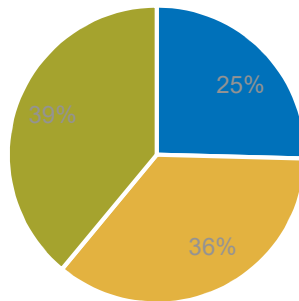# SD-NOC SURVEY

Results

1 RESULTS

Question 1
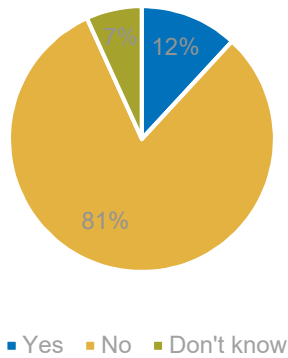
Do you have one or more IT service (s) operational 24/7?

25%

36%

38%

■ No   ■ Yes, some   ■ Yes, all

Question 2

Have you ever happened to contact the Servicedesk before 9:00 am or after 5:00 pm, or outside of working days to request general, commercial or administrative information on one or more Belnet services?


- Yes
- No
- Don't know

12%
81%
7%

If yes, to what extent would you agree to make your requests for general, commercial or administrative information only during working hours?

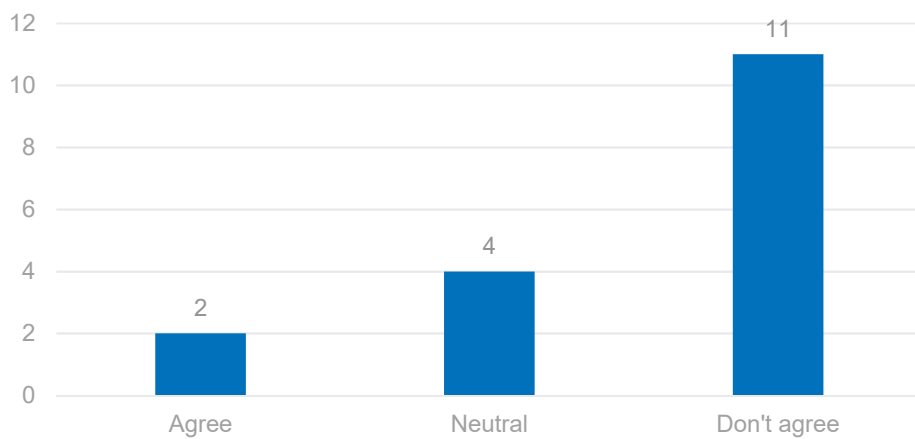|	Agree	Neutral	Don't agree
	5	1	1
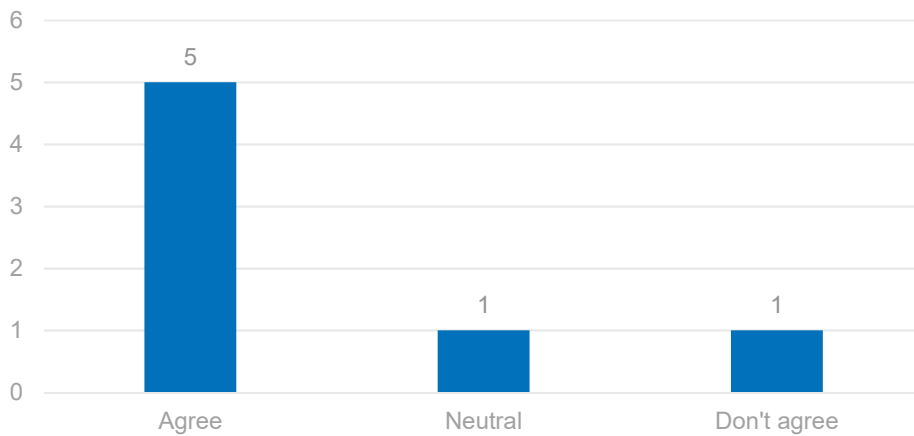
Question 3

Have you ever contacted the Servicedesk before 9:00 a.m. or after 5:00 p.m., or outside of business days to request technical information or assistance with one or more Belnet services?

29%

66%

5%

■ Yes ■ No ■ Don't know
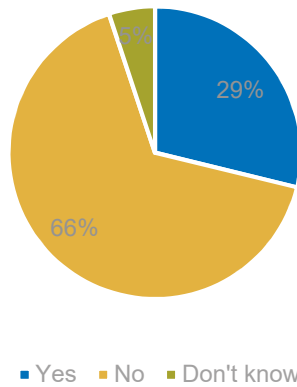
If so, to what extent would you agree that you should be able to request technical information or support for Belnet service (s) only during business hours?

	Agree	Neutral	Don't agree
	2	4	11

Question 4

Have you ever contacted the Servicedesk before 9:00 am or after 5:00 pm, or outside business days to report an incident relating to one or more Belnet service (s)
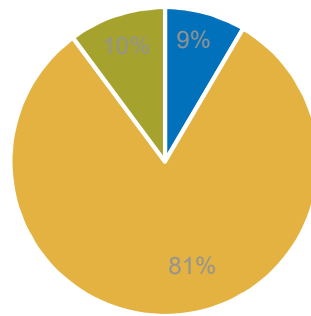
2%

41%

57%
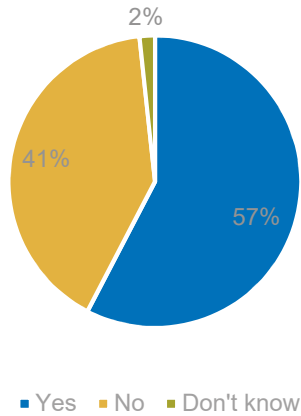
- Yes ■ No ■ Don't know

If so, to what extent would you agree to report a minor incident (loss of redundancy, degraded service) only during business hours and days?
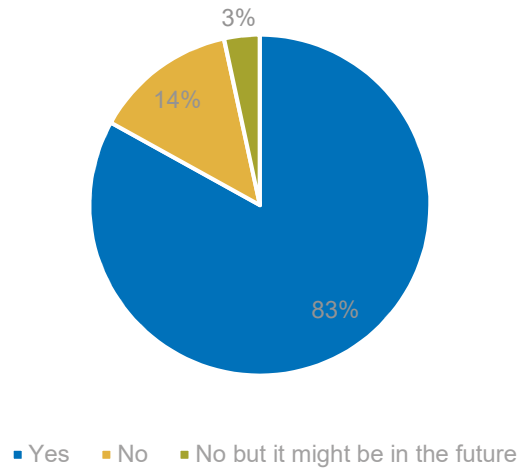
Category	Value
Agree	6
Neutral	5
Don't agree	23
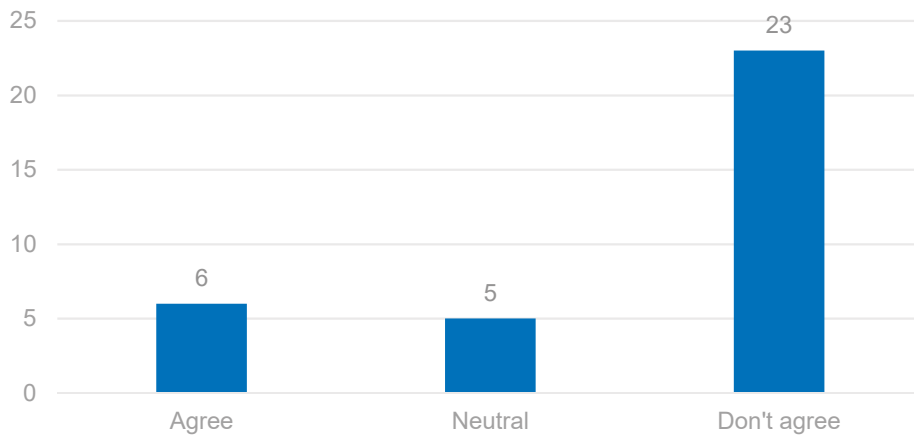
Question 5

Have you contacted the servicedesk for other reason
(s) not listed above?

9%

81%

10%

■ Yes ■ No ■ Don't know

Question 6
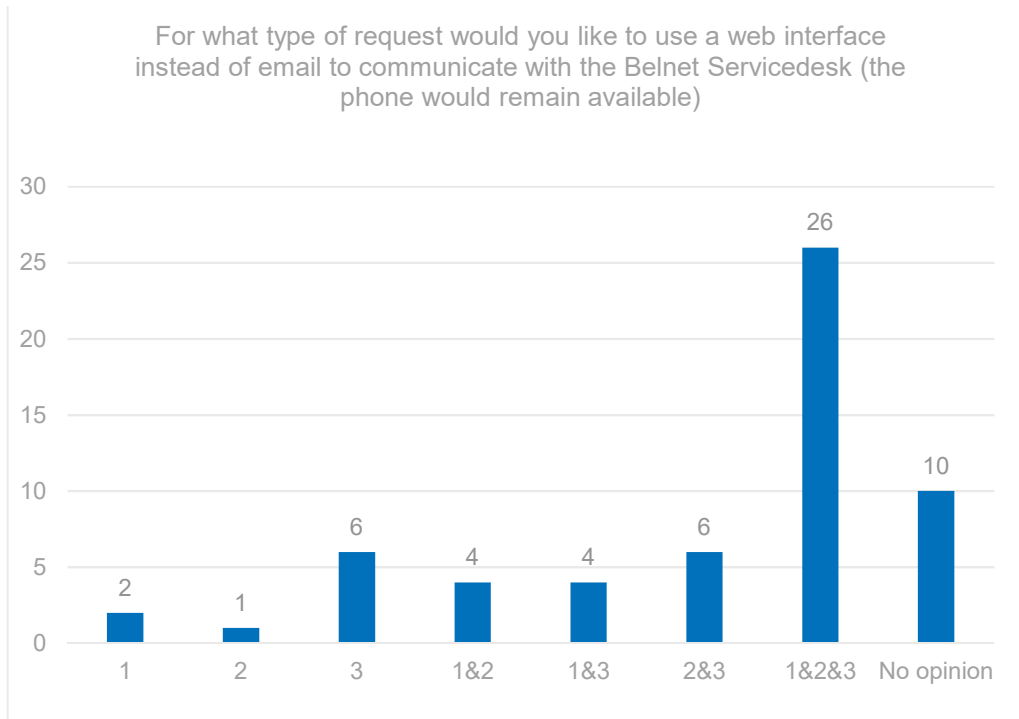
Do you have a Servicedesk for your own needs?

- Yes
- No
- No but it might be in the future

If yes, is it outsourced?

Outsourced: 1

Insourced: 48

Question 7

For what type of request would you like to use a web interface instead of email to communicate with the Belnet Servicedesk (the phone would remain available)
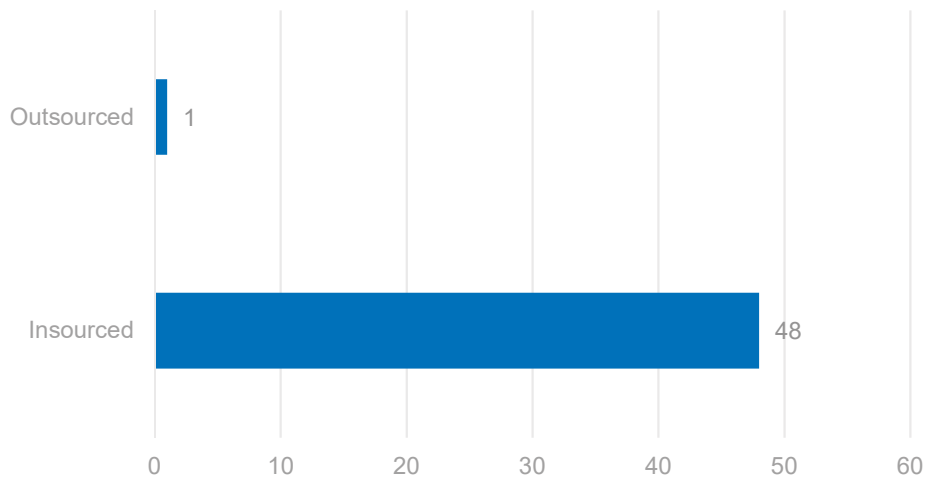

1- General, commercial or administrative information request on one or more Belnet service (s)

2- Technical information or assistance request for one or more Belnet service (s)

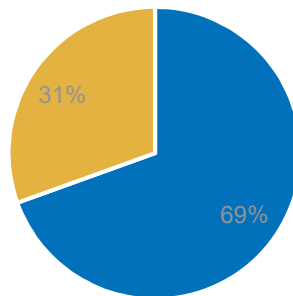3- Report/follow an incident relating to one or more Belnet service (s)

Question 8

Would you agree to communicate or receive communications in English only from Belnet regarding the servicedesk
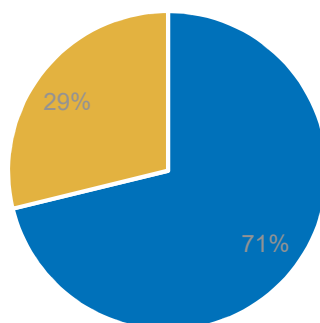

46%

54%
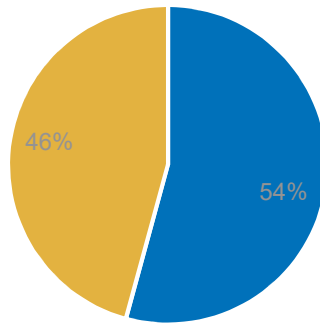
■ Yes ■ No

Would you agree to communicate or receive communications only in English from Belnet regarding technical information (manuals, FAQ's, ...) on our services

31%

69%

■ yes ■ no

Would you agree to communicate or receive communications in English only from Belnet regarding events

29%

71%

■ yes ■ no