



MONTANA LEGISLATIVE BRANCH

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Director
AMY CARLSON

DATE: September 6, 2018
TO: Legislative Finance Committee
FROM: Shauna Albrecht
RE: SITSD Customer Satisfaction Survey Follow-up

HB 2 of the 2017 Regular Session included language to conduct a customer satisfaction survey of SITSD. The survey was conducted during the summer of 2017. The results and recommendations were reported during the October 2017 LFC meeting.

One of the recommendations was to conduct a follow-up survey the summer of 2018. This recommendation was due to the timing of convergence not being fully complete for all agencies. In addition, agencies requested the survey of satisfaction with technical support be expanded to allow comment by bureau within SITSD to address varied levels of satisfaction and areas for improvement.

This memo recommends the follow-up survey be moved to the 2019 interim, due to significant and recent changes within SITSD including the recent appointment of a new CIO, Tim Bottenfield. Under direction of CIO Bottenfield, SITSD is currently making a number of organizational changes that could impact the results of a survey. Moving the survey out a year allows time for CIO Bottenfield to make adjustments and have survey results based on current leadership and services.