

BOBBY JINDAL
GOVERNOR



ANGELE DAVIS
COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of Information Services

September 11, 2009

ISIS Memorandum 10-005

To: Employee Administrators
Human Resource Directors
Training Coordinators
Travel Administrators
Fiscal officers
Purchasing and Contract Management Personnel
Business Objects Users
Technical Coordinators

Subject: Customer Satisfaction Survey

Customer satisfaction is at the center of all that we do here at the Office of Information Services. As a part of our continuous quality improvement program, effective September 14, 2009, we will launch a new customer satisfaction survey as a means of collecting feedback regarding the service we provide.

A link to the survey will be attached to the resolution email OIS sends to customers once a Help Desk ticket has been closed. The survey initially consists of 4 questions which address Professionalism, Timeliness, Communication and the Quality of Resolutions offered and should only take a couple of minutes to fill out.

We value your opinion and encourage your honest feedback. We are also committed to protecting your privacy, therefore, all submissions are anonymous and the information you provide will only be used by DOA Management.

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