Q53f Library resources: Public computer access										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.39	3%	1%	17%	27%	38%	15%	109	1.13	0.21
SCI	4.51	1%	0%	15%	31%	37%	16%	75		
PDFS	4.15	6%	3%	24%	18%	38%	12%	34		

Q53g Library resources: Wireless access to the network										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.07	8%	10%	13%	18%	40%	11%	119	1.44	0.26
SCI	4.00	7%	12%	12%	18%	43%	7%	83		
PDFS	4.22	8%	6%	14%	19%	33%	19%	36		

Q53h Library resources: Reading area										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.43	2%	2%	15%	21%	53%	8%	144	1.04	0.17
SCI	4.49	0%	2%	15%	24%	51%	8%	106		
PDFS	4.26	8%	3%	13%	13%	58%	5%	38		



Q54a Library resources: Books										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.08	5%	8%	19%	26%	28%	14%	320	1.34	0.15
SCI	4.00	4%	8%	22%	28%	24%	13%	231		
PDFS	4.28	7%	6%	12%	20%	38%	17%	89		

Q54b Library resources: Printed journals										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.13	6%	6%	19%	24%	26%	18%	324	1.41	0.15
SCI	4.14	6%	6%	20%	24%	26%	19%	235		
PDFS	4.10	8%	7%	15%	26%	28%	17%	89		

Q54c Library resources: Online journals										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.67	2%	1%	2%	1%	12%	82%	351	0.93	0.10
SCI	5.74	2%	0%	1%	2%	11%	85%	251		
PDFS	5.49	3%	2%	4%	1%	14%	76%	100		

Q54d Library resources: Online indices/databases										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.01	4%	3%	8%	11%	22%	52%	308	1.34	0.15
SCI	5.10	3%	2%	8%	12%	22%	54%	219		
PDFS	4.78	6%	6%	10%	9%	24%	46%	89		

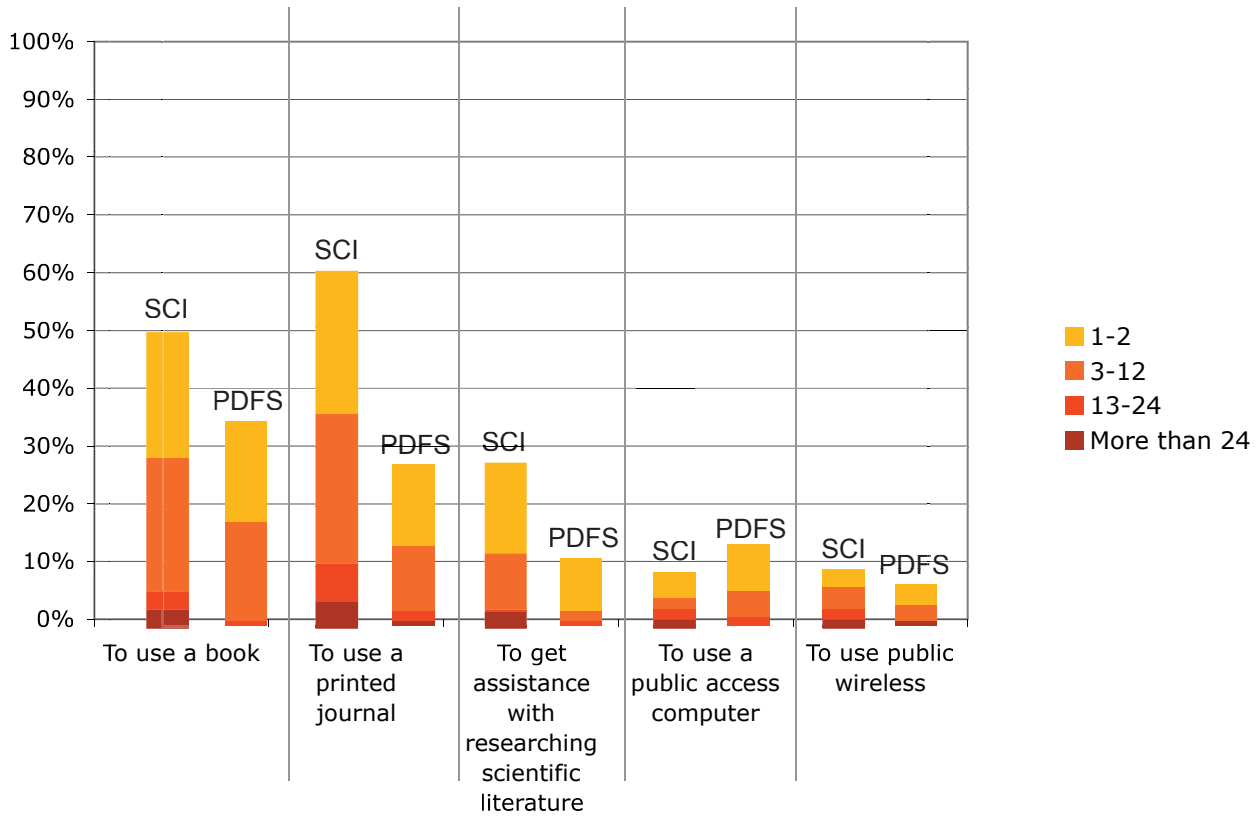
Q54e Library resources: Assistance with researching scientific literature										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.65	8%	16%	25%	19%	19%	13%	296	1.49	0.17
SCI	3.65	8%	17%	25%	19%	16%	15%	213		
PDFS	3.64	10%	13%	23%	20%	25%	8%	83		

Q54f Library resources: Public computer access										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.12	17%	20%	26%	17%	9%	11%	285	1.54	0.18
SCI	2.99	19%	23%	24%	16%	8%	9%	202		
PDFS	3.46	12%	14%	29%	19%	11%	14%	83		

Q54g Library resources: Wireless access to the network										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.85	13%	11%	19%	17%	16%	24%	286	1.70	0.20
SCI	3.77	14%	13%	19%	15%	15%	25%	200		
PDFS	4.05	9%	7%	20%	22%	17%	24%	86		

Q54h Library resources: Reading area										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.18	17%	15%	25%	23%	14%	6%	287	1.45	0.17
SCI	3.10	18%	16%	23%	26%	13%	3%	202		
PDFS	3.36	15%	12%	31%	16%	15%	11%	85		

**Q55. Frequency of Use of Berkely Lab Resources for the Past Two Years
(Scientists, Post Doctoral Fellows and Students Only), n=373**



See
Appendix
A

Q55g. Other reasons why respondents or their representatives visited the physical library.

Q55a To use a book						
	0	1-2	3-12	13-24	More than 24	Count
All	55%	20%	21%	2%	2%	370
SCI	50%	21%	22%	3%	3%	251
PDFS	66%	17%	17%	1%	0%	119

Q55b To use a printed journal						
	0	1-2	3-12	13-24	More than 24	Count
All	50%	21%	21%	5%	3%	373
SCI	40%	24%	25%	6%	5%	255
PDFS	73%	14%	11%	2%	1%	118

Q55c To get assistance with researching scientific literature						
	0	1-2	3-12	13-24	More than 24	Count
All	77%	13%	7%	1%	2%	359
SCI	72%	15%	9%	0%	3%	244
PDFS	89%	9%	2%	1%	0%	115

Q55d To use a public access computer						
	0	1-2	3-12	13-24	More than 24	Count
All	89%	5%	3%	2%	1%	357
SCI	90%	4%	2%	2%	2%	241
PDFS	86%	8%	4%	2%	0%	116

Q55e To use public wireless						
	0	1-2	3-12	13-24	More than 24	Count
All	91%	3%	3%	1%	1%	354
SCI	90%	3%	4%	2%	2%	240
PDFS	93%	4%	3%	0%	1%	114

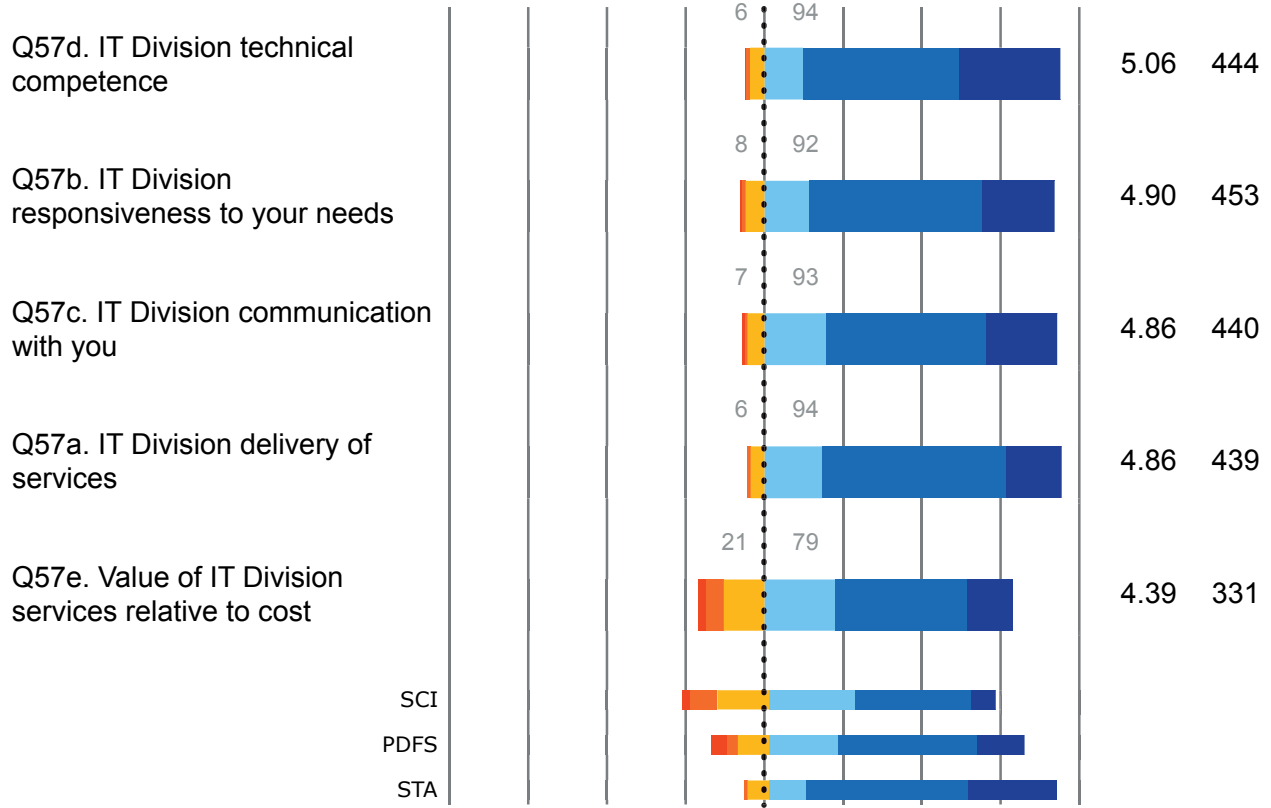
Q55f Other						
	0	1-2	3-12	13-24	More than 24	Count
All	86%	5%	3%	1%	5%	184
SCI	80%	7%	4%	1%	8%	116
PDFS	96%	3%	0%	0%	1%	68

IT Division Overall and Service Attributes

Satisfaction with the IT Service Division Overall Mean N



Satisfaction with IT Division Service Attributes Mean N



<p>See Appendix A</p>	<p>Q58. What could IT do that would make it easier for you to do your research or work at Berkeley Lab?</p> <p>Q59. Is there anything we didn't ask you about that you would like to comment on?</p>
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Q56a IT Service Division overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.81	0%	0%	5%	23%	57%	15%	492	0.79	0.07
SCI	4.71	0%	0%	6%	27%	55%	12%	248		
PDFS	4.76	1%	0%	4%	25%	58%	12%	123		
STA	5.07	0%	0%	3%	12%	59%	26%	121		

Q57a IT Division delivery of services										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	0%	1%	5%	18%	59%	18%	439	0.80	0.07
SCI	4.76	0%	1%	5%	22%	60%	12%	225		
PDFS	4.86	1%	0%	5%	16%	61%	16%	97		
STA	5.07	0%	2%	3%	12%	55%	29%	117		

Q57b IT Division responsiveness to your needs										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.91	1%	1%	6%	14%	55%	23%	453	0.90	0.08
SCI	4.80	0%	1%	7%	18%	57%	17%	234		
PDFS	4.96	1%	0%	6%	12%	57%	24%	101		
STA	5.06	2%	2%	4%	8%	49%	35%	118		

Q57c IT Division communication with you										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	1%	1%	5%	20%	50%	23%	440	0.90	0.08
SCI	4.79	0%	0%	6%	23%	54%	16%	228		
PDFS	4.85	3%	0%	3%	20%	50%	24%	96		
STA	5.02	0%	3%	6%	13%	44%	34%	116		

Q57d IT Division technical competence										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.06	0%	1%	5%	12%	50%	32%	444	0.89	0.08
SCI	5.03	0%	1%	5%	13%	50%	30%	230		
PDFS	4.97	1%	1%	4%	14%	53%	27%	98		
STA	5.21	0%	1%	5%	8%	45%	41%	116		

Q57e Value of IT Division services relative to cost										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.39	2%	6%	13%	22%	42%	15%	331	1.19	0.13
SCI	4.11	3%	9%	17%	27%	37%	8%	187		
PDFS	4.42	5%	3%	10%	22%	44%	15%	59		
STA	4.99	0%	1%	7%	12%	52%	28%	85		

Appendix B

The Survey Instrument

Berkeley Lab 2007 IT Division Services Survey

This survey is intended to gather information about your experiences using IT services at Berkeley Lab, so please answer about your experiences only. Your feedback will help us provide better service and set future priorities.

This survey will take about 10 minutes. Please note that your answers will not be captured until you press the submit button at the end of the survey.

During the survey, please do not use your browser's FORWARD and BACK buttons. Instead, always use the buttons on the bottom of each survey page to move forward or backward.

PRIVACY STATEMENT: To ensure confidentiality, this survey is being administered by MOR Associates, an outside consulting firm, on behalf of Berkeley Lab. Your responses will be submitted directly, and only, to them. Although the survey instrument collects information which identifies you, MOR Associates will use this information strictly and solely for the purpose of ensuring that reminders are sent only to those people who have not responded. It does not collect or record identifying information regarding the computer you use to enter your responses.

Please click the NEXT button at the bottom of this page to begin the survey.

Thank you for taking our survey!

If you encounter any question for which you are uncertain about the subject or for which you have no experience,



OR CHECK "N/A Don't Know."

Q1

Please click on the box below to acknowledge you read the instructions on this page.

Yes, I read them.

Q2 How long have you been at the lab?

- Less than 3 years
- 3-5 years
- 5-10 years
- 10-20 years
- More than 20 years

Q3 Are you a student at a UC campus?

- Yes
- No

IT Help Desk and IT Division Website

Q4 If you used the Help Desk in the past year, how satisfied were you with it overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
IT help desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5 What would increase your satisfaction with IT Help Desk services?

Q6 How satisfied are you with the following aspects of the IT Division's website (<http://www.lbl.gov/IT/>)?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Quality of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Currency of content (up-to-dateness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding information you need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of information on services and costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Email

Q9 Which of the following best describes your use of your Berkeley Lab email account (<you>@lbl.gov)?

- It is my primary address, and I use Berkeley Lab systems to send and receive most of my Berkeley Lab email.
- I use another email service, and Berkeley Lab email is usually forwarded to it.
- I use an alternate address for my email service.

Q10 If you use another email service, and your Berkeley Lab email is usually forwarded to it, please tell us why.

Q11 How satisfied are you with the following aspects of Berkeley Lab email?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Spam blocking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of sending and receiving email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web mail client (http://lbl.gov/mail)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of IMAP/email disk storage space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value of service relative to cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 How important would the following be for improving your satisfaction with Berkeley Lab email?

	Very Unimportant 1	Unimportant 2	Not Very Important 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Improved web mail client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automated mailing list management (tools for creating and editing email addresses that go to multiple recipients)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for PDAs other than the Treo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 How should the IT Division charge for email?

- By amount of storage space (the current model)
- By user (flat fee per user)
- No opinion/don't know
- Other, please specify:

Calendar

Q14 Do you use the Berkeley Lab Calendar (Oracle Calendar) to manage your work activities?

- Yes
- No
- Don't know

If you answered "No" or "Don't know", please skip to the next page.

Q15 How satisfied are you with the following aspects of the Berkeley Lab Calendar?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calendar web client (http://lbl.gov/cal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q16 How important would the following be for improving your satisfaction with the Berkeley Lab Calendar?

	Very Unimportant 1	Unimportant 2	Not Very Important 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Ability to sync up with your PDA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to sync up with your personal calendar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to schedule meetings with people at the UC Berkeley campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Collaboration Services

Q17 Do you use the eRoom collaboration services (<http://lbl.gov/eroom>)?

- Yes
 No
 Don't know

Q18 How satisfied are you with eRoom collaboration services overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
eRoom overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q19 How important is it for you to be able to easily share your documents with external collaborators?

	Very Unimp ortant 1	Unimportan t2	Not VeryIm portant3	Somewhat Important4	Important5	VeryImport ant 6	N/ADon't Know
Ability to easily share docs with external collaborators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Web Hosting

Q20 How interested would you be in a new Berkeley Lab-provided web hosting service, which would be competitively priced with similar commercial offerings, for services such as web-site hosting, automatic wiki deployment, and blogs?

	Not at All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	N/ADon't Know
Berkeley Lab web hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BLIS Portal

Q21 Did you use the BLIS Portal (<http://myblis.lbl.gov>) within the past year?

- Yes
 No
 Don't know

If you answered "No" or "Don't know", please skip to the next page.

Q22 How satisfied are you with the BLIS Portal overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
BLIS portal overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q23 How receptive would you be to obtaining the following information via an email or an email link to a website rather than from the portal?

	Not at All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	N/ADon't Know
Lab announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email storage usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BLIS Reporting System (BRS) reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Action item notification (Travel, Procurement, EH&S, LETS, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q24 How receptive would you be to obtaining the following information from a website rather than from the portal?

	Not at All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	N/ADon't Know
Laboratory forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laboratory applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone directory information for Lab, DOE, and UC employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q25 If you DON'T use the BLIS Portal, please tell us why.

- I didn't know it existed
- I don't use or have interest in portals
- I tried it, but didn't find it to be of value
- Other, please specify:

BLIS Reporting System (BRS)

Q26 Do you use the Berkeley Lab Information Systems (BLIS) Reporting System (BRS)?

Yes
 No
 Don't know

If you answered "No" or "Don't know", please skip to the next page.

Q27 How satisfied are you with the following aspects of BRS?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Availability of needed data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Readability of reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q28 What kind of operating system do you use BRS with?

Windows
 Mac
 Linux
 Don't know
 Other, please specify:

Q29 How important would the following be for improving your satisfaction with the BRS?

	Very Unimportant 1	Unimportant 2	Not Very Important 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Improved execution times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to schedule reports for automatic execution, including emailing the finished reports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development of "quick lookup" reports with minimal prompts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to manipulate the layout of data, such as FTEs, hours, etc., in pivot tables, charts and graphs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability for any user to create ad-hoc queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regularly offered end-user training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Special Network Services

Q30 **How important is having wireless networking coverage everywhere at the lab?**

	Very Unimportant 1	Unimportant 2	Not Very Important 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Wireless everywhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q31 **Did you know that temporary wired and wireless networks, known as Conference Network Support, are available?**

Yes

No

Q32 **If you have used Conference Network Support within the past year, how satisfied were you with it overall?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Conference Network Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Telephone Services

Q33 How satisfied are you with voicemail?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Voicemail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q34 How interested would you be in an integrated service that included voicemail, email, and single-number follow-me service?

	Not at All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	N/A/Don't Know
Integrated telephone service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cellular Phones, PDA Support and Wireless Air Card

Q35 If you have a lab-issued cellular phone, which service are you using?

AT&T/Cingular

Verizon

I don't have one

I don't know

If you answered "I don't have one" or "I don't know", please skip to the next page.

Q36 How satisfied are you with the following aspects of Berkeley Lab cellular service?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Cellular validation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-site coverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PDA support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q37 If you use a Berkeley Lab-issued wireless air card, how satisfied are you with it?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Wireless air card	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Cyber Security

Q38 **How satisfied are you with the the Berkeley Lab Cyber Security Program overall (http://lbl.gov/IT/Security/) ?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Cyber Security Program overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q39 **How satisfied are you with the following aspects of the Berkeley Lab Cyber Security Program?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Support for appropriately protecting your computer resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on security policies and recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Protection Program website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cyber Security Annual Refresher training (http://isswprod.lbl.gov/cybersecurity/csar/index.html)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q40 **How interested would you be in the following possible security services?**

	Not at All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	N/ADon't Know
A service that allows you to scan any web-based application for vulnerabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lab-provided courses on advanced cyber security topics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-site cyber security consulting at no charge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to use stronger techniques (such as one-time passwords) to authenticate to a UNIX system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Backups

Q41 How frequently does your data get backed up? (Select the point that comes closest.)

- Daily
- Weekly
- Monthly
- Less than monthly
- Never
- I don't know

Q42 How is your data backed up?

- Through Berkeley Lab Backup Services
- Through other means
- I don't back up my data
- I don't know

Q43 If you DON'T use Berkeley Lab Backup Services, please tell us why.

- I didn't know it existed
- My division or group provides a backup service to me
- Lack of convenience
- Reliability concerns
- Security/privacy concerns
- Value of service relative to cost
- Other, please specify:

Q44 Currently, Berkeley Lab provides a high-end service that stores files offsite for 3 months. How interested would you or your research group be in a less expensive service that stores a copy of your files onsite for a short time?

	Not at All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	N/ADon't Know
Cheaper short-term storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q45 How interested would you or your research group be in a service that archives your data for a year or more?

	Not at All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	N/ADon't Know
Long-term archival storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Scientific Cluster Support (SCS)

Q46 Do you or your research group need or use cluster computers to meet your computing needs?

- Yes
- No
- Don't know

If you answered "No" or "Don't know", please skip to the next page.

Q47 Do you use a cluster managed by the IT Division's SCS service?

- Yes
- No
- Don't know

Q48 If you DO use a cluster managed by the IT Division's SCS service, how satisfied are you with the following aspects of the service?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value of service relative to cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q49 If you or your research group own a cluster that is NOT managed by SCS services, how important were the following factors in your decision to not use SCS services?

	Very Unimportant 1	Unimportant 2	Not Very Important 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Cost of ongoing support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desire to be autonomous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q50 If you or your research group do not own a cluster and have no active plans to acquire one, how important are the following factors in your decision to not acquire your own system?

	Very Unimportant 1	Unimportant 2	Not Very Important 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Cost to purchase cluster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost to support cluster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need for cluster computing time is small and/or intermittent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clusters aren't critical to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have access to shared cluster resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q51 How interested would you be in having access to competitively priced compute cycles on a Lab-owned cluster?

	Not at All Interested	Not Very Interested	Somewhat Interested	Interested	Very Interested	N/A/Don't Know
Access to shared cluster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Library Services

Q52 How satisfied are you with Berkeley Lab Library services overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Berkeley Lab Library overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q53 How satisfied are you with the following Berkeley Lab Library resources?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printed journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online indices/databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with researching scientific literature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public computer access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access to the network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q54 How IMPORTANT are the following Berkeley Lab Library resources for your research?

	Very Unimportant 1	Unimportant 2	Not Very Important 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printed journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online journals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online indices/databases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with researching scientific literature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public computer access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access to the network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q55 How many times in the last two years have you or your designee visited the physical library for the following reasons?

	0	1-2	3-12	13-24	More than 24
To use a book	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To use a printed journal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To get assistance with researching scientific literature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To use a public access computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To use public wireless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IT Division Services Overall and Service Attributes

Q56 **How satisfied are you with IT Division Services overall?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
IT Service Division overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q57 **How satisfied are you with the following aspects of IT Division Services?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Delivery of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value of services relative to cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

One Thing

Q58 What could IT do that would make it easier for you to do your research or work at Berkeley Lab?

Did We Miss Anything?

Q59 Is there anything we didn't ask you about that you would like to comment on?

Something Specific?

Q60 Is there a specific issue you would like us to personally get back to you on? Please describe it below, and please include your email address, so we can contact you.

Please click the submit button below to send us your answers. The buttons below will disappear and a number of seconds may pass before you see a confirmation page, so please be patient.

Appendix C

Correlations and

Additional Observations

Correlations with “Satisfaction with IT Division Overall” for All

Question	r2	n	Strength of Correlation
Q57a. IT Division delivery of services	64%	439	Moderate to High
Q57e. Value of IT Division services relative to cost	58%	331	
Q57d. IT Division technical competence	57%	444	
Q57b. IT Division responsiveness to your needs	54%	453	
Q57c. IT Division communication with you	52%	440	
Q48d. Value of SCS service relative to cost	48%	30	
Q15d. Berkeley Lab Calendar customer support	45%	119	
Q37a. Wireless air card	45%	17	
Q36a. Cellular validation process	42%	57	
Q48b. SCS response time	42%	38	
Q48c. SCS technical competence	36%	38	
Q48a. SCS customer service	35%	39	
Q6a. IT Div website: Quality of content	35%	316	
Q6d. IT Div website: Clarity of information on services and costs	33%	276	
Q6b. IT Div website: Currency of content (up-to-dateness)	32%	281	
Q11e. Value of email service relative to cost	31%	362	
Q15e. Berkeley Lab Calendar web client	29%	171	
Q6c. IT Div website: Ease of finding information you need	26%	324	
Q8a. IT Software Downloads page: Selection of software	25%	289	
Q39c. Computer Protection Program website	22%	365	
Q4a. IT help desk	22%	411	

Question	r2	n	Strength of Correlation
Q53e. Library resources: Assistance with researching scientific literature	20%	124	Low
Q32a. Conference Network Support overall	20%	71	
Q27d. BRS: Ease of use	20%	39	
Q15a. Berkeley Lab Calendar features	19%	280	
Q33a. Voicemail	19%	458	
Q39a. Support for appropriately protecting your computer resources	19%	424	
Q38a. Cyber Security Program overall	18%	441	
Q39b. Information on security policies and recommendations	18%	425	
Q27b. BRS: Readability of reports	18%	35	
Q8b. IT Software Downloads page: Ease of use	18%	274	
Q11d. Amount of IMAP/email disk storage space	17%	482	
Q39d. Cyber Security Annual Refresher training	16%	409	
Q18a. eRoom overall	15%	138	
Q15c. Berkeley Lab Calendar ease of use	15%	280	
Q52a. Berkeley Lab Library services overall	15%	312	
Q11c. Web mail client	14%	448	
Q15b. Berkeley Lab Calendar reliability	14%	274	
Q53g. Library resources: Wireless access to the network	13%	119	
Q53b. Library resources: Printed journals	12%	215	
Q27a. BRS: Availability of needed data	11%	38	
Q36c. Cellular service PDA support	11%	24	
Q53d. Library resources: Online indices/databases	9%	240	Very Low
Q53a. Library resources: Books	9%	215	
Q36b. On-site cellular coverage	8%	65	
Q22a. BLIS portal overall	8%	176	
Q27c. BRS: Response time	8%	36	
Q11b. Reliability of sending and receiving email	7%	515	
Q53c. Library resources: Online journals	4%	322	
Q11a. Spam blocking	4%	501	
Q53f. Library resources: Public computer access	3%	109	
Q53h. Library resources: Reading area	2%	144	

Counts of Customers Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

The following table quantifies the number of people who registered dissatisfaction with each of the services or service attributes that respondents were asked to rate for satisfaction. It is one way to think about what service improvements might have the most impact.

Question	Mean	% Neg	Count	Total Dissat.
Q11d. Amount of IMAP/email disk storage space	3.66	43%	482	208
Q11e. Value of email service relative to cost	4.09	32%	362	115
Q53c. Library resources: Online journals	4.12	30%	322	95
Q53a. Library resources: Books	3.66	40%	215	86
Q11c. Web mail client	4.60	19%	448	84
Q52a. Berkeley Lab Library services overall	4.10	26%	312	82
Q57e. Value of IT Division services relative to cost	4.39	21%	331	70
Q15c. Berkeley Lab Calendar ease of use	4.33	24%	280	66
Q53d. Library resources: Online indices/databases	4.15	27%	240	64
Q33a. Voicemail	4.52	14%	458	63
Q11a. Spam blocking	4.85	12%	501	62
Q6c. IT Div website: Ease of finding information you need	4.45	18%	324	58
Q53b. Library resources: Printed journals	4.12	24%	215	52
Q6d. IT Div website: Clarity of information on services and costs	4.49	18%	276	51
Q8a. IT Software Downloads page: Selection of software	4.48	16%	289	46
Q18a. eRoom overall	4.12	28%	138	38
Q15a. Berkeley Lab Calendar features	4.52	14%	280	38
Q53g. Library resources: Wireless access to the network	4.07	30%	119	36
Q57b. IT Division responsiveness to your needs	4.91	8%	453	36
Q39d. Cyber Security Annual Refresher training	4.76	8%	409	34
Q15e. Berkeley Lab Calendar web client	4.32	19%	171	33
Q57c. IT Division communication with you	4.87	7%	440	31
Q53e. Library resources: Assistance with researching scientific literature	4.30	22%	124	27
Q53h. Library resources: Reading area	4.43	19%	144	27
Q22a. BLIS portal overall	4.27	15%	176	27
Q6b. IT Div website: Currency of content (up-to-dateness)	4.80	10%	281	27
Q57d. IT Division technical competence	5.06	6%	444	27
Q56a. IT Service Division overall	4.81	5%	492	26
Q57a. IT Division delivery of services	4.87	6%	439	25
Q8b. IT Software Downloads page: Ease of use	4.93	9%	274	24
Q15b. Berkeley Lab Calendar reliability	4.83	9%	274	24
Q53f. Library resources: Public computer access	4.39	21%	109	23
Q15d. Berkeley Lab Calendar customer support	4.54	18%	119	21

Question	Mean	% Neg	Count	Total Dissat.
Q4a. IT help desk	5.18	5%	411	20
Q6a. IT Div website: Quality of content	4.85	5%	316	17
Q36b. On-site cellular coverage	4.29	25%	65	16
Q38a. Cyber Security Program overall	5.07	3%	441	15
Q39b. Information on security policies and recommendations	5.05	4%	425	15
Q39a. Support for appropriately protecting your computer resources	5.07	3%	424	13
Q11b. Reliability of sending and receiving email	5.36	3%	515	13
Q27d. BRS: Ease of use	4.13	31%	39	12
Q36c. Cellular service PDA support	3.75	46%	24	11
Q39c. Computer Protection Program website	4.99	3%	365	10
Q32a. Conference Network Support overall	4.59	11%	71	8
Q36a. Cellular validation process	4.53	12%	57	7
Q27c. BRS: Response time	4.36	19%	36	7
Q27a. BRS: Availability of needed data	4.42	16%	38	6
Q27b. BRS: Readability of reports	4.54	14%	35	5
Q48d. Value of SCS service relative to cost	4.80	10%	30	3
Q48b. SCS response time	5.03	8%	38	3
Q48c. SCS technical competence	5.16	5%	38	2
Q48a. SCS customer service	5.03	5%	39	2
Q37a. Wireless air card	4.82	6%	17	1

