

# 2014 Office of the CIO Technology Poll Questionnaire (for Staff)

1. [Account & ID Management Services](#), [Data Center Services](#) and [Hosted Services](#):

	I have not used this service or it is unfamiliar to me	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Account and Identity Management (my.osu.edu)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Co-location (Equipment in the KRC Data Center)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Web hosting	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

2. Please use the space below to provide any additional feedback about Account & ID Management Services, Data Center and Hosted Services provided by the OCIO.

### 3. [Application Services:](#)

	I have not used this service or it is unfamiliar to me	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
BuckIQ (Business Intelligence)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Access Management	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Data Warehouse	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
eReports (HR/GL Financial Reconciliation, Timekeeping and Personnel, etc.)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Financial Applications (eRequest, eStores, eTravel, General Ledger, Grants, Purchasing, etc.)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

Human Resource Applications (eBenefits, Employee Self Service, eLeave, eTime, HR Action Request, Employee Recruitment, payroll, etc.)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Student Information Applications (Faculty Center, Student Center, SIS)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

4. Please use the space below to provide any additional feedback about Application Services provided by the OCIO.

5. [IT Security Services:](#)

	I have not used this service or it is unfamiliar to me	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
BuckeyePass (2-Factor Authentication)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Data Loss Prevention	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
IT Security Awareness, Policy and Standards	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Log Management Hosting	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Network Vulnerability Management	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Secure Socket Layer (SSL) Certificates	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

6. Please use the space below to provide any additional feedback about IT Security Services provided by the OCIO.

7. [Messaging & Collaboration Services](#) and [Network Services](#):

	I have not used this service or it is unfamiliar to me	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
E-Mail (University E-mail Service)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
BuckyeBox (File sharing and collaboration)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Mailing Lists	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
OSU Wired Network	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
OSU Wireless Network	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

8. Please use the space below to provide any additional feedback about Messaging & Collaboration Services and Network Services provided by the OCIO.

9. [Technology Resources](#) and [Site Licensed Software](#):

	N/A - Not Applicable	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
IT Service Support (BuckeyeBar, 688-HELP (4357))	<input type="radio"/> N/A - Not Applicable	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
OSU Mobile App	<input type="radio"/> N/A - Not Applicable	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Technology Research (Gartner online research)	<input type="radio"/> N/A - Not Applicable	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Site Licensed Software (SAS, MATLAB, SPSS, Microsoft Office offerings, etc.)	<input type="radio"/> N/A - Not Applicable	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

10. Please use the space below to provide any additional feedback about Technology Resources and Software Services provided by the OCIO.

11. [Voice Services:](#)

	I have not used this service or it is unfamiliar to me	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Audio Conferencing (CenturyLink)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Call Center Services (Interactive Intelligence, CIC)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Cellular Telephones	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Telephone Services	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied



12. Please use the space below to provide any additional feedback about Voice Services provided by the OCIO.

13. Overall Experience with OCIO IT services:

	I have not used any OCIO IT services	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Based on your experiences with the services listed above, rate your overall satisfaction.	<input type="radio"/> I have not used any OCIO IT services	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

14. Please use the space below to provide any additional feedback about services provided by the OCIO.