

2017 Customer Satisfaction Survey

State of Michigan

Department of Technology,
Management and Budget

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Overview / *Survey objectives*

Survey objectives

The Department of Technology, Management and Budget (DTMB) 2017 Customer Satisfaction Survey is an important part of DTMB's strategic plan. The results and actions taken from this survey help ensure that DTMB is a customer-focused agency with a customer-focused culture.

The survey was first administered in 2015 and again in 2017. This second cycle builds on the baseline findings identified in 2015, highlights current strengths, and identifies areas where further focus is needed to make improvements related to goal setting, change management, and performance metrics across key service areas.

Specific objectives for the 2017 survey are:

- Measure customer perceptions of DTMB as an organization as well as for specific DTMB service areas, assessing service quality and ability to meet the needs of customers
- Identify where progress has been made since the 2015 customer satisfaction survey and key areas of strength
- Determine areas where customers indicate the greatest need for change and improvement; use that information to accelerate corrective actions
- Identify and evaluate agency-specific customer satisfaction levels
- Determine follow-up actions to increase customer satisfaction and support the goals of DTMB at the department and service area levels
- Validate customers opinions and ensure that their views have been heard and acted upon

Overview / *Survey methodology*

Content Development:

- Survey content was developed based on input garnered from stakeholder interviews held with key service area contacts
 - Interviews were facilitated by PwC and data was collected about DTMB services overall and 42 distinct service areas
- The survey consisted of several parts:
 - Six overall DTMB items
 - Custom items developed for specific DTMB service areas including:
 - Six 'common' items including one open-ended question, typically phrased "What can [service] do to improve the way it serves you?"
 - One to five custom items for that service area
 - IT equipment items focused on user satisfaction with the quality, performance, functionality of select devices
 - Demographic self-select items

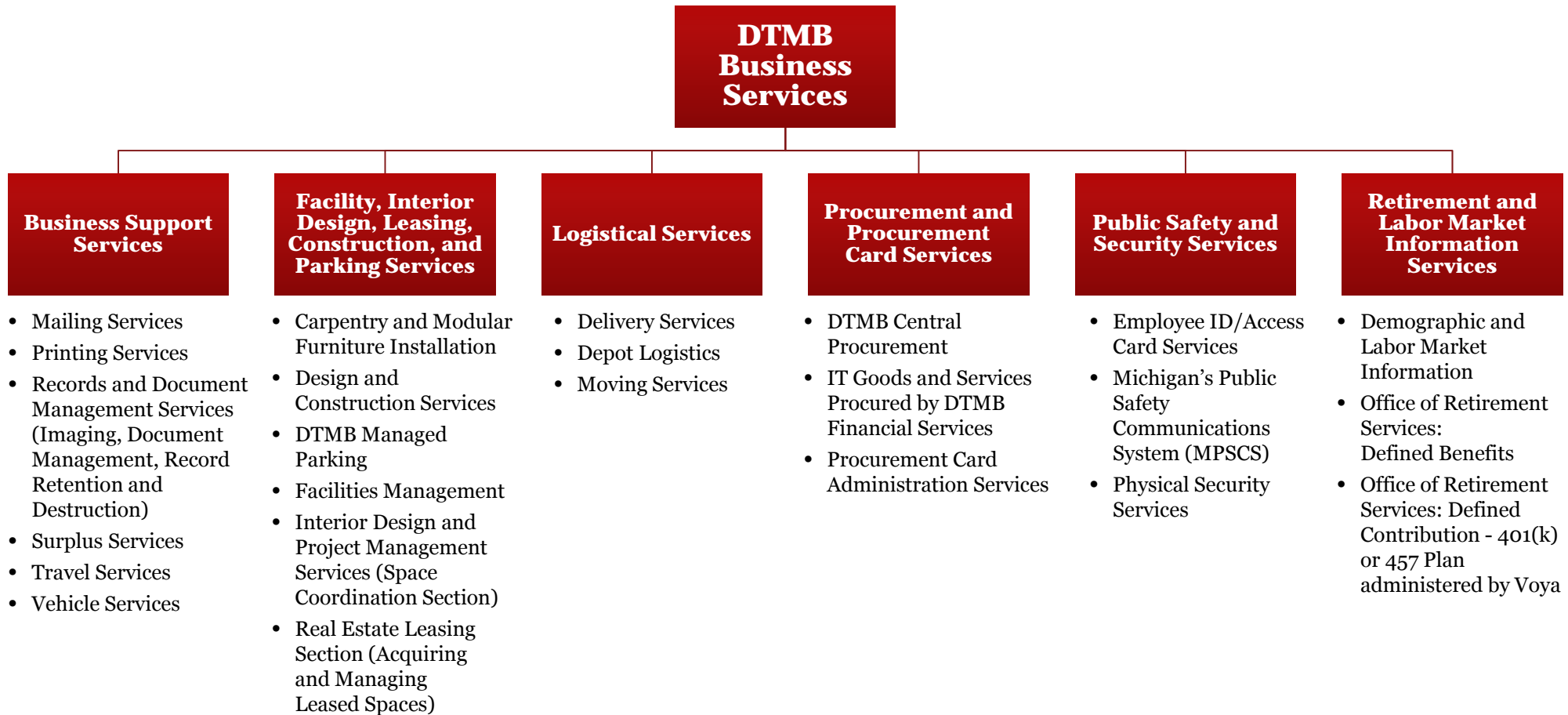
Administration

- The main DTMB survey was deployed via the web to 47,040 State of Michigan (SoM) and MEDC employees from June 5 to June 23, 2017; all survey responses were anonymous
- To ensure respondents did not take an extremely long survey, a sampling strategy was used based on current use of DTMB services:
 - Respondents were first asked to indicate which of 12 service categories they had used in the past year
 - Within each service category, they were then asked to identify which two service areas they used most recently
- A second questionnaire was deployed to 1,086 external MiDeal customers on the same dates

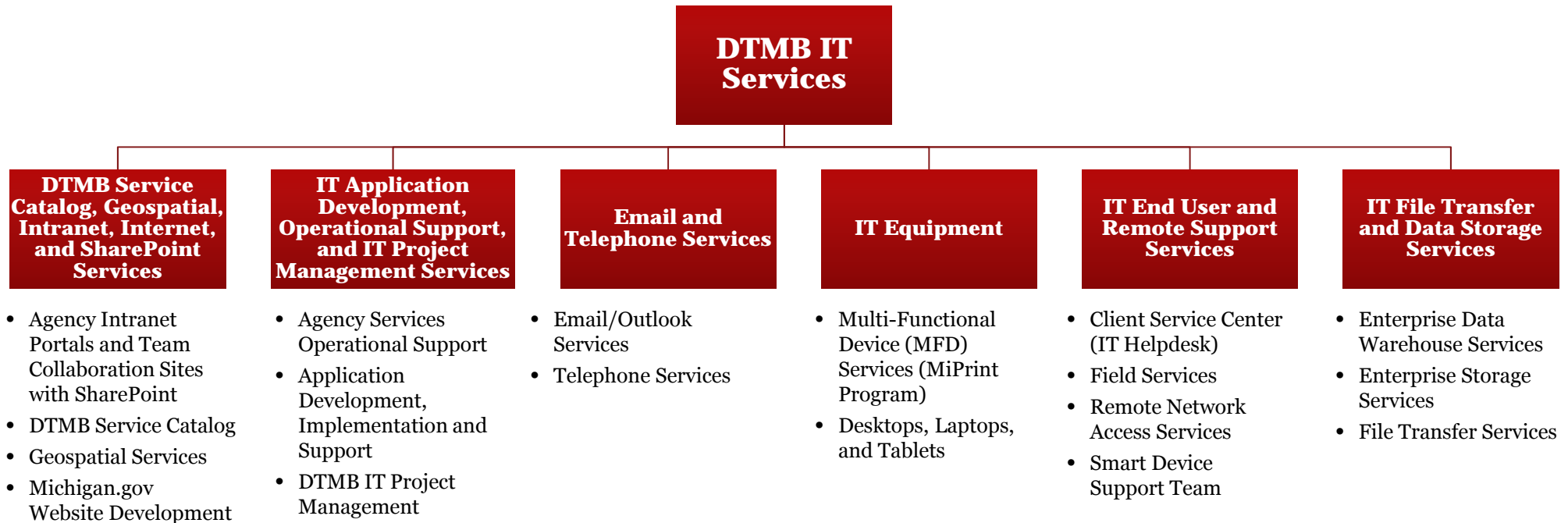
Reporting and Scoring

- The majority of survey items were asked on a 5-point scale (1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree), with an not applicable (N/A) option as well
- Throughout this report, agree scores are shown, which are the percentage of responses that are selected as a 4 or 5 (Agree or Strongly Agree) by participants; the higher the reported Agree Score, the more favorable the result
- Minimum of 10 respondents required for each group to be reported separately

Overview | *Survey structure*



Overview | *Survey structure (continued)*



DTMB Overall Results

DTMB Overall Results / *Key findings*

	Invited to participate	Total # of surveys completed	Response rate 2017	Response rate 2015	Difference
Overall	47,040	14,858	32%	30%	+2

DTMB's Customer Satisfaction survey indicators are:

Key Performance Indicator	Definition	2017	2015	Difference
Service Agree Score	Service Agree Score is the average of the 5 'common' items listed below. 'Common' items include: <ol style="list-style-type: none"> [ABC Services] effectively communicates information to me. [ABC Services] understands my specific needs. It is easy to work with [ABC Services]. When contacting [ABC Services], I am confident that my request will be handled with a sense of urgency. [ABC Services] holds itself accountable to the commitments it makes. 	67%	54%	+13
Customer Satisfaction	Agree score for the item, "Overall, I am satisfied with the services I receive from DTMB."	71%	56%	+15
Net Promoter Score (NPS)	Agree score for the item, "I would be willing to recommend DTMB services to my colleagues."	65%	49%	+16

Note: DTMB Service Catalog results are included in the Service Agree Score, however this service asked 2 questions (communications and sense of urgency). Desktops, Laptops, Tablets are not included in the Service Agree Score as the 5 common items were not asked for this service area.

DTMB Overall Results / *Key findings (continued)*

Customer satisfaction score improvements are large and significant

- DTMB has significantly improved scores across all key performance indicators (KPIs) at the overall level as well as across the majority of service areas indicating that the focus on customers is paying off
 - Customers are recognizing the increased focus on their needs, with almost three-quarters (72%) stating that DTMB is a customer focused organization, up from 58% in 2015
- Across the majority of service areas, customers feel that staff's greatest strengths are effectively communicating information and being easy to work with
- 64% of DTMB customers are Advocates, meaning they are both highly satisfied AND are willing to recommend DTMB services to their colleagues; this is a 16 point improvement from 2015 where Advocates only accounted for 48% of customers

Service Area Highlights

- 27 of 30 Service Areas improved their Service Agree score since 2015, while two declined, and one remained the same
 - Service Areas who have made the largest improvements in their Service Agree scores include: Remote Network (+32), Enterprise Story Services (+30); and IT Goods IT Goods and Services Procured by DTMB Financial Services (+23)
- 28 of 30 Service Areas improved their Customer Satisfaction and NPS scores by double digit percentage points from 2015 to 2017
- Based on the Service Agree scores, customers are very satisfied with DTMB's more transactional IT *people* services demonstrated by the top 3 Service Agree scores for IT Helpdesk (79%), Smart Device Support Team (78%), and Remote Access Support (78%)
 - However, customers feel less favorably about services that have longer term / more complex customer interactions as seen with the lowest 3 Service Agree scores for IT goods and Services Procured by DTMB Financial Services (51%), Real Estate Leasing Section (Acquiring & Managing Leased Spaces; 51%), and DTMB Central Procurement (51%)
- As DTMB employee engagement and customer focus scores have improved, there is a corresponding positive impact on customer satisfaction
 - Groups with larger perception gaps between customer focus scores (as rated by DTMB staff) and Service Area agree scores (as rated by customers), report more challenges with not having enough staff to get the job done, too much paperwork, and too many policies and procedures getting in the way of their work

DTMB Overall Results / *Key findings (continued)*

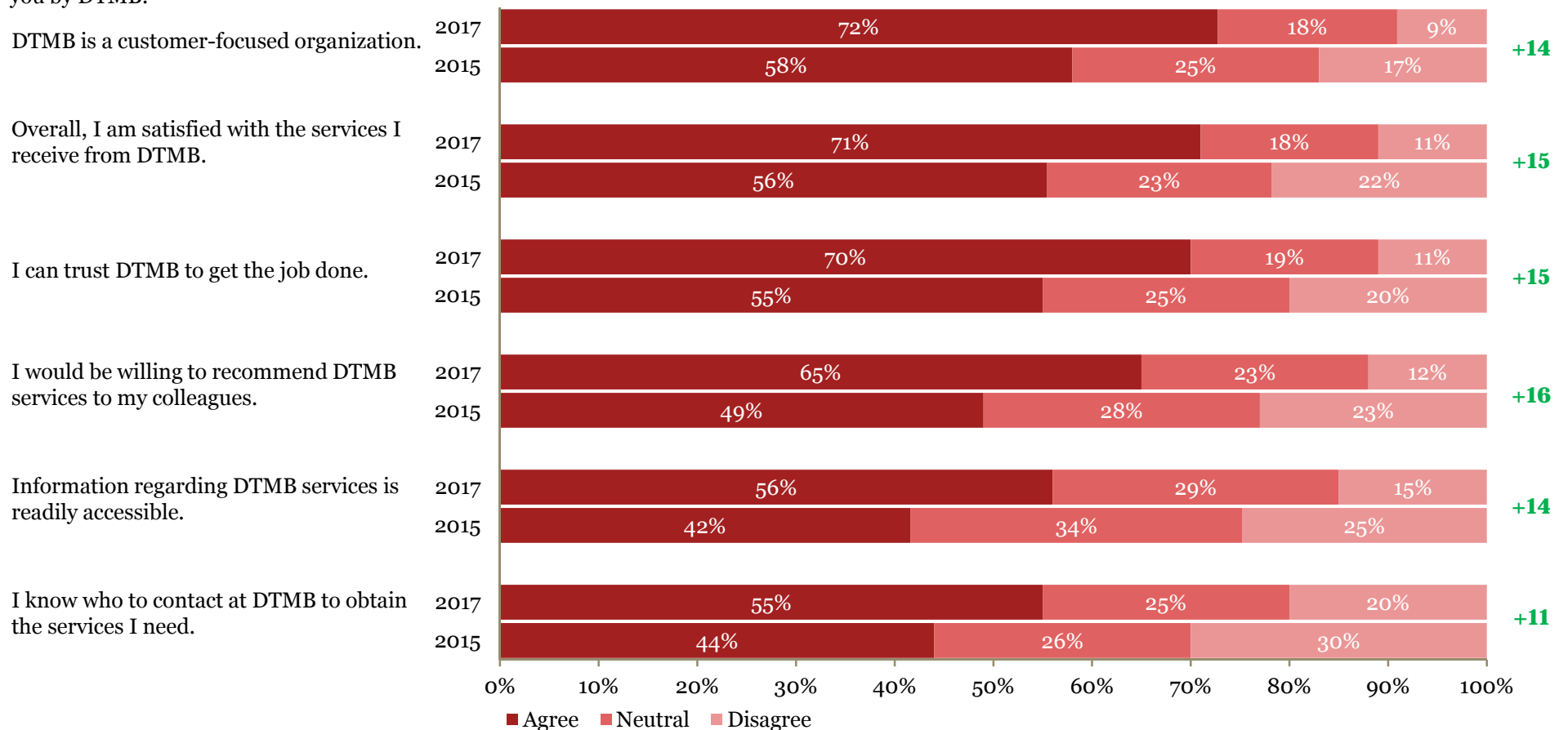
While there were considerable gains across KPIs, key areas for improvement were also identified for continued success

- While there is significant improvement, questions related to the accessibility of information (i.e., knowing who to contact, finding information about DTMB service readily accessible) still show relatively low overall agree scores and room for improvement
 - Variability exists across DTMB service areas indicating inconsistent experiences related to easily access information about DTMB or identifying points of contact
 - Only 5% of respondents selected the DTMB Service Catalog as a tool that they have used most recently to give feedback on suggesting customers still are not using this site to any great extent to get information about the various DTMB services
- Executives/administrators have less favorable opinions of DTMB services compared to all other staff

DTMB Overall / Overall Impression

While overall impressions of DTMB have greatly improve since the last survey, there are opportunities to continue to improve the accessibility of service area and point of contact information

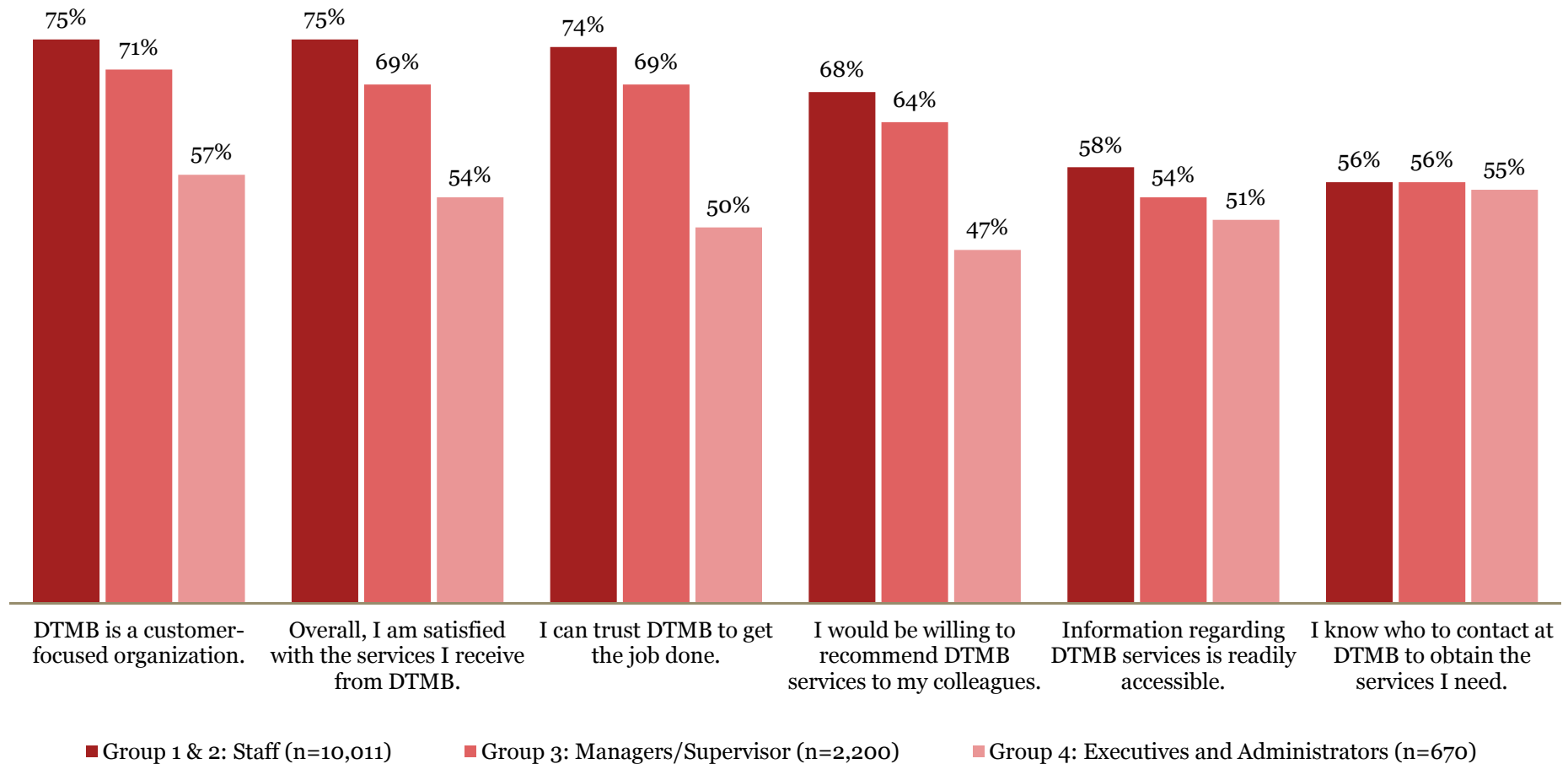
Respondents were asked: Please answer the items on this page based on your OVERALL impression of DTMB. Please consider the totality of service provided to you by DTMB.



Note: Percentages may not equal 100% due to rounding

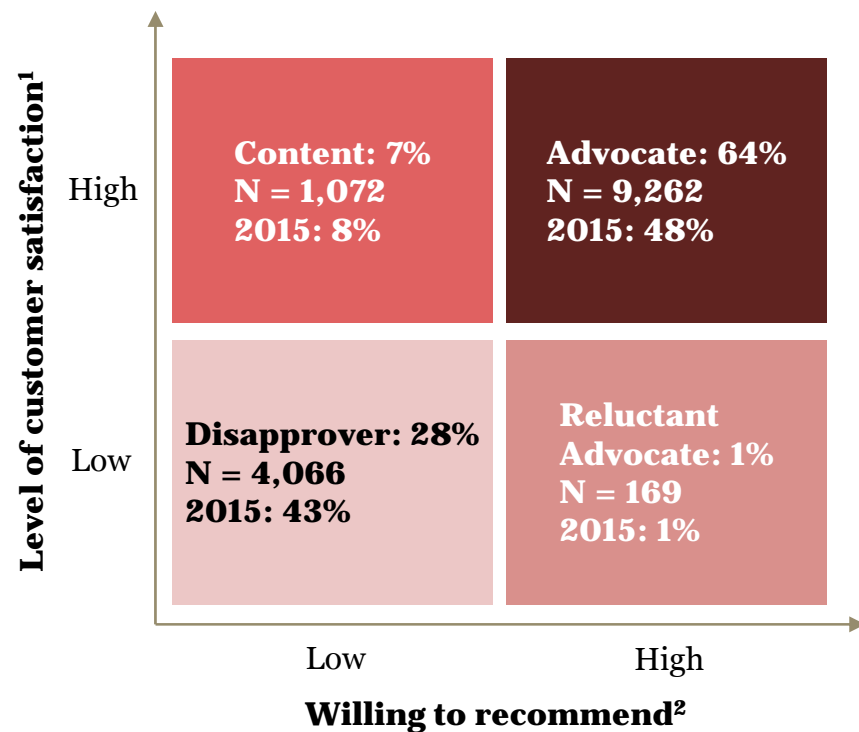
DTMB Overall Results / Overall Impressions of Leaders vs Staff

- In general, non-management and manager level customers felt more favorably about DTMB as a customer focused organization, were more satisfied with the services provided, trusted DTMB more to get the job, and were more willing to recommend DTMB services compared to Executive and Administrator level customers



DTMB Overall Results / Customer landscape

- Advocates for DTMB have increased significantly while disapproving customers have decreased. While the increase is very strong, there is still work to be done to ensure that executives and administrator are customer advocates for DTMB
 - At the Group 1 & 2: staff level, 67% of customers are advocates
 - At the Group 3: manager/supervisor level, 63% are advocates
 - Finally, at the Group 4: executive/administrator level, only 46% of customers are advocates

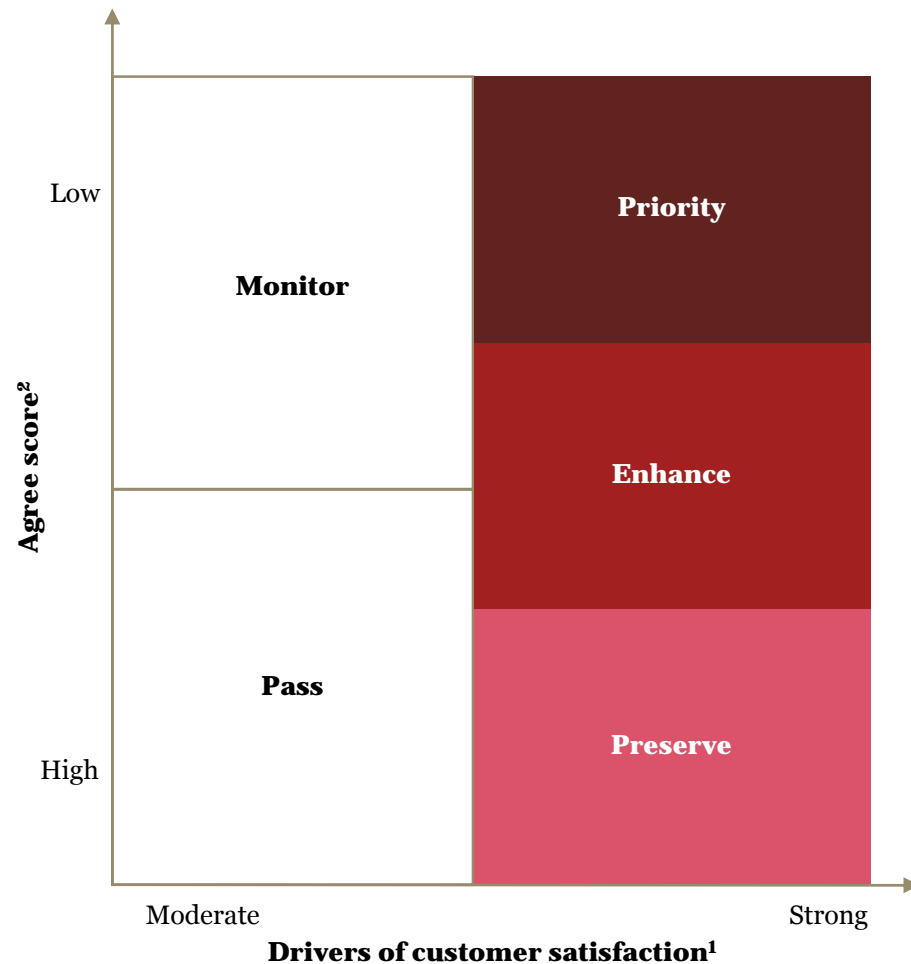


Profile	Characteristics
Advocate	<ul style="list-style-type: none"> Willing to recommend, and high level of customer satisfaction
Content	<ul style="list-style-type: none"> Not willing to recommend, but have high level of customer satisfaction
Disapprover	<ul style="list-style-type: none"> Not willing to recommend, and low levels of customer satisfaction
Reluctant Advocate	<ul style="list-style-type: none"> Willing to recommend, but low levels of customer satisfaction

¹ Customer Satisfaction is based on scores for the item, "Overall, I am satisfied with the services I receive from DTMB." (*High* ≥ 4 , *Low* < 4)

² Willingness to recommend is based on scores for the item, "I would be willing to recommend DTMB services to my colleagues." (*High* ≥ 4 , *Low* < 4)

DTMB Overall Results / *Drivers of customer satisfaction*



Drivers of customer satisfaction

- This analysis identifies items and themes that drive customer satisfaction at DTMB.
- This analysis categorizes each item based on its correlation with customer satisfaction as well as its need for improvement, as measured by the Agree Score.

Priority

- High correlation with customer satisfaction and high need for improvement. The greatest opportunities to increase customer satisfaction are identified in the Priority box.

Enhance

- High correlation with customer satisfaction and medium need for improvement. Opportunity exists to move these items to the Preserve box by increasing their agree scores.

Preserve

- High correlation with customer satisfaction and low need for improvement. DTMB should be conscious of maintaining its Preserve items.

Monitor

- High need for improvement but low correlation with customer satisfaction. Items in the Monitor section may not be high pay-off investments.

Pass

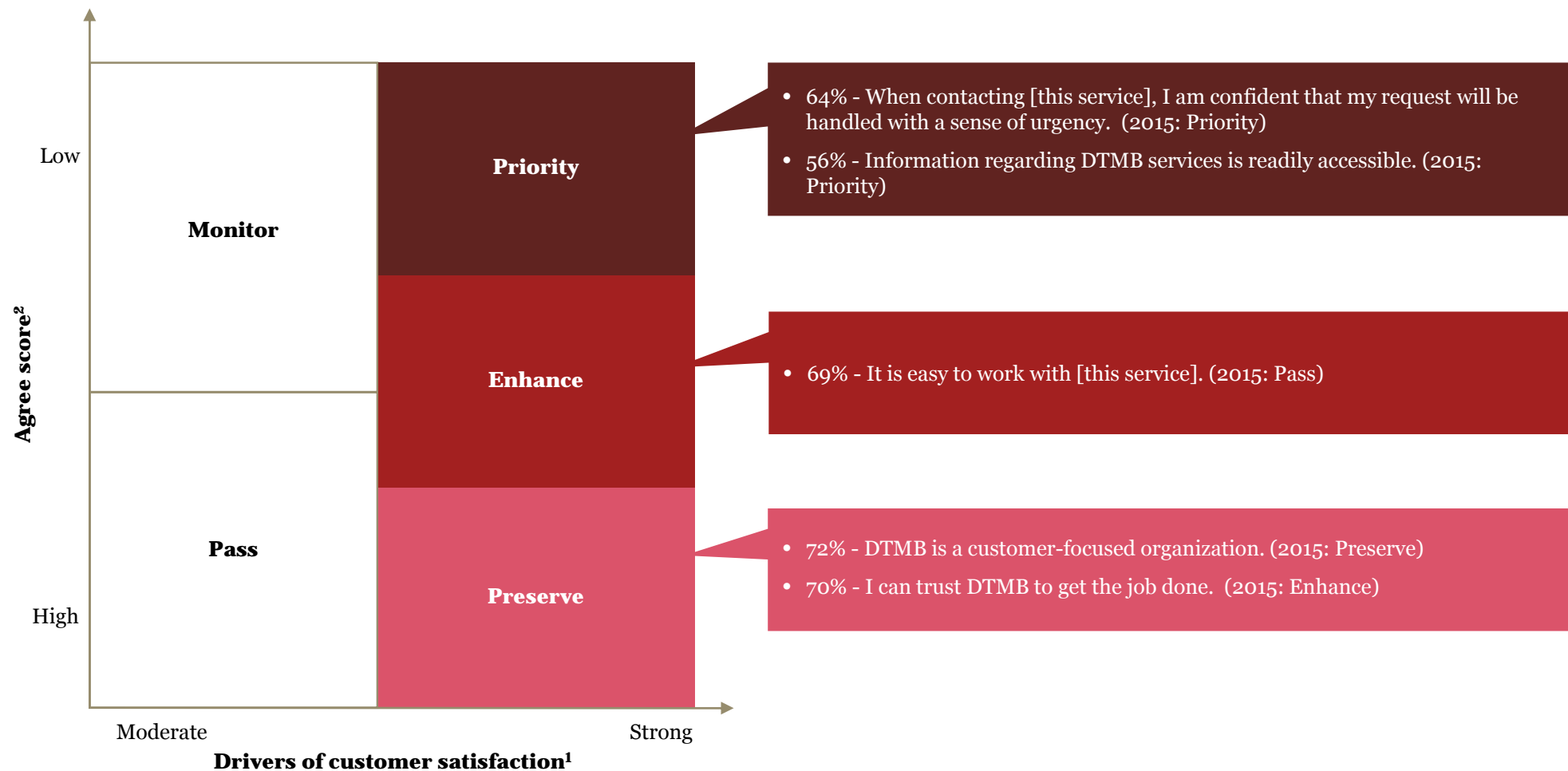
- Low need for improvement and low correlation with customer satisfaction. Maintain current levels of focus on these items.

¹ Based on correlation with the item, "Overall, I am satisfied with the services I receive from DTMB"

² Based on the aggregated average agree scores for each item across all services

Note: Items plotted above are 4 of the Overall Impression Index items (Customer Satisfaction and NPS items not plotted) and the 5 'common' items asked across all services

DTMB Overall Results / Drivers of customer satisfaction



¹ Based on correlation with the item, "Overall, I am satisfied with the services I receive from DTMB"

² Based on the aggregated average agree scores for each item across all services

Note: Items plotted above are 4 of the Overall Impression Index items (Customer Satisfaction and NPS items not plotted) and the 5 'common' items asked across all services

Service Area Overall Results

Service Area Overall Results / Key performance indicators

	N-count	Service agree score 2017*	Service agree score 2015	Customer satisfaction 2017	Customer satisfaction 2015	Net promoter score 2017	Net promoter score 2015
Overall	14,858	67%	54%	71%	56%	65%	49%
Client Service Center (IT Helpdesk)	6,420	79%	N/A	74%	N/A	68%	N/A
Remote Network Access Services	1,402	78%	46%	75%	51%	69%	46%
Smart Device Support Team	1,235	78%	N/A	69%	N/A	63%	N/A
Printing Services	1,764	77%	66%	71%	57%	66%	51%
DTMB Managed Parking	1,853	76%	68%	73%	55%	66%	47%
Delivery Services	709	74%	N/A	74%	N/A	67%	N/A
Email/Outlook Services	9,041	74%	55%	72%	54%	65%	47%
Field Services	1,606	74%	N/A	65%	N/A	59%	N/A
Michigan's Public Safety Communications System (MPSCS)	580	74%	60%	62%	49%	58%	41%
Office of Retirement Services: Defined Contribution - 401(k) or 457 Plan Administered by Voya	3,810	74%	65%	74%	57%	67%	52%
Vehicle Services	2,650	74%	N/A	68%	N/A	61%	N/A
Demographic and Labor Market Information	191	73%	73%	76%	66%	73%	63%
Employee ID/Access Card Services (required to enter a parking area, building turnstile, or present to security guard)	4,188	73%	60%	73%	58%	66%	51%
Moving Services	396	73%	66%	73%	58%	66%	49%
Carpentry and Modular Furniture Installation	782	72%	N/A	67%	N/A	59%	N/A
Procurement Card Administration Services	1,254	72%	60%	63%	54%	57%	48%
Mailing Services	2,132	71%	N/A	73%	N/A	67%	N/A
File Transfer Services	397	70%	57%	75%	56%	72%	53%
Office of Retirement Services: Defined Benefit	1,853	70%	61%	74%	54%	67%	48%
Records and Document Management Services (Imaging, Document Management, Record Retention and Destruction)	1,655	69%	59%	71%	57%	65%	50%
Travel Services	1,601	68%	N/A	67%	N/A	61%	N/A

* Table is sorted by 2017 Service Agree Scores, which is the average of the 5 common items asked across services

** DTMB Service Catalog Service Agree Score represents 2 questions (communications and sense of urgency)



Service Area Overall Results / Key performance indicators (continued)

	N-count	Service agree score 2017*	Service agree score 2015	Customer satisfaction 2017	Customer satisfaction 2015	Net promoter score 2017	Net promoter score 2015
Agency Services Operational Support	2,128	67%	N/A	67%	N/A	61%	N/A
Physical Security Services	890	67%	63%	70%	54%	63%	48%
Surplus Services	322	67%	54%	69%	49%	63%	44%
Enterprise Data Warehouse Services	252	66%	51%	65%	57%	62%	51%
Enterprise Storage Services	317	66%	36%	69%	46%	64%	41%
Facilities Management	1,412	65%	56%	65%	48%	59%	43%
Telephone Services	5,493	65%	57%	72%	56%	66%	49%
Depot Logistics	456	64%	N/A	67%	N/A	62%	N/A
DTMB Service Catalog**	672	64%	N/A	75%	N/A	70%	N/A
Multi-Functional Device (MFD) Services (MiPrint Program)	720	63%	65%	69%	49%	64%	44%
Michigan.gov Website Development	1,277	61%	62%	69%	53%	66%	48%
Design and Construction Services	514	60%	40%	55%	38%	50%	32%
Application Development, Implementation, and Support	1,378	59%	46%	63%	49%	58%	44%
Geospatial Services	229	59%	40%	55%	43%	46%	39%
Interior Design and Project Management Services (Space Coordination Section)	404	58%	46%	59%	42%	54%	37%
Agency Intranet Portals & Team Collaboration Sites w/ SharePoint	2,489	57%	47%	70%	53%	63%	47%
Desktops, Laptops, and Tablets	8,595	N/A	N/A	71%	N/A	65%	N/A
DTMB IT Project Management	958	53%	44%	57%	44%	53%	40%
IT Goods and Services Procured by DTMB Financial Services	1,364	51%	28%	58%	36%	52%	31%
Real Estate Leasing Section (Acquiring & Managing Leased Spaces)	116	51%	N/A	46%	N/A	42%	N/A
DTMB Central Procurement	1,062	50%	29%	58%	29%	53%	27%

* Table is sorted by 2017 Service Agree Scores, which is the average of the 5 common items asked across services

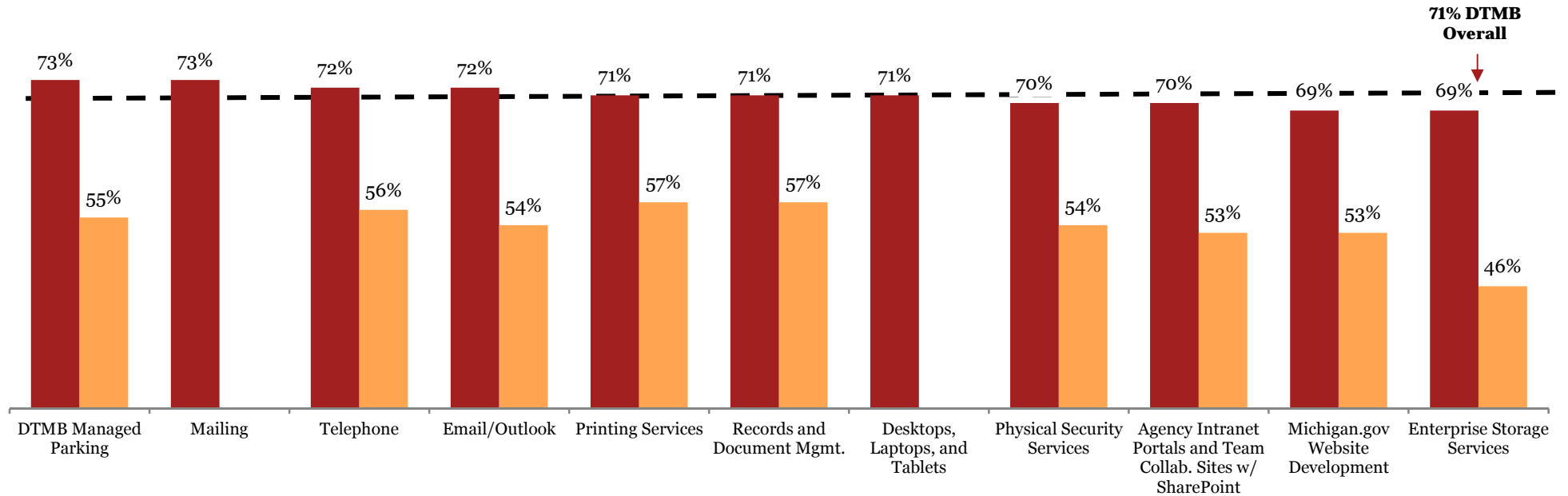
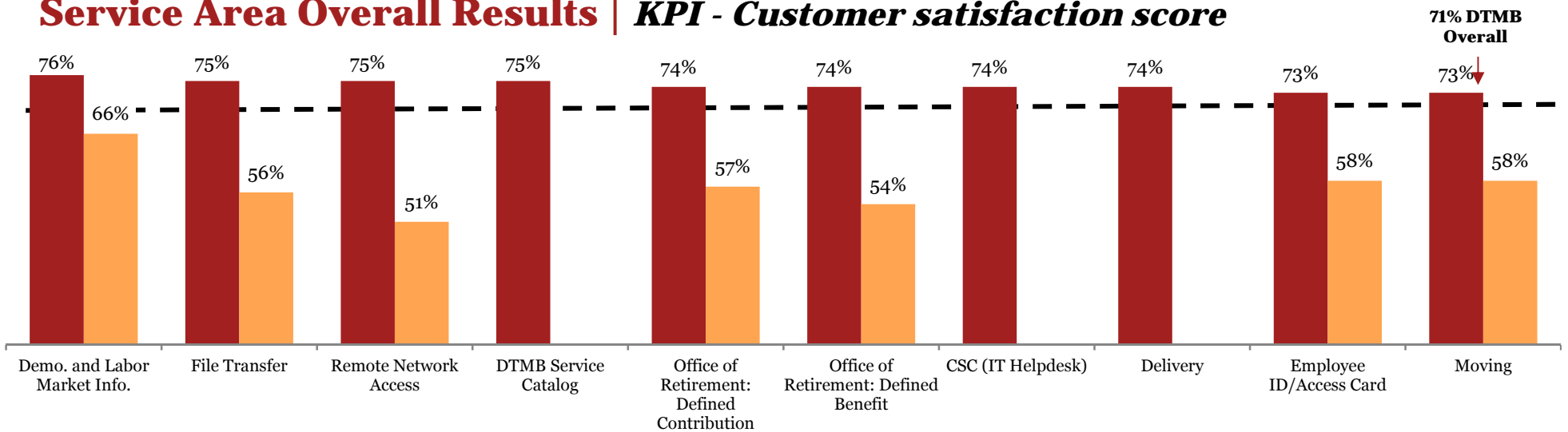
** DTMB Service Catalog Service Agree Score represents 2 questions (communications and sense of urgency)

Please note that the Customer Satisfaction and Net promoter score measures are questions asked at the overall DTMB level, than filtered by the respondents for each Service Area. Service Area Agree Score is your most direct measure of improvement. The Desktops, Laptops, and Tablets service area did not include the 5 'common' items that comprise the Service Agree Score, thus, it is not shown above.

 Increased by 20+

 Increased by 15 - 19

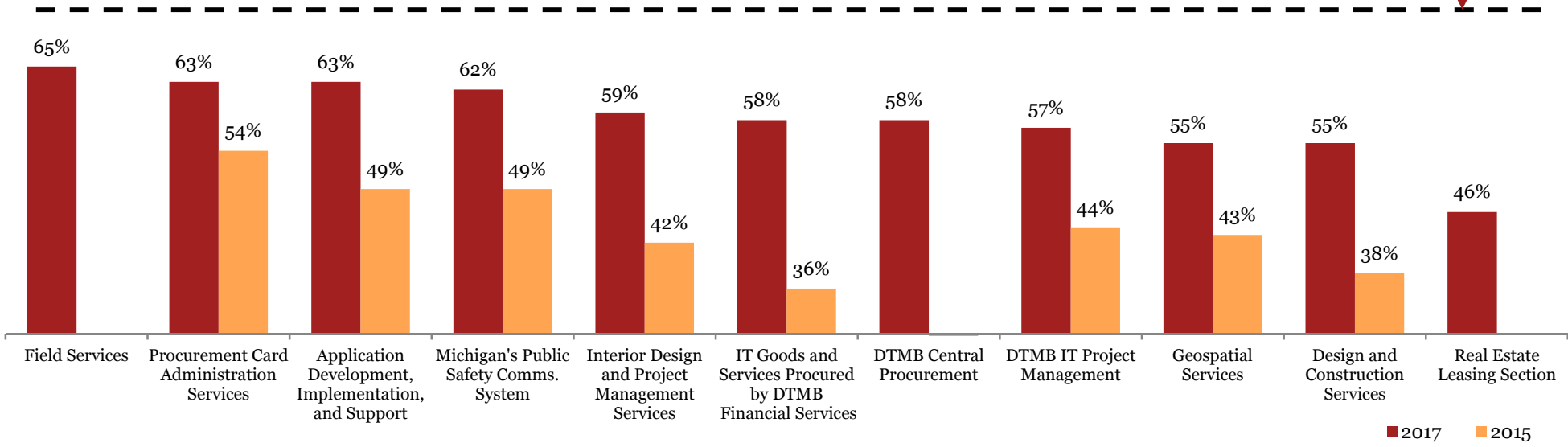
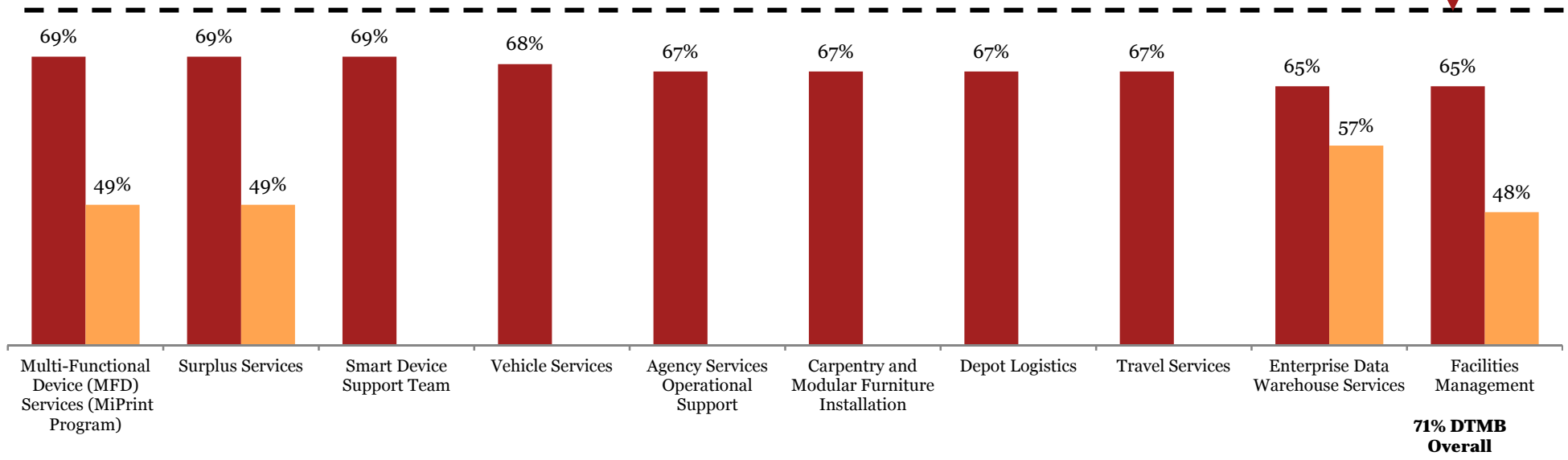
Service Area Overall Results | *KPI - Customer satisfaction score*



■ 2017 ■ 2015

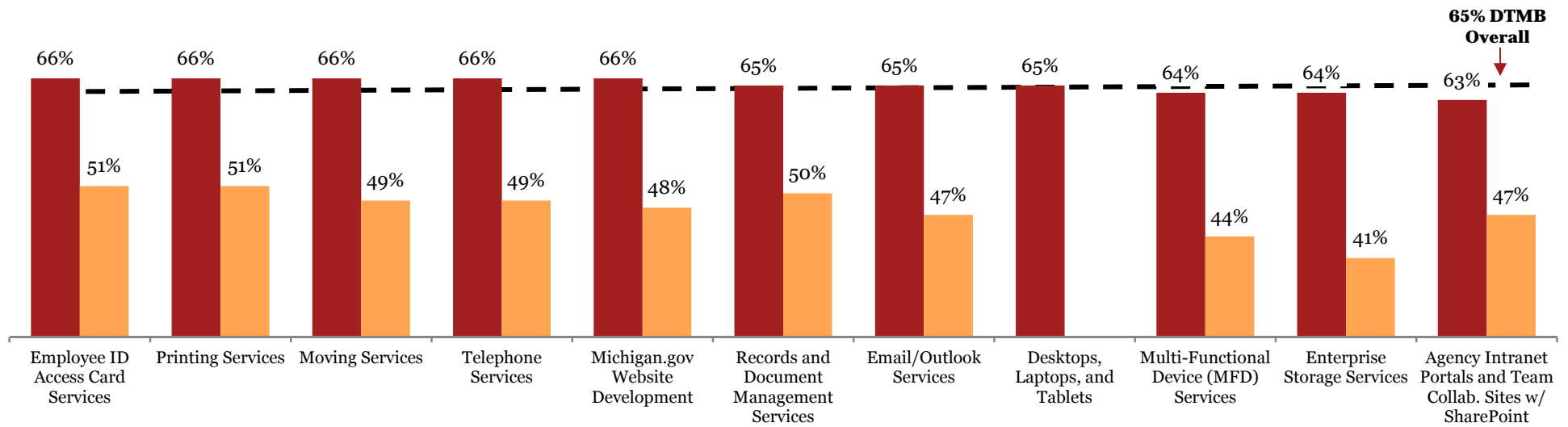
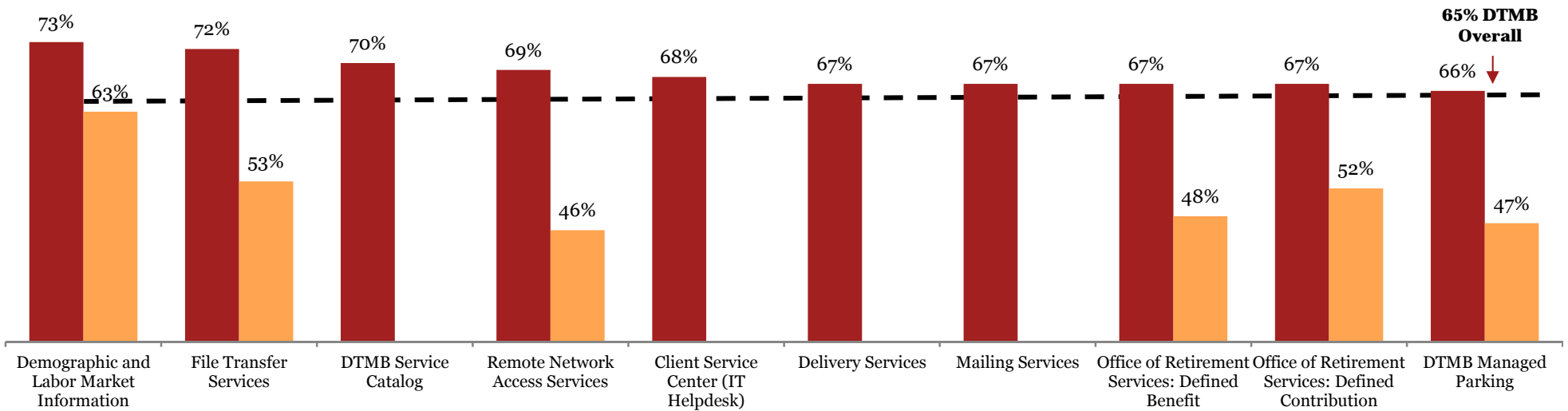
Service Area Overall Results | KPI - Customer satisfaction score (continued)

71% DTMB Overall



2017 2015

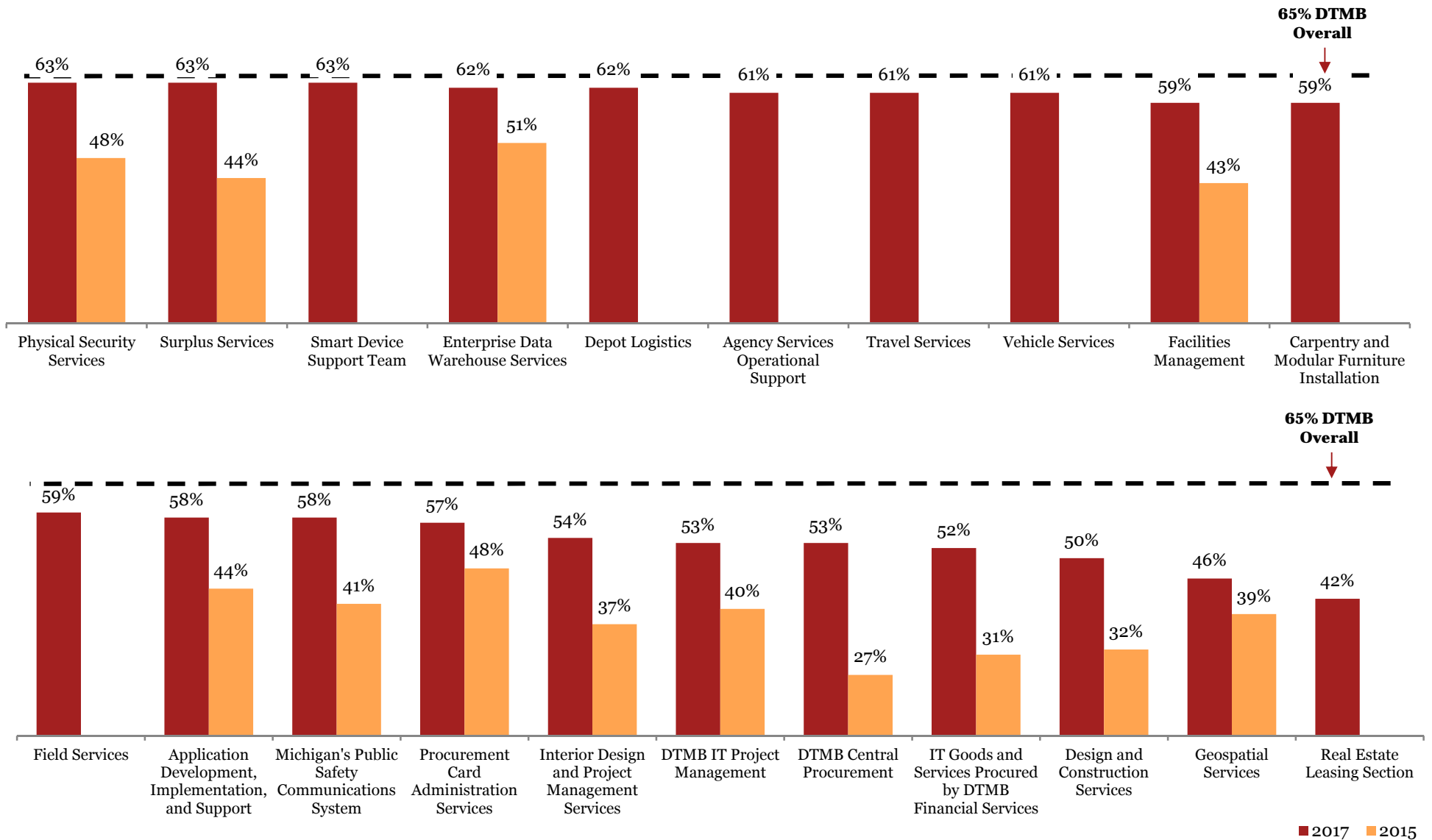
Service Area Overall Results | *KPI - Net promoter score*



Note: Net Promoter Score is based on the item: "I would be willing to recommend DTMB services to my colleagues."

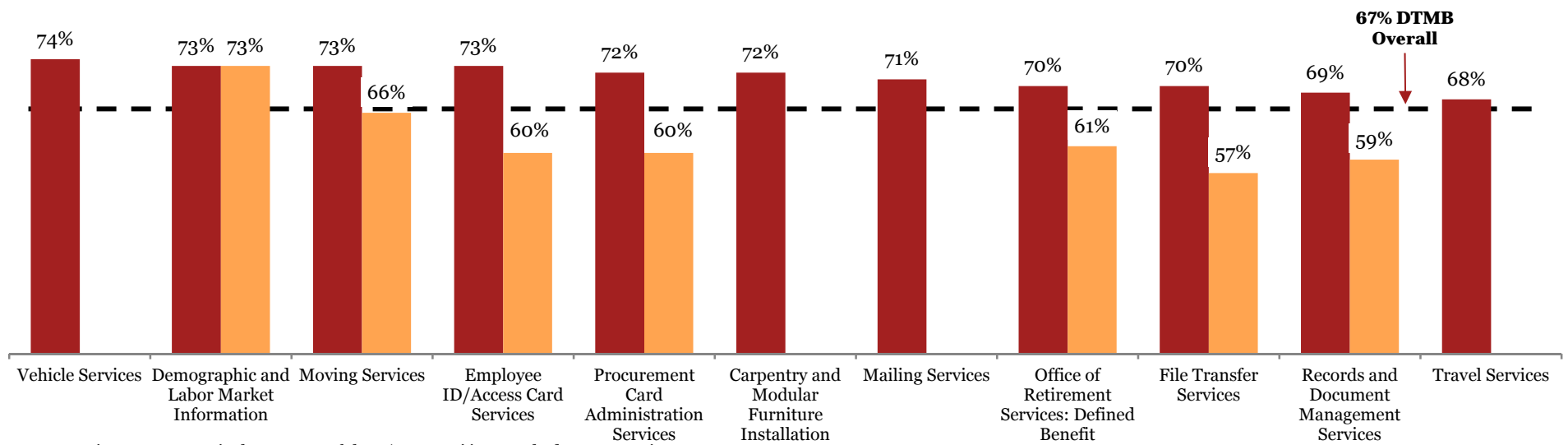
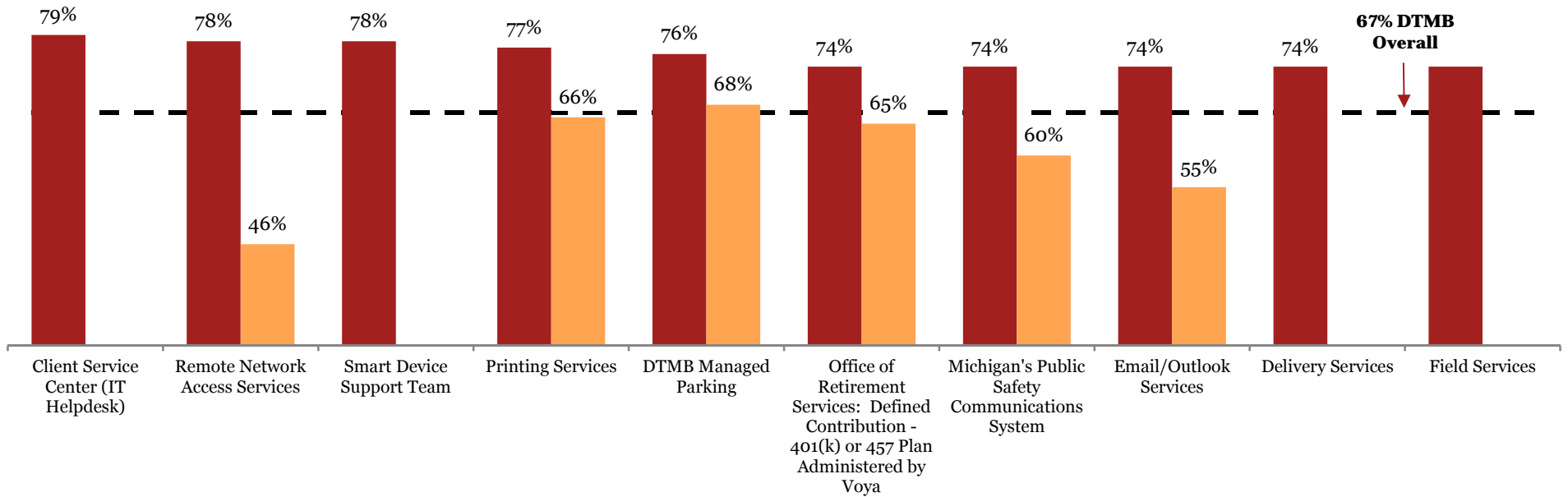
■ 2017 ■ 2015

Service Area Overall Results | *KPI - Net promoter score (continued)*



Note: Net Promoter Score is based on the item: "I would be willing to recommend DTMB services to my colleagues."

Service Area Overall Results | *KPI - Service agree score*

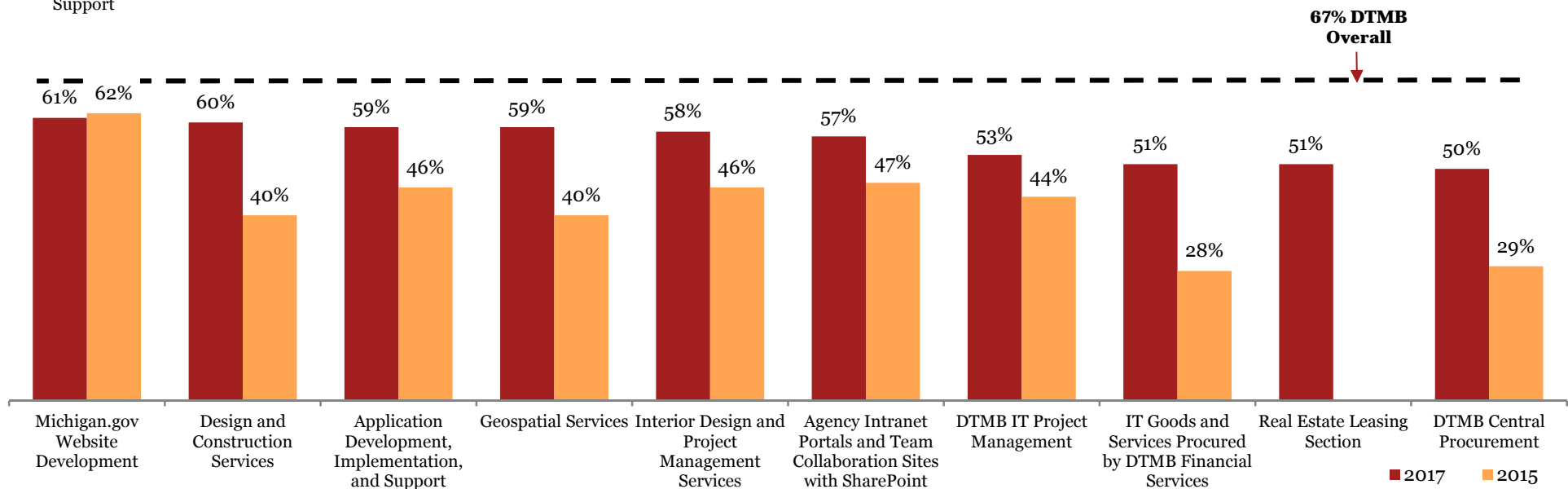
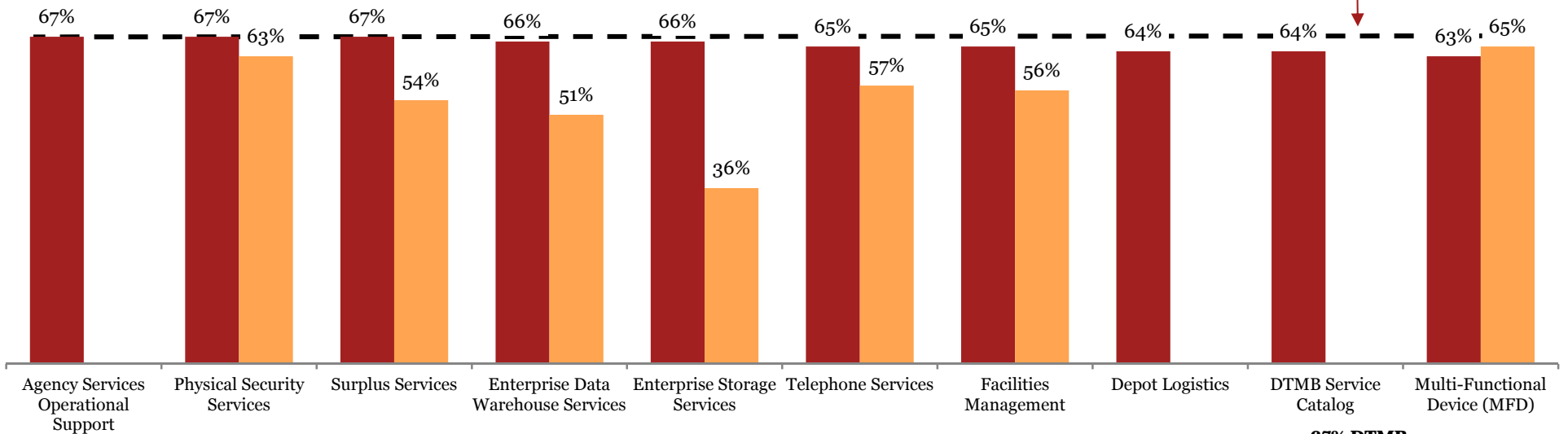


Note: Service Agree Score is the average of the 5 'common' items asked across services.

The Desktops, Laptops, and Tablets service area did not include the 5 'common' items that comprise the Service Agree Score, thus, it is not shown above.

■ 2017 ■ 2015

Service Area Overall Results | *KPI - Service agree score (continued)* 67% DTMB Overall

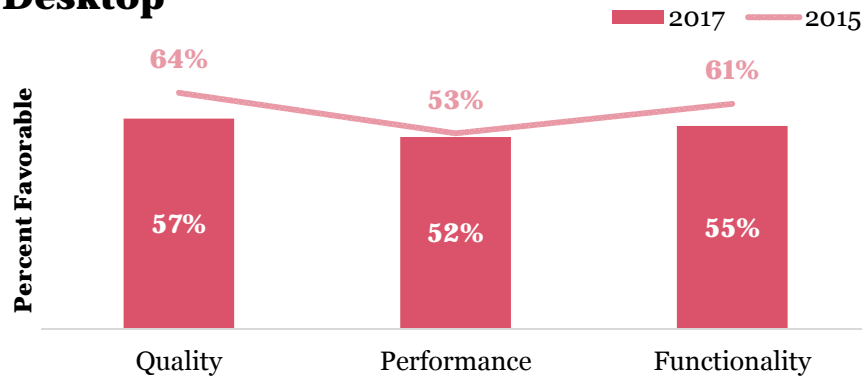


Note: Service Agree Score is the average of the 5 'common' items asked across services. The Desktops, Laptops, and Tablets service area did not include the 5 'common' items that comprise the Service Agree Score, thus, it is not shown above. DTMB Service Catalog Service Agree Score represents 2 questions (communications and sense of urgency).

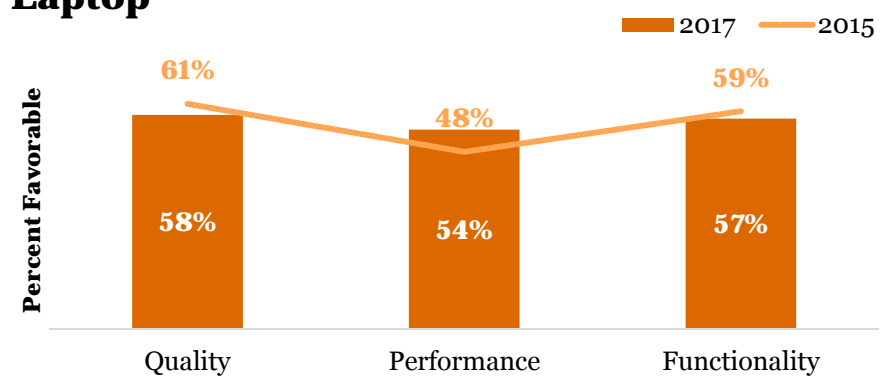
Service Area Overall Results | *IT Equipment – Agree Scores*

Satisfaction with quality, performance, and functionality of devices

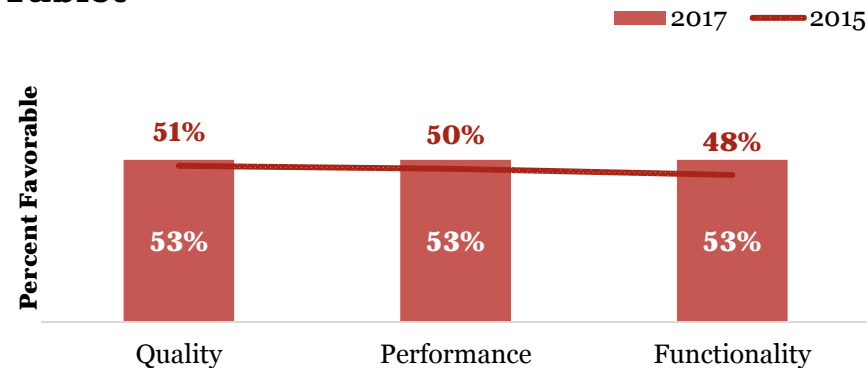
Desktop



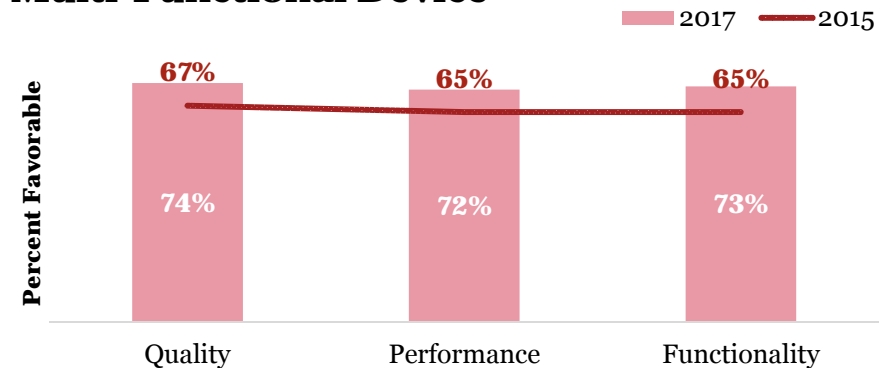
Laptop



Tablet



Multi-Functional Device



Note: On the survey, these aspects appeared as follows:

- *Quality: e.g., reliability, technical quality (Overall I am satisfied with the quality (e.g., reliability, technical quality) of my [device])*
- *Performance: e.g., speed, responsiveness (Overall, I am satisfied with the performance (e.g., speed, responsiveness) of my [device])*
- *Functionality: e.g., ease of use, user interface (Overall I am satisfied with the functionality (e.g., ease of use, user interface) of my [device])*

Service Area Overall Results / *Service agree items by service area*

	N=	Effective communication		Easy to work with		Effort to understand		Accountable		Handled urgently	
		2017	2015	2017	2015	2017	2015	2017	2015	2017	2015
Overall	14,858	71%	58%	69%	56%	67%	56%	65%	51%	64%	51%
Client Service Center (IT Helpdesk)	6,420	84%	N/A	82%	N/A	80%	N/A	75%	N/A	74%	N/A
Remote Network Access Services	1,402	79%	51%	80%	46%	78%	47%	76%	43%	78%	45%
Smart Device Support Team	1,235	82%	N/A	81%	N/A	78%	N/A	75%	N/A	74%	N/A
Printing Services	1,764	79%	66%	78%	68%	79%	69%	75%	63%	74%	64%
DTMB Managed Parking	1,853	83%	79%	80%	74%	72%	63%	71%	59%	74%	65%
Delivery Services	709	75%	N/A	78%	N/A	74%	N/A	72%	N/A	71%	N/A
Email/Outlook Services	9,041	80%	66%	78%	57%	74%	52%	69%	48%	71%	50%
Field Services	1,606	77%	N/A	77%	N/A	76%	N/A	72%	N/A	69%	N/A
Michigan's Public Safety Communications System (MPSCS)	580	78%	67%	74%	59%	75%	60%	73%	58%	72%	58%
Office of Retirement Services: Defined Contribution - 401(k) or 457 Plan Administered by Voya	3,810	84%	75%	74%	66%	72%	65%	69%	57%	70%	61%
Vehicle Services	2,650	77%	N/A	76%	N/A	72%	N/A	70%	N/A	73%	N/A
Demographic and Labor Market Information	191	80%	75%	72%	76%	71%	68%	74%	75%	69%	73%
Employee ID/Access Card Services (required to enter a parking area, building turnstile, or present to security guard)	4,188	73%	62%	77%	66%	74%	58%	70%	54%	72%	59%
Moving Services	396	74%	70%	76%	66%	74%	69%	74%	66%	69%	60%
Carpentry and Modular Furniture Installation	782	74%	N/A	75%	N/A	78%	N/A	71%	N/A	64%	N/A
Procurement Card Administration Services	1,254	77%	66%	73%	62%	68%	55%	70%	56%	71%	61%
Mailing Services	2,132	72%	N/A	76%	N/A	72%	N/A	68%	N/A	69%	N/A
File Transfer Services	397	69%	57%	71%	56%	69%	59%	72%	55%	71%	57%
Office of Retirement Services: Defined Benefit	1,853	80%	73%	69%	62%	70%	63%	63%	53%	67%	56%
Records and Document Management Services (Imaging, Document Management, Record Retention and Destruction)	1,655	73%	62%	69%	61%	68%	60%	66%	54%	68%	57%
Travel Services	1,601	73%	N/A	69%	N/A	67%	N/A	65%	N/A	67%	N/A

Note: Sorted by the overall 2017 Service Agree Scores (shown on pages 18 and 19)

- **Effective Communication** refers to “[This Service] effectively communicates information to me”
- **Effort to Understand** refers to “[This Service] understands my specific needs”
- **Easy to Work With** refers to “It is easy to work with [This Service]”
- **Handled Urgently** refers to “When contacting [This Service], I am confident that my request will be handled with a sense of urgency”
- **Accountable** refers to “[This Service] holds itself accountable to the commitments it makes”

Desktops, Laptops, Tablets are not on this slide as the 5 common items were not asked for this service area.



Service Area Overall Results / Service agree items by service area (continued)

	N=	Effective communication		Easy to work with		Effort to understand		Accountable		Handled urgently	
		2017	2015	2017	2015	2017	2015	2017	2015	2017	2015
Overall	14,858	71%	58%	69%	56%	67%	56%	65%	51%	64%	51%
Agency Services Operational Support	2,128	70%	N/A	68%	N/A	67%	N/A	64%	N/A	64%	N/A
Physical Security Services	890	68%	66%	70%	67%	66%	62%	66%	57%	66%	61%
Surplus Services	322	67%	53%	74%	59%	66%	53%	64%	50%	64%	53%
Enterprise Data Warehouse Services	252	68%	52%	64%	52%	67%	53%	65%	50%	66%	49%
Enterprise Storage Services	317	66%	39%	66%	36%	64%	36%	67%	34%	67%	35%
Facilities Management	1,412	71%	60%	67%	56%	65%	59%	63%	53%	61%	50%
Telephone Services	5,493	67%	58%	66%	60%	65%	63%	63%	52%	64%	54%
Depot Logistics	456	68%	N/A	65%	N/A	63%	N/A	62%	N/A	60%	N/A
DTMB Service Catalog*	672	67%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60%	N/A
Multi-Functional Device (MFD) Services (MiPrint Program)	720	63%	N/A	65%	N/A	62%	N/A	61%	N/A	62%	N/A
Michigan.gov Website Development	1,277	68%	68%	61%	59%	59%	62%	58%	61%	58%	59%
Design and Construction Services	514	62%	43%	59%	38%	65%	51%	58%	36%	54%	30%
Application Development, Implementation, and Support	1,378	61%	48%	61%	46%	60%	52%	57%	43%	56%	41%
Geospatial Services	229	63%	42%	60%	40%	60%	41%	56%	38%	54%	38%
Interior Design and Project Management Services (Space Coordination Section)	404	56%	48%	61%	49%	62%	55%	61%	41%	50%	39%
Agency Intranet Portals and Team Collaboration Sites with SharePoint	2,489	62%	53%	57%	49%	55%	46%	54%	43%	55%	43%
DTMB IT Project Management	958	57%	47%	53%	43%	54%	51%	52%	41%	51%	40%
IT Goods and Services Procured by DTMB Financial Services	1,364	55%	30%	51%	26%	51%	34%	50%	26%	48%	25%
Real Estate Leasing Section (Acquiring and Managing Leased Spaces)	116	54%	N/A	48%	N/A	55%	N/A	52%	N/A	44%	N/A
DTMB Central Procurement	1,062	55%	35%	49%	27%	51%	35%	49%	27%	45%	22%

Note: Sorted by the overall 2017 Service Agree Scores (shown on pages 18 and 19).

- **Effective Communication** refers to “[This Service] effectively communicates information to me”
- **Effort to Understand** refers to “[This Service] understands my specific needs”
- **Easy to Work With** refers to “It is easy to work with [This Service]”
- **Handled Urgently** refers to “When contacting [This Service], I am confident that my request will be handled with a sense of urgency”
- **Accountable** refers to “[This Service] holds itself accountable to the commitments it makes”

Desktops, Laptops, Tablets are not on this slide as the 5 common items were not asked for this service area.

*DTMB Service Catalog Service Agree Score represents 2 questions (communications and sense of urgency).



DTMB Overall Results | Cross Survey Analysis

State of Michigan 2017 employee survey		DTMB 2017 Customer Satisfaction Survey		
Level 3 Group	Customer Focus Agree Score*	Services	Service Agree Score**	Diff.
Procurement	85%	DTMB Central Procurement; MiDeal	53%	32
Agency Services	84%	Application Development, Implementation, and Support; Operational Support	64%	20
Center for Shared Solutions	84%	DTMB Service Catalog	64%	20
Office of Retirement Services	87%	Office of Retirement Services: Defined Benefit; Office of Retirement Services: Defined Contribution - 401 (k) or 457 Plan Administered by Voya	73%	14
Bureau of Labor Market Info & Strategic Initiatives	87%	Demographic and Labor Market Information	73%	14
Level 4 Group				
eMichigan	93%	Agency Intranet Portals & Team Collab. Sites with SharePoint; Geospatial Services; Michigan.gov Website Development	58%	35
FS Operations	90%	IT Goods and Services Procured by DTMB Financial Services; Procurement Card Administration Services	61%	29
Enterprise Portfolio Management Office	80%	DTMB IT Project Management	53%	27
Design & Construction Division	83%	Design and Construction Services	60%	23
Real Estate Division	82%	Carpentry and Modular Furniture Installation; Interior Design and Project Management Services; Real Estate Leasing Section	66%	16
Infrastructure Protection	88%	Employee ID/Access Card Services; Physical Security Services	72%	16
Michigan's Public Safety Communications System	90%	Michigan's Public Safety Communications System (MPSCS)	74%	16
Print and Mail Management	89%	Mailing Services; Printing Services	74%	15
Vehicle and Travel Services	84%	Travel Services; Vehicle Services	71%	13
Field Services	82%	Field Services	74%	8
Building Operations Division	78%	DTMB Managed Parking; Facilities Management	71%	7
Client Service Center	86%	Client Service Center (IT Helpdesk)	79%	7
Logistics and Operations Support	74%	Depot Logistics; Delivery Services; Moving Services; Records and Document Management Services ; Surplus Services	70%	4

*Agree scores for Customer Focus are derived from the average score of the following Employee Engagement Survey items:

- My work group does a good job of resolving customer problems when they occur.
- My work group constantly looks for better ways to serve our customers.
- My work group consistently delivers a high level of customer service.
- I am encouraged to come up with new and better ways of doing things.
- My colleagues are passionate about providing exceptional customer service.

**Service agree score are derived from the average score of the following Customer Satisfaction Survey items:

- **Effective Communication** refers to "[This Service] effectively communicates information to me"
- **Effort to Understand** refers to "[This Service] understands my specific needs"
- **Easy to Work With** refers to "It is easy to work with [This Service]"
- **Handled Urgently** refers to "When contacting [This Service], I am confident that my request will be handled with a sense of urgency"
- **Accountable** refers to "[This Service] holds itself accountable to the commitments it makes"

DTMB Overall Results | Cross Survey Analysis (continued)

State of Michigan 2017 employee survey		DTMB 2017 Customer Satisfaction Survey		
Level 5 Group	Customer Focus* Agree score	Services	Service Agree Score	Diff.
Design and Delivery	90%	Desktops, Laptops, and Tablets; Email/Outlook Services; Smart Device Support Team	66%	24
Technical Services	89%	Enterprise Storage Services	66%	23
Network and Telecommunications Services	90%	Remote Network Access Services; Telephone Services	68%	22
Enterprise Services	84%	Multi-Functional Device (MFD) Services (MiPrint Program)	63%	21
Data Center Operations	82%	Enterprise Data Warehouse Services; File Transfer Services	69%	13

- Service Areas with higher misalignment (over a 20% difference) between their self-rated customer focus agree scores, and their customer-rated service agree scores, were more likely to report certain obstacles preventing keeping them from getting their jobs done. Two patterns were found:
 - A majority of staff (50%+) said that there were not enough people to get the job done;
 - Approximately 1/3 of staff indicated that there were not enough staff to get the job done, along with 20% or more of staff saying they have unnecessary paperwork, and/or too many policies and procedures getting in their way

*Agree scores for Customer Focus are derived from the average score of the following Employee Engagement Survey items:

- My work group does a good job of resolving customer problems when they occur.
- My work group constantly looks for better ways to serve our customers.
- My work group consistently delivers a high level of customer service.
- I am encouraged to come up with new and better ways of doing things.
- My colleagues are passionate about providing exceptional customer service.

**Service agree score are derived from the average score of the following Customer Satisfaction Survey items:

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- **Easy to Work With** refers to “It is easy to work with [This Service]”
- **Handled Urgently** refers to “When contacting [This Service], I am confident that my request will be handled with a sense of urgency”
- **Accountable** refers to “[This Service] holds itself accountable to the commitments it makes”

Agency Results

Agency Results / Response rates

Overall DTMB response rate improved over last year's rates by 2 percentage points to 32%.

	Invited to participate	Total # of surveys completed	Response rate 2017*	Response rate 2015
Overall	47,040	14,858	32%	30%
Agriculture & Rural Development	453	337	74%	69%
Technology, Management, and Budget (includes State Budget Office, Office of Children's Ombudsman and Office of State Employer)	3,028	1,800	59%	57%
Insurance and Financial Services	303	166	55%	39%
Gaming Control Board	159	83	52%	56%
Education	523	268	51%	50%
Environmental Quality	1,144	480	42%	55%
Governor's Office	72	30	42%	46%
Treasury	1,342	550	41%	39%
Civil Rights	93	37	40%	33%
Civil Service Commission	439	176	40%	43%
Natural Resources	1,781	667	37%	47%
Transportation	2,720	968	36%	38%
Licensing & Regulatory Affairs**	2,018	712	35%	37%
Talent and Economic Development	1,223	428	35%	N/A
Lottery	203	68	33%	34%
State Police	2,841	880	31%	31%
Health and Human Services	14,148	4,054	29%	27%
Michigan Veterans Affairs Agency	442	100	23%	24%
Corrections	12,220	2,675	22%	17%
Department of State	1,537	328	21%	24%
Military & Veterans Affairs	351	51	15%	19%

*Table is sorted by 2017 response rate.

**2015 LARA rates include UIA respondents.

2015 comparison data is unavailable for TED as the Agency was created after 2015.

2015 comparison data for DHHS represents Community Health and Human Services results.

Agency Results / Key performance indicators by Agency

	N-count	Service agree score 2017*	Service agree score 2015	Customer satisfaction 2017	Customer satisfaction 2015	Net promoter score 2017	Net promoter score 2015
Overall	14,858	67%	54%	71%	56%	65%	49%
Governor's Office	30	90%	70%	90%	81%	83%	63%
Military & Veterans Affairs	51	80%	58%	68%	64%	60%	62%
Civil Service Commission	176	78%	63%	80%	63%	73%	57%
Technology, Management, and Budget (includes State Budget Office, Office of Children's Ombudsman and Office of State Employer)	1,800	78%	68%	82%	72%	80%	70%
Civil Rights	37	76%	70%	75%	88%	62%	81%
Insurance and Financial Services	166	76%	65%	80%	75%	69%	64%
Gaming Control Board	83	75%	64%	79%	77%	77%	73%
Michigan Veterans Affairs Agency	100	70%	59%	70%	60%	58%	57%
Talent and Economic Development	428	70%	N/A	77%	N/A	71%	N/A
Lottery	68	69%	40%	67%	57%	57%	52%
Corrections	2,675	67%	49%	72%	55%	67%	50%
Health and Human Services	4,054	67%	54%	75%	62%	69%	54%
Education	268	66%	60%	71%	58%	64%	51%
Licensing & Regulatory Affairs**	712	66%	54%	72%	57%	65%	51%
Transportation	968	65%	46%	66%	45%	57%	39%
Department of State	328	64%	50%	70%	59%	64%	49%
Treasury	550	64%	54%	71%	56%	64%	48%
Environmental Quality	480	61%	38%	62%	38%	51%	28%
Agriculture & Rural Development	337	58%	34%	58%	30%	46%	20%
Natural Resources	667	55%	36%	55%	29%	44%	21%
State Police	880	54%	48%	46%	34%	39%	28%

*Table is sorted by 2017 Service agree scores

** 2015 LARA rates include UIA respondents.

2015 comparison data is unavailable for TED as the Agency was created after 2015.

2015 comparison data for DHHS represents Community Health and Human Services results.

 Increased by 20

 Increased by 15 - 19

Next steps

Next steps

Create sustained improvement for continuing success

- Continue to develop customer competency skills among staff, and make them a priority for action
 - Foundational communication / customer support skills (e.g., being easy to work with) have greatly improved, but staff may now need more complex training, processes, or decision empowerment to continue to grow in their abilities related to accountability and communicating / handling customer requests with a sense of urgency
- Focus on improving processes and customer support among service areas that have more complex, and longer-term customer interactions to better meet their clients' unique needs; these models may look very different from more transaction based customer interactions that tend to have higher customer satisfaction ratings
- Build on the “service basics” guidelines previously established and continue to work to put approaches in place that hold owners accountable
- Establish measures for each service area to pulse check against moving forward; more continuous customer feedback (which a number of service areas are already collecting) will help DTMB more accurately track against goals and areas for improvement

Better understand your executive/administrator level customer needs and close the gap

- Executive and administrators carry a lot of influence within SoM; focus on increasing the number of Advocates at this level to improve the network of influencers championing DTMB services
- Assess how service delivery and customer management needs differ based on employee group and how the complexity of requests may increase at the executive/administrator level; deep dive into action planning for any services that are specifically focused on executives and administrators to prioritize improvements for these key customers

Continue to improve awareness and access to DTMB Service area information

- Continue to build awareness of tools like the Service Delivery Catalog, and add information across all service areas into the tool
 - Additional marketing to build awareness of the tool should help improve customers scores related to information accessibility
- Make points of contact very clear for each service area and detail how those owners want to be reached out to

Service Area Results by Organizational Area

AGENCY SERVICES (AS)

Agency Services / Agency Services Operational Support

Definition

- Resolution of application breaks
- Assistance to Agencies in non-project procurement, such as PC hardware and software

Customer Satisfaction: 67% Net Promoter: 61% Service Agree Score: 67%

When it comes to operational support, Agency Services effectively communicates information to me.

When it comes to operational support, Agency Services understands my specific needs.

When it comes to operational support, it is easy to work with Agency Services.

When contacting Agency Services about operational support, I am confident that my request will be handled with a sense of urgency.

When it comes to operational support, Agency Services holds itself accountable to the commitments it makes.

Agency Services resolves my issues in a timely manner.

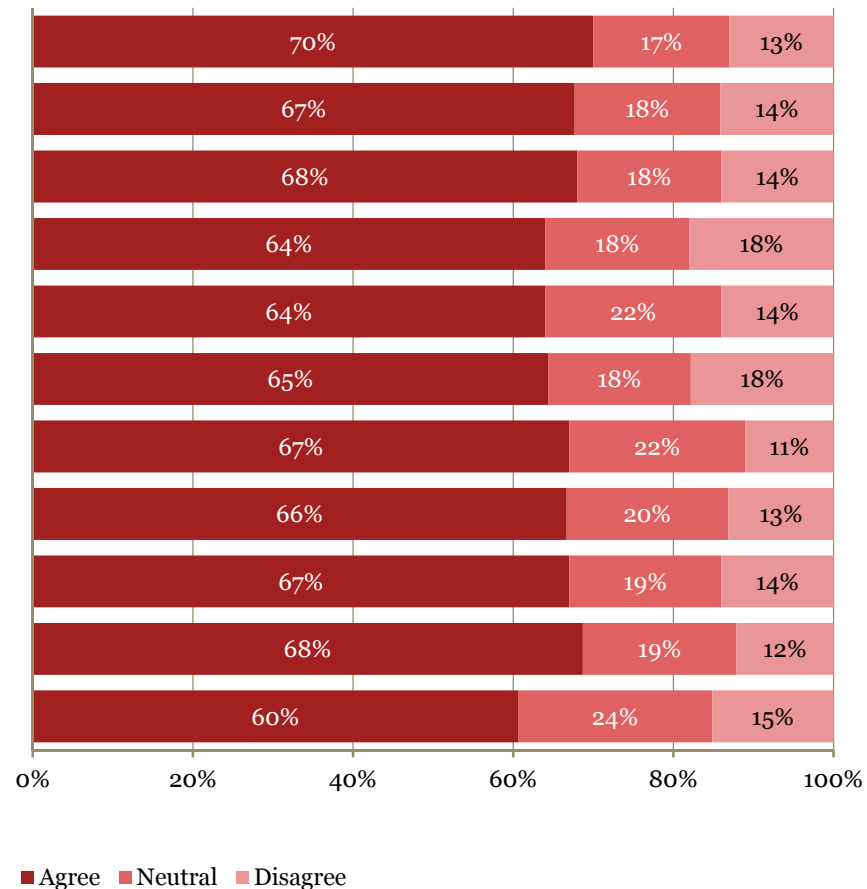
Agency Services regularly maintains and updates existing applications.

Agency Services escalates issues appropriately when needed.

Agency Services follows up on issues when necessary to ensure resolution.

Agency Services notifies me of changes to our department's IT environment (e.g., application outages, cell phone service concerns) in a timely manner.

Over the last year and a half, Agency Services has worked harder to get my opinion and ask questions in order to improve customer service.



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

Agency Services / Application Development, Implementation, and Support

Definition

- Business analysts, programmers, testers, data and database administrators who assist agencies in the development of information technology projects
- Maintenance of information technology projects

Customer Satisfaction: 63% / 2015: 49% Net Promoter: 58% / 2015: 44% Service Agree Score: 59% / 2015: 46%

When it comes to Application Development, Implementation, and Support, Agency Services effectively communicates information to me.

When it comes to Application Development, Implementation, and Support, Agency Services understands my specific needs.

When it comes to Application Development, Implementation, and Support, it is easy to work with Agency Services.

When contacting Agency Services about Application Development, Implementation, and Support, I am confident that my request will be handled with a sense of urgency.

When it comes to Application Development, Implementation, and Support, Agency Services holds itself accountable to the commitments it makes.

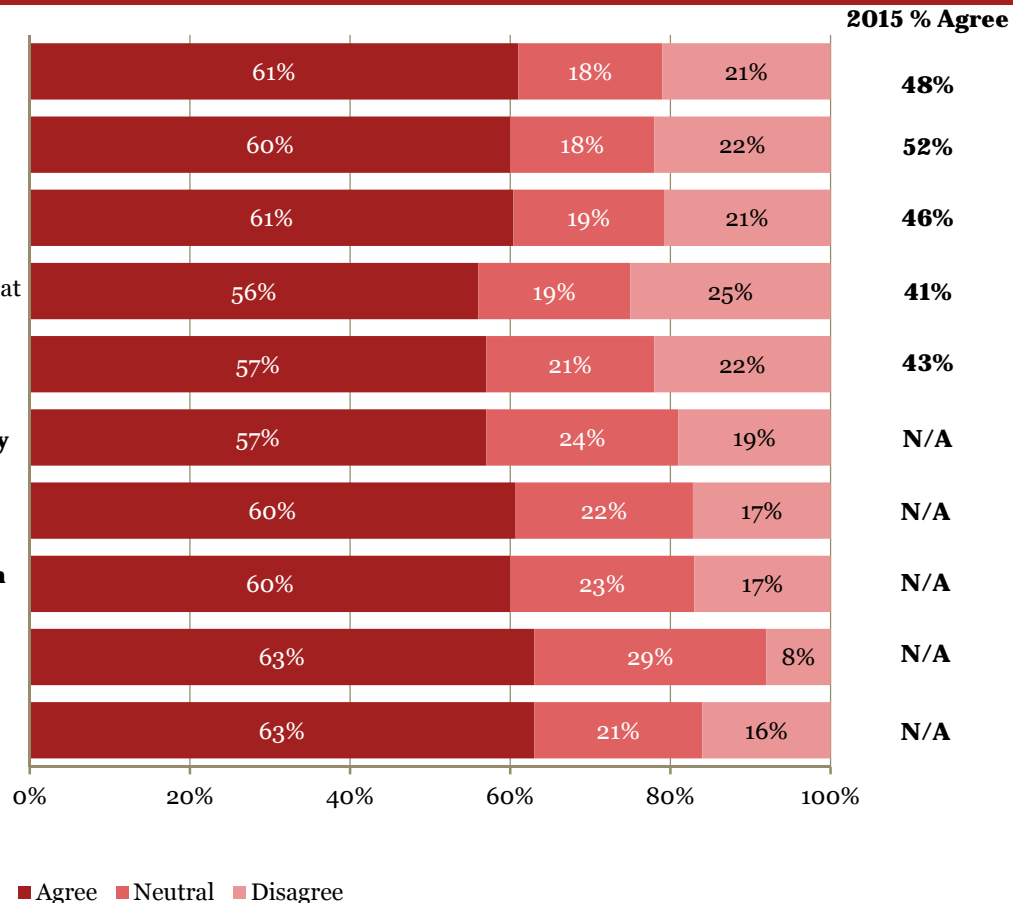
Agency Services business analysts develop high quality business requirements for creating applications.

Agency Services developers build applications according to the business requirements provided.

Agency Services developers work closely with my team to plan and implement rollouts for new applications.

I am willing to use the Agile project development process for implementing new applications.

Agency Services developers respond to my inquiries, questions, and concerns in a timely manner.



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

Bureau of Labor Market Information and Strategic Initiatives (LMISI)

LMISI / Demographic and Labor Market Information

Definition

- Official source for collecting, analyzing, and disseminating demographic and labor market information for the state of Michigan and its regions

Customer Satisfaction: 76% / 2015: 66% **Net Promoter: 73% / 2015: 63%** **Service Agree Score: 73% / 2015: 73%**

Demographic and Labor Market Information effectively communicates information to me.

Demographic and Labor Market Information understands my specific needs.

It is easy to work with Demographic and Labor Market Information.

When contacting Demographic and Labor Market Information, I am confident that my request will be handled with a sense of urgency.

Demographic and Labor Market Information holds itself accountable to the commitments it makes.

Retrieving Bureau of Labor Market Information and Strategic Initiatives data from the Bureau's website is easy.

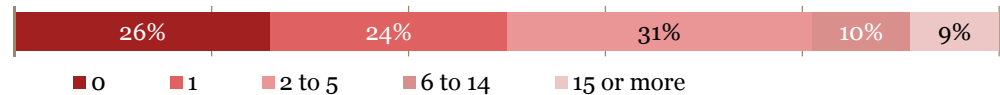
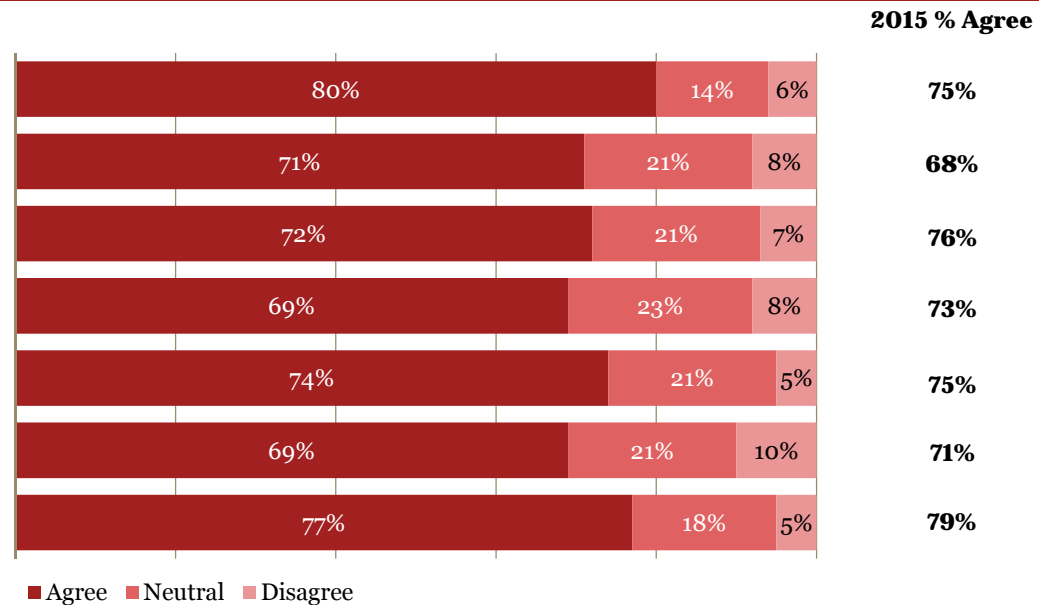
Bureau of Labor Market Information and Strategic Initiatives provides accurate data and objective analysis.

How many times per year do you request labor market or demographic data and analysis?

Do you currently use the Bureau of Labor Market Information and Strategic Initiatives MiEconomy app for mobile devices?

Are you currently subscribed to GovDelivery to receive Bureau of Labor Market Information and Strategic Initiatives data and publications?

Note: Percentages may not equal 100% due to rounding.
Note: Bold items were customized items for this service.



Center for Shared Solutions (CSS)

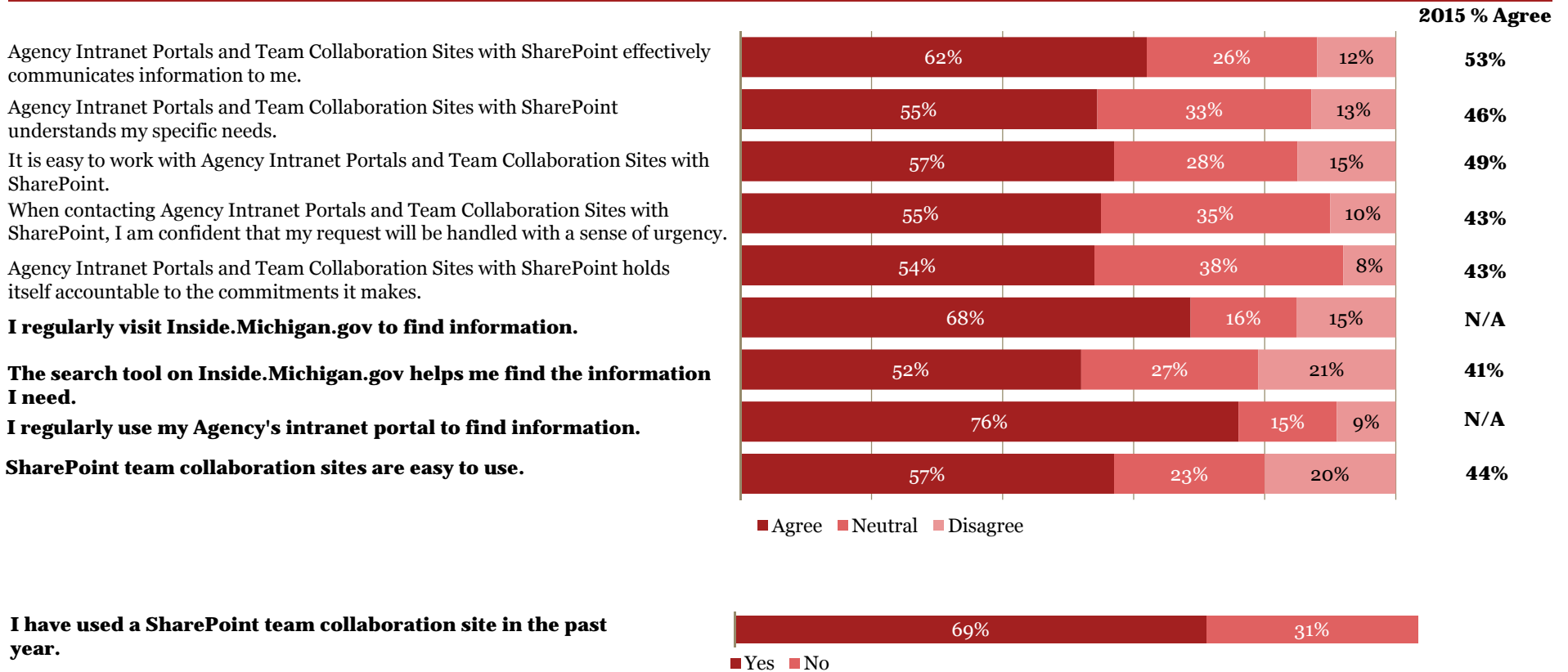
CSS / Agency Intranet Portals and Team Collaboration Sites with SharePoint

Definition

- Design and development of Inside.Michigan.gov
- Design, development and maintenance of a framework for agency intranet portals
- Guidance to agency intranet portal administrators for content management
- Provisioning of internal and external team collaboration sites

Please Note: Content of team collaboration sites is managed at an Agency or project level.

Customer Satisfaction: 70% / 2015: 53% Net Promoter: 63% / 2015: 47% Service Agree Score: 57% / 2015: 47%



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

CSS / Client Service Center (IT Helpdesk)

Definition

- Primary point of support for the 50,000 State of Michigan employees when they experience computer and other technology issues

Customer Satisfaction: 74% Net Promoter: 68% Service Agree Score: 79%

Client Service Center (IT Helpdesk) effectively communicates information to me.

Client Service Center (IT Helpdesk) understands my specific needs.

It is easy to work with Client Service Center (IT Helpdesk).

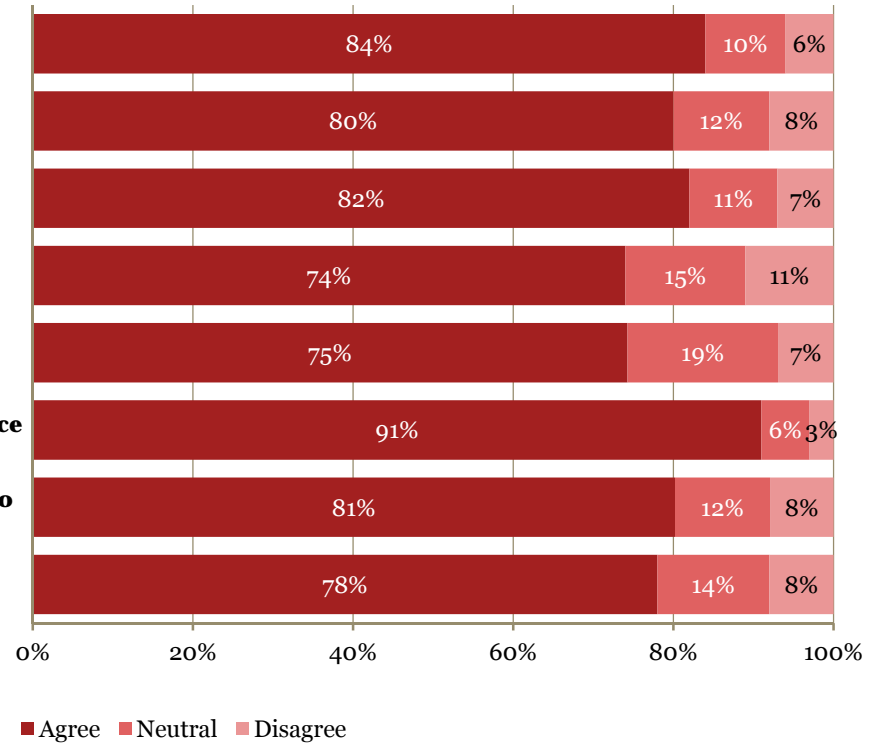
When contacting Client Service Center (IT Helpdesk), I am confident that my request will be handled with a sense of urgency.

Client Service Center (IT Helpdesk) holds itself accountable to the commitments it makes.

I receive courteous and friendly service when I contact Client Service Center (IT Helpdesk).

Client Service Center (IT Helpdesk) provides effective resolutions to my technical issues.

Client Service Center (IT Helpdesk) sets clear expectations for next steps if they are unable to resolve my issue when I first call.



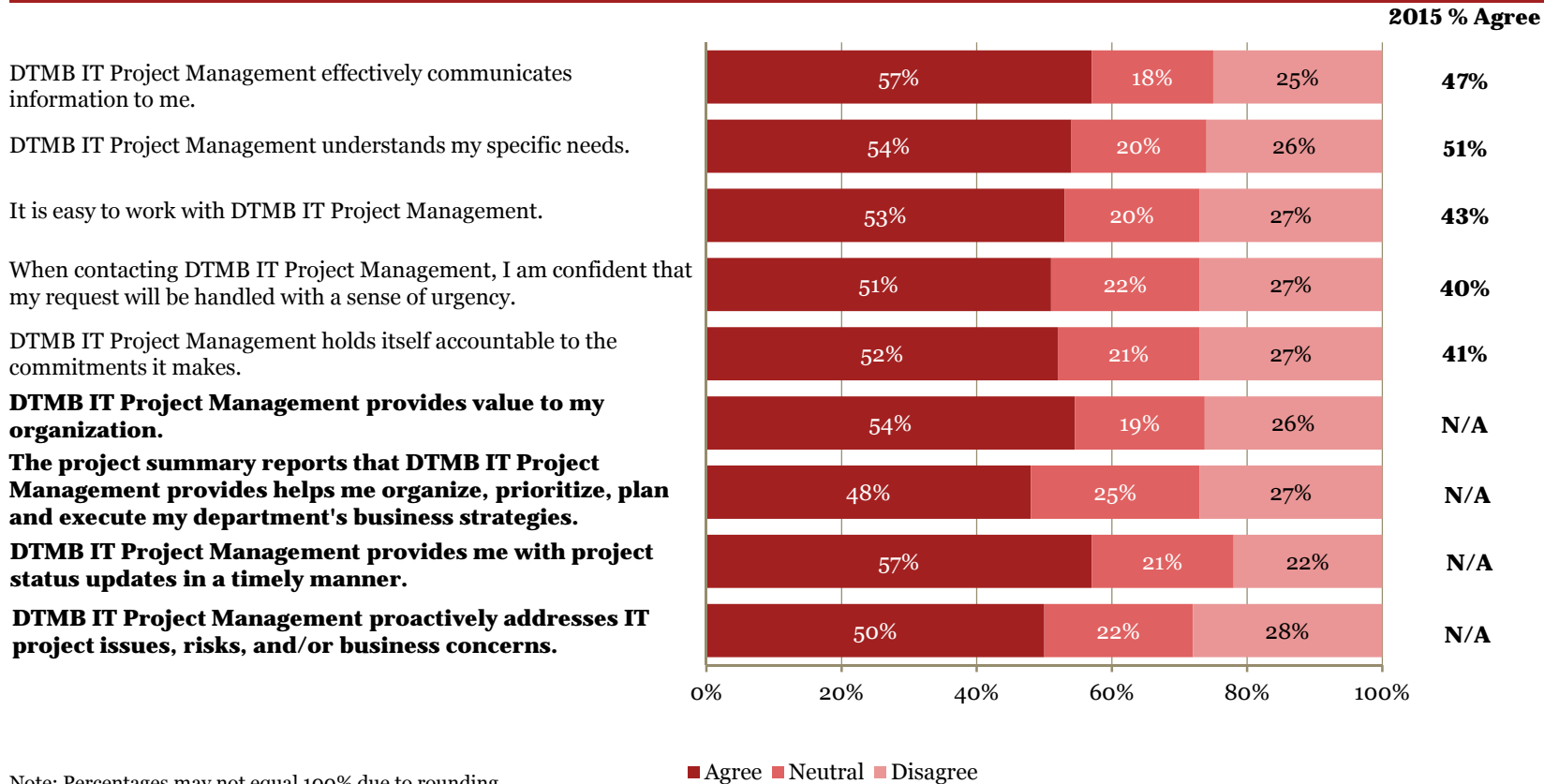
Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

CSS / DTMB IT Project Management

Definition

- Temporary undertaking of an endeavor to help manage the project management process for IT projects
- Assistance to the team in creating a unique product, service, or result

Customer Satisfaction: 57% / 2015: 44% Net Promoter: 53% / 2015: 40% Service Agree Score: 53% / 2015: 44%



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

CSS / DTMB Service Catalog

Definition

- An online directory of DTMB's technology and management service offerings that includes an overview of descriptions, ordering information, billing rates, and agency contact lists

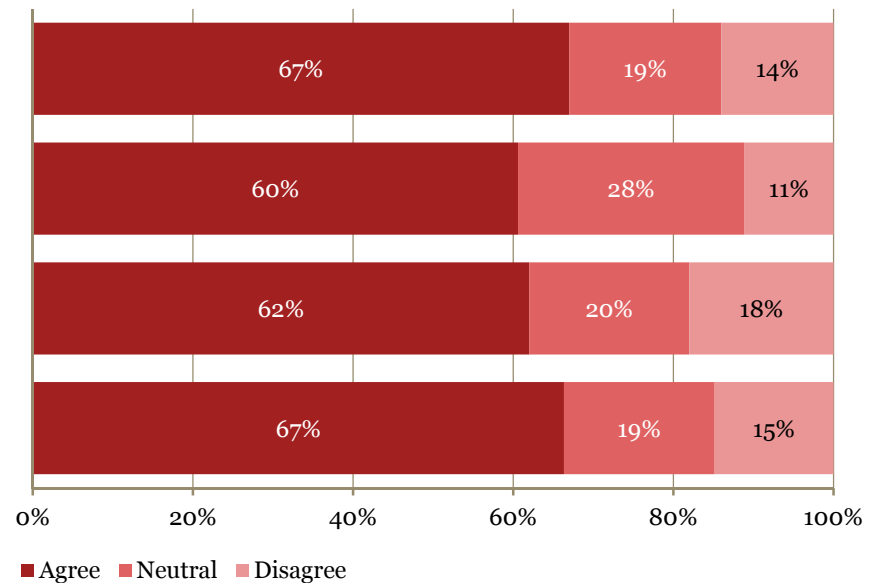
Customer Satisfaction: 75% Net Promoter: 70% Service Agree Score: 64%

The DTMB Service Catalog effectively communicates information to me.

When contacting the DTMB Service Catalog, I am confident that my request will be handled with a sense of urgency.

The DTMB Service Catalog is easy to navigate.

The DTMB Service Catalog provides me with the information I need regarding DTMB services.



Note: Percentages may not equal 100% due to rounding.

Note: Bold items were customized items for this service.

CSS / Field Services

Definition

- Deskside assistance (e.g., in person help) for technology issues and set up of new computers, laptops and tablets

Customer Satisfaction: 65% Net Promoter: 59% Service Agree Score: 74%

Field Services effectively communicates information to me.

Field Services understands my specific needs.

It is easy to work with Field Services.

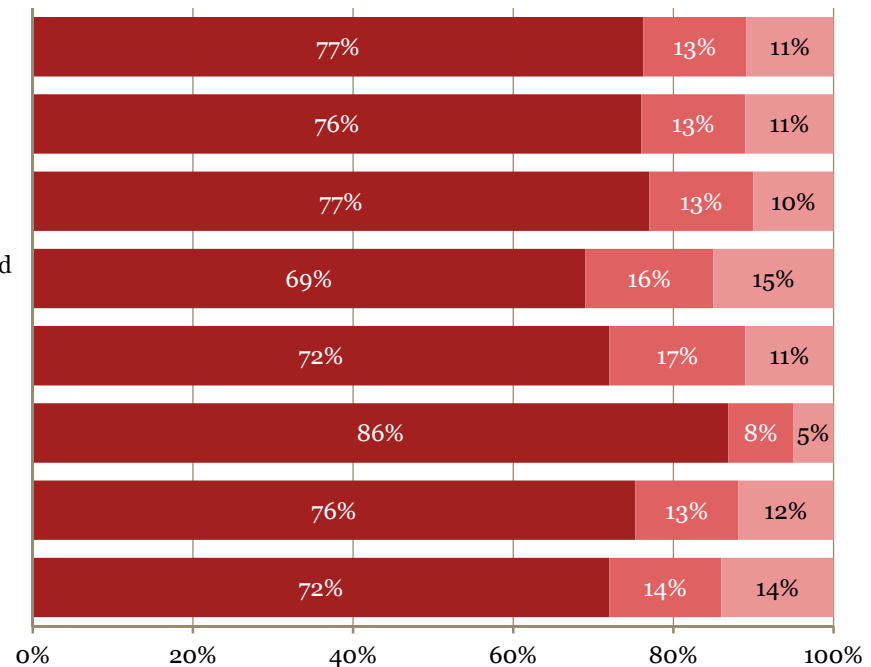
When contacting Field Services, I am confident that my request will be handled with a sense of urgency.

Field Services holds itself accountable to the commitments it makes.

I receive courteous and friendly service when a Field Services technician helps me.

Field Services technicians provide effective resolutions to my technical issues.

Field Services staff set clear expectations and instructions when I receive a new computer.



■ Agree ■ Neutral ■ Disagree

Note: Percentages may not equal 100% due to rounding.

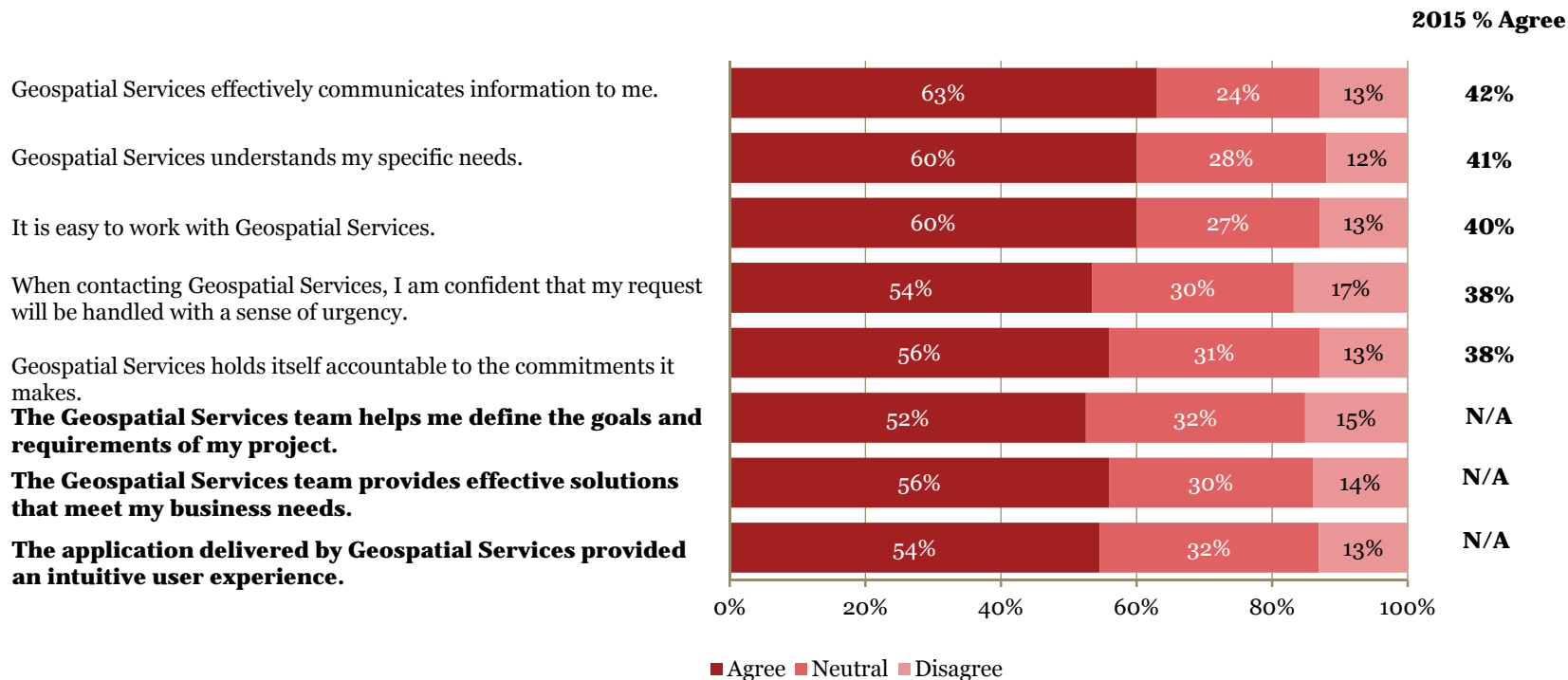
Note: Bold items were customized items for this service.

CSS / Geospatial Services

Definition

- An enterprise, server-based, geospatial environment for managing spatial data and publishing map services
- Web application development that leverages Geographic Information System (GIS) and geospatial data
- Statewide base map (Michigan Geographic Framework and imagery) for use across GIS software and applications

Customer Satisfaction: 55% / 2015: 43% Net Promoter: 46% / 2015: 39% Service Agree Score: 59% / 2015: 40%



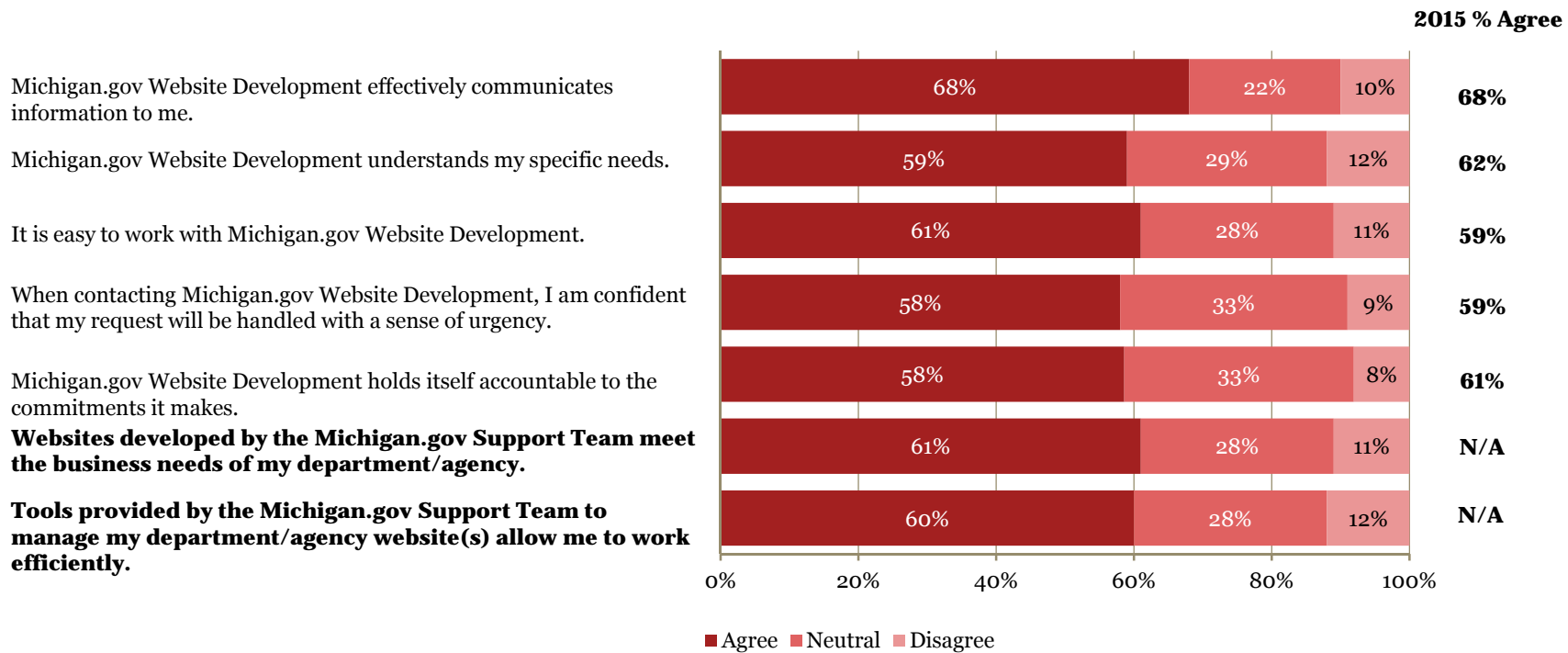
Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

CSS / Michigan.gov Website Development

Definition

- Central hosting and content management tools for the Michigan.gov web portal and for all agency websites
- Allows Agency users to create new websites or revise existing websites
- Allows Agency and technical employees to manage content and to an extent, website design

Customer Satisfaction: 69% / 2015: 53% Net Promoter: 66% / 2015: 48% Service Agree Score: 61% / 2015: 62%



Note: Percentages may not equal 100% due to rounding.

Note: Bold items were customized items for this service.

CSS / Michigan's Public Safety Communications System (MPSCS)

Definition

- Support of interoperable radio communications, public safety data applications, and related technology in patrol and other state vehicles
- Computer Aided Dispatching (CAD) and Automatic Vehicle Location (AVL) services

Customer Satisfaction: 62% / 2015: 49% Net Promoter: 58% / 2015: 41% Service Agree Score: 74% / 2015: 60%

Michigan's Public Safety Communications System (MPSCS) effectively communicates information to me.

Michigan's Public Safety Communications System (MPSCS) understands my specific needs.

It is easy to work with Michigan's Public Safety Communications System (MPSCS).

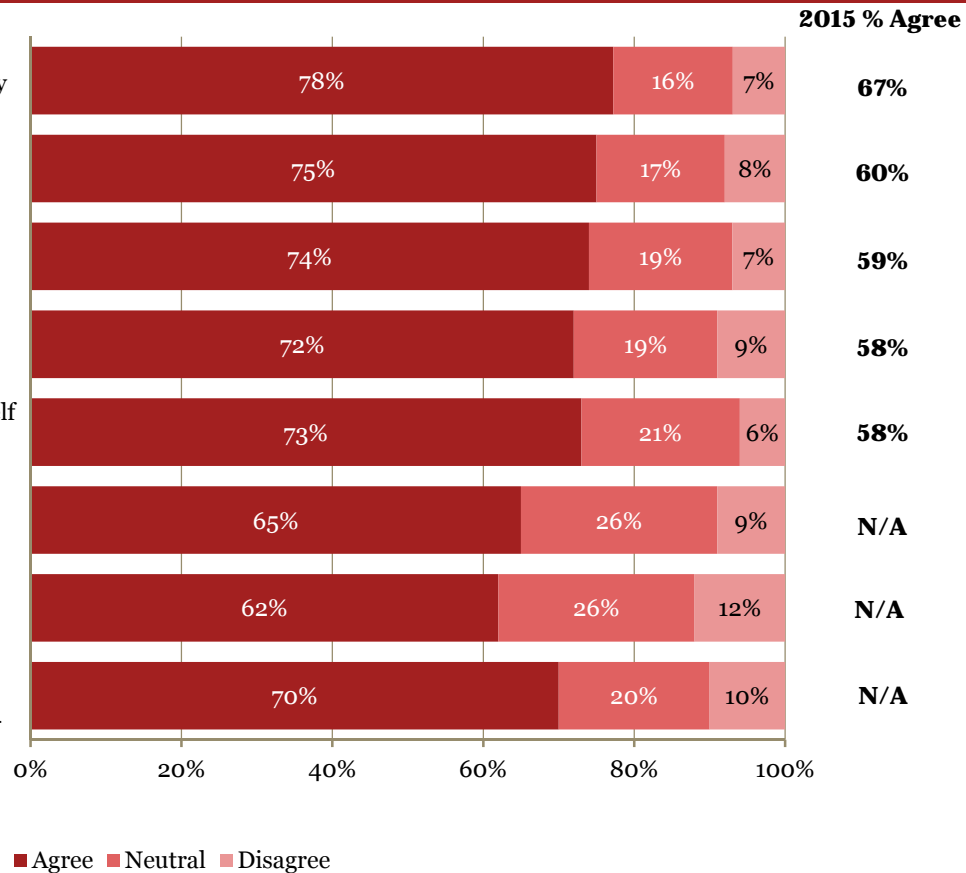
When contacting Michigan's Public Safety Communications System (MPSCS), I am confident that my request will be handled with a sense of urgency.

Michigan's Public Safety Communications System (MPSCS) holds itself accountable to the commitments it makes.

The Computer Aided Dispatch solution provided by Michigan's Public Safety Communications System (MPSCS) effectively supports my day to day work.

The mobile application solution (P1 Mobile, Premier Mobile Data Client (PMDC)) provided by Michigan's Public Safety Communications System (MPSCS) effectively supports my day to day work.

Michigan's Public Safety Communications System (MPSCS) provides me with effective support for my portable radio, in-vehicle radio, camera, or mobile data service.



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service

Chief Technology Officer (CTO)

CTO / *Email/Outlook Services*

Definition

- Secure email services through the Microsoft Office 365 Government Cloud platform
- Access storage of 50 gb for live inbox and unlimited online email archive
- Manage user accounts
- Create accounts for new employees and contract staff
- Delete accounts of departing employees and contract staff
- Manage accounts of existing email users such as name changes, agency re-assignment
- Create shared email accounts or addresses, allow a group of users to share a single email account
- Manage individual calendars and view other users calendars to schedule appointments
- Manage contacts information such as phone numbers, emails address, titles and organizations

Customer Satisfaction: 72% / 2015: 54% Net Promoter: 65% / 2015: 47% Service Agree Score: 74% / 2015: 55%

Email/Outlook Services effectively communicates information to me.

Email/Outlook Services understands my specific needs.

It is easy to work with Email/Outlook Services.

When contacting Email/Outlook Services, I am confident that my request will be handled with a sense of urgency.

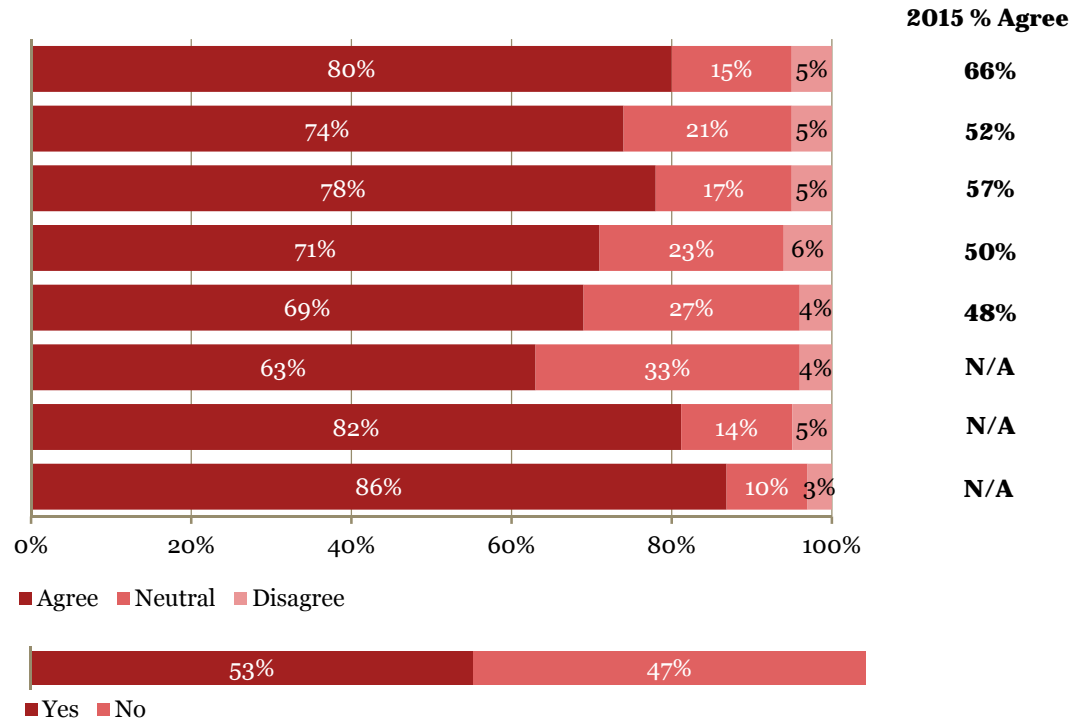
Email/Outlook Services holds itself accountable to the commitments it makes.

Email/Outlook training provided me with useful information.

I feel confident in the security of my Email/Outlook.

I feel confident in my ability to use Email/Outlook.

I am aware that there are Email/Outlook training resources available.



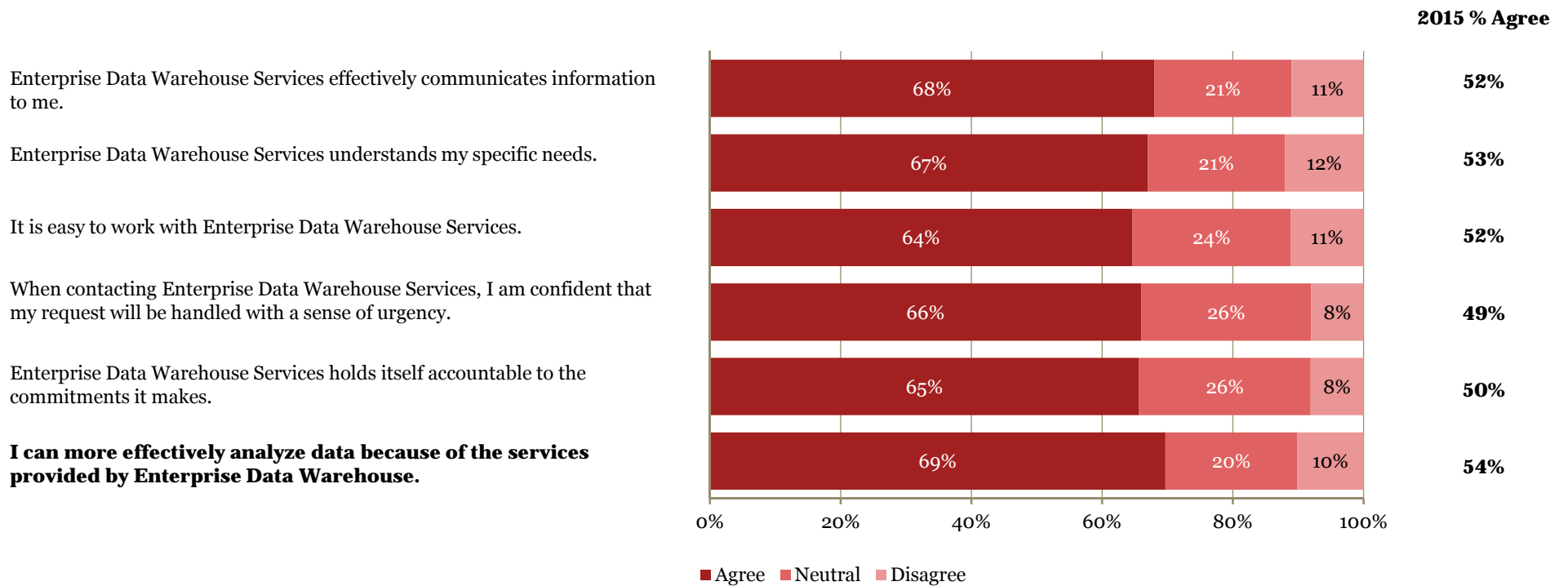
Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

CTO / Enterprise Data Warehouse Services

Definition

- High performance analytics
- Data mining activities
- Enhanced decision support capabilities

Customer Satisfaction: 65% / 2015: 57% **Net Promoter: 62% / 2015: 51%** **Service Agree Score: 66% / 2015: 51%**



Note: Percentages may not equal 100% due to rounding.

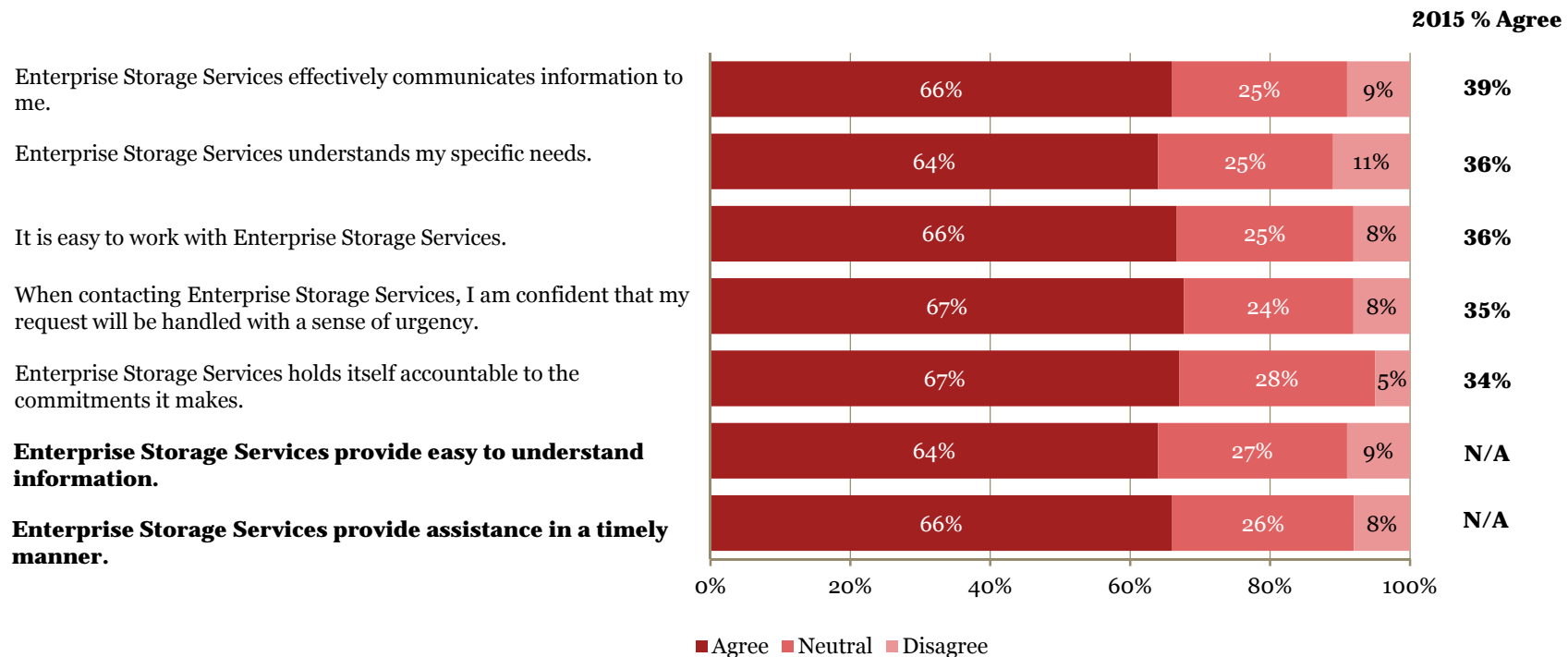
Note: Bold items were customized items for this service.

CTO / Enterprise Storage Services

Definition

- Standard mechanism for storing and accessing files within the state network
- Central location to store shared files and control user access to directories through network user accounts (see User Account Service). This service includes:
 - a. File storage and backup of data
 - b. Common file structure (e.g., H Drive – Personal Home Directory; S Drive – Share Drive for the business unit or bureau)
 - c. Additional network drives upon requests to meet business needs

Customer Satisfaction: 69% / 2015: 46% **Net Promoter: 64% / 2015: 41%** **Service Agree Score: 66% / 2015: 36%**



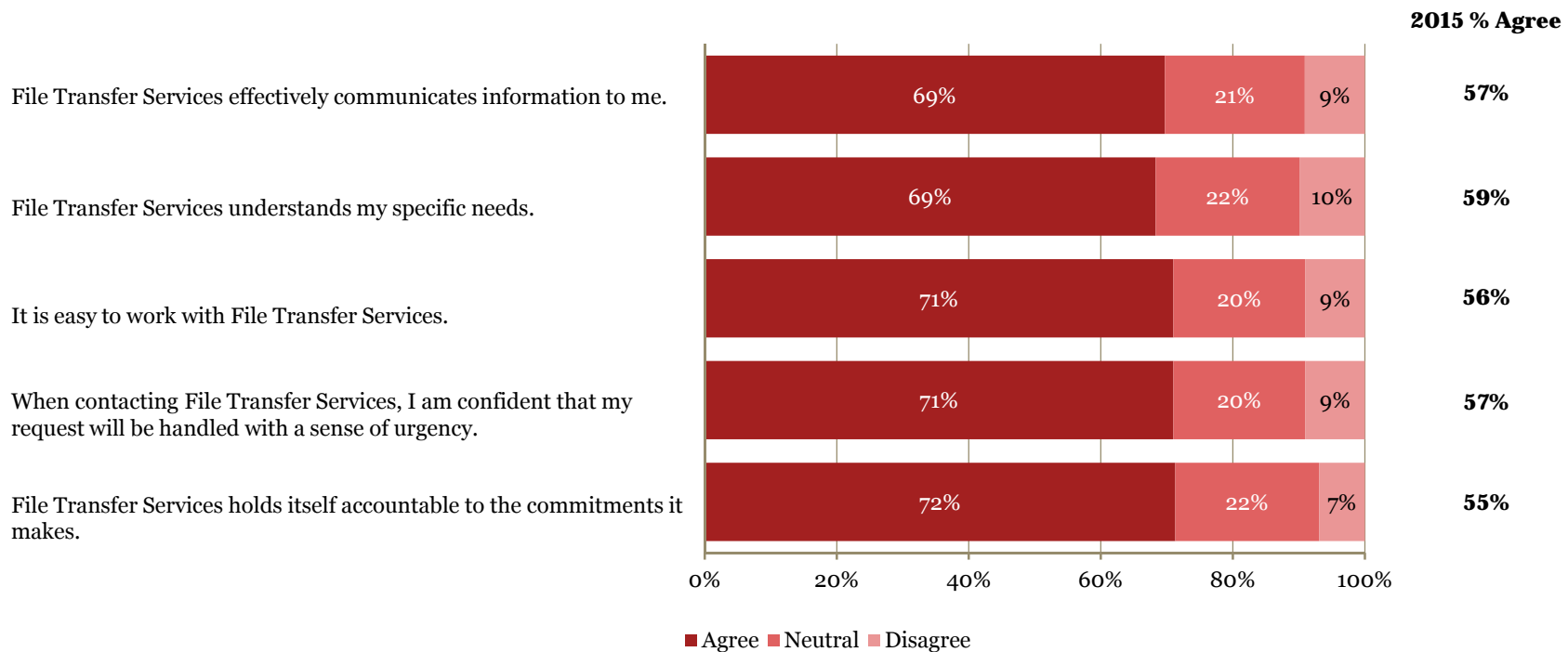
Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

CTO / File Transfer Services

Definition

- Managed file transfer system that stores and forwards files between State of Michigan agencies and internal and external trading partners (i.e. private business partners, local government agencies, federal government agencies and other states' agencies)

Customer Satisfaction: 75% / 2015: 56% **Net Promoter: 72% / 2015: 53%** **Service Agree Score: 70% / 2015: 57%**



Note: Percentages may not equal 100% due to rounding.
File Transfer Services asked no custom questions.

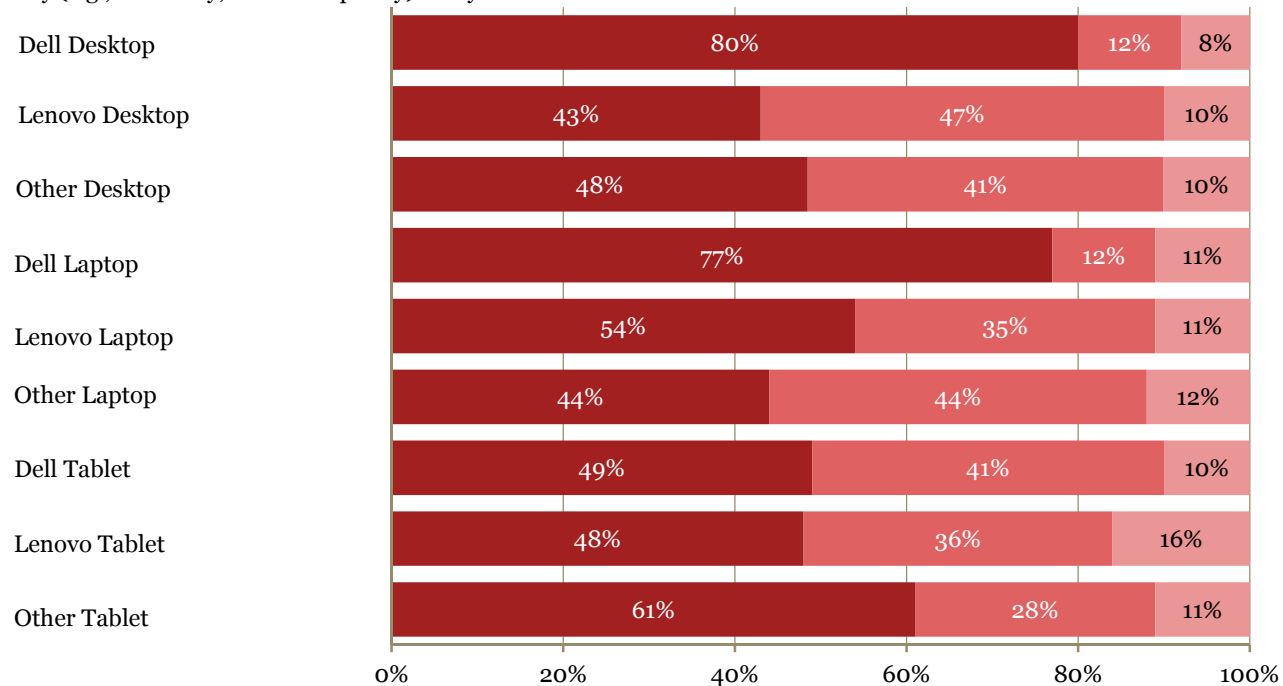
CTO / Desktops, Laptops, and Tablets - quality

Definition

- Determination of the types and models of desktops, laptops, and tablets that are available to State of Michigan, end user employees. The selection is based on the following criteria:
 - Technical Build Quality
 - Environment Compatibility
 - Performance
 - Ergonomics
 - Serviceability
 - Durability

Satisfaction with Quality: 56%

Overall I am satisfied with the quality (e.g., reliability, technical quality) of my:



Note: Percentages may not equal 100% due to rounding.

■ Agree ■ Neutral ■ Disagree

CTO / *Desktops, Laptops, and Tablets - quality*

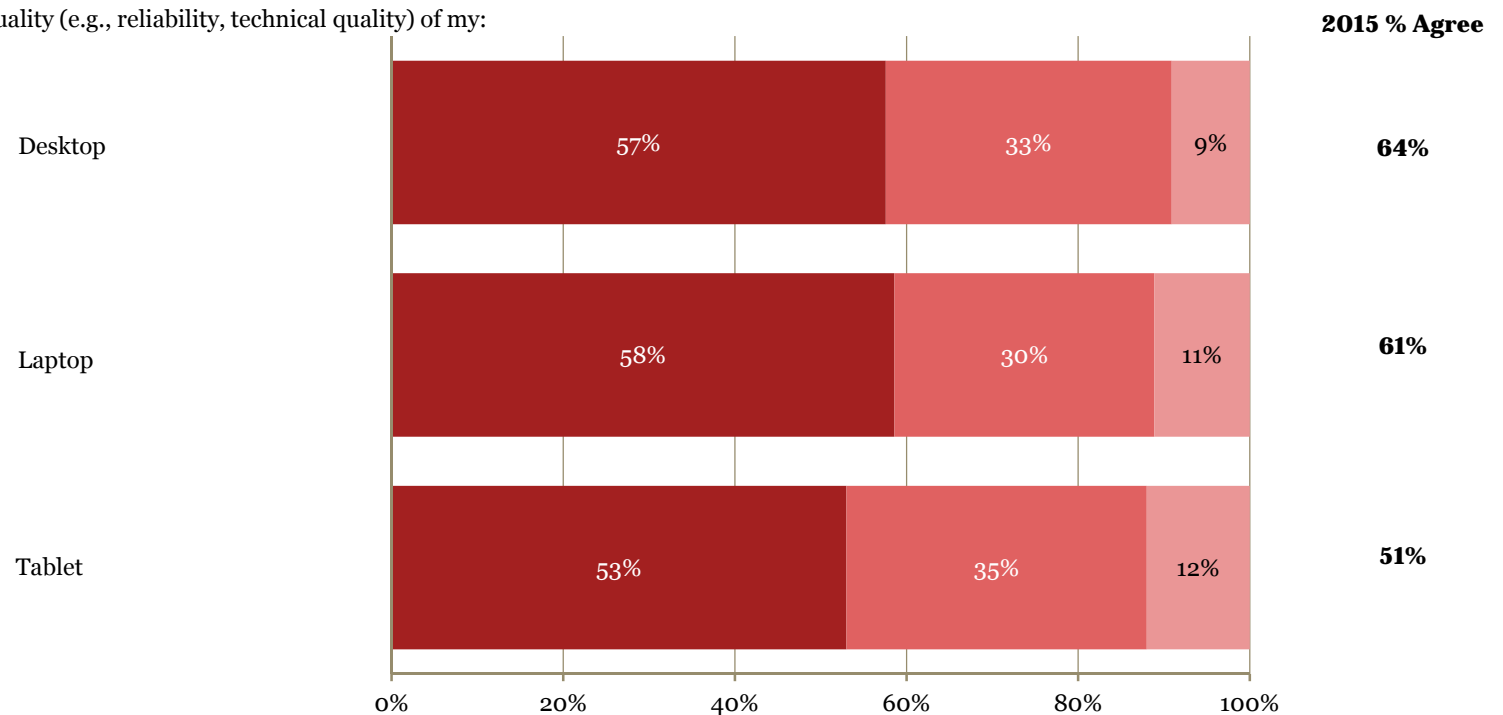
Definition

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- Technical Build Quality
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- Performance
- Ergonomics
- Serviceability
- Durability

Satisfaction with Quality: 56%

Overall I am satisfied with the quality (e.g., reliability, technical quality) of my:



Note: Percentages may not equal 100% due to rounding.

■ Agree ■ Neutral ■ Disagree

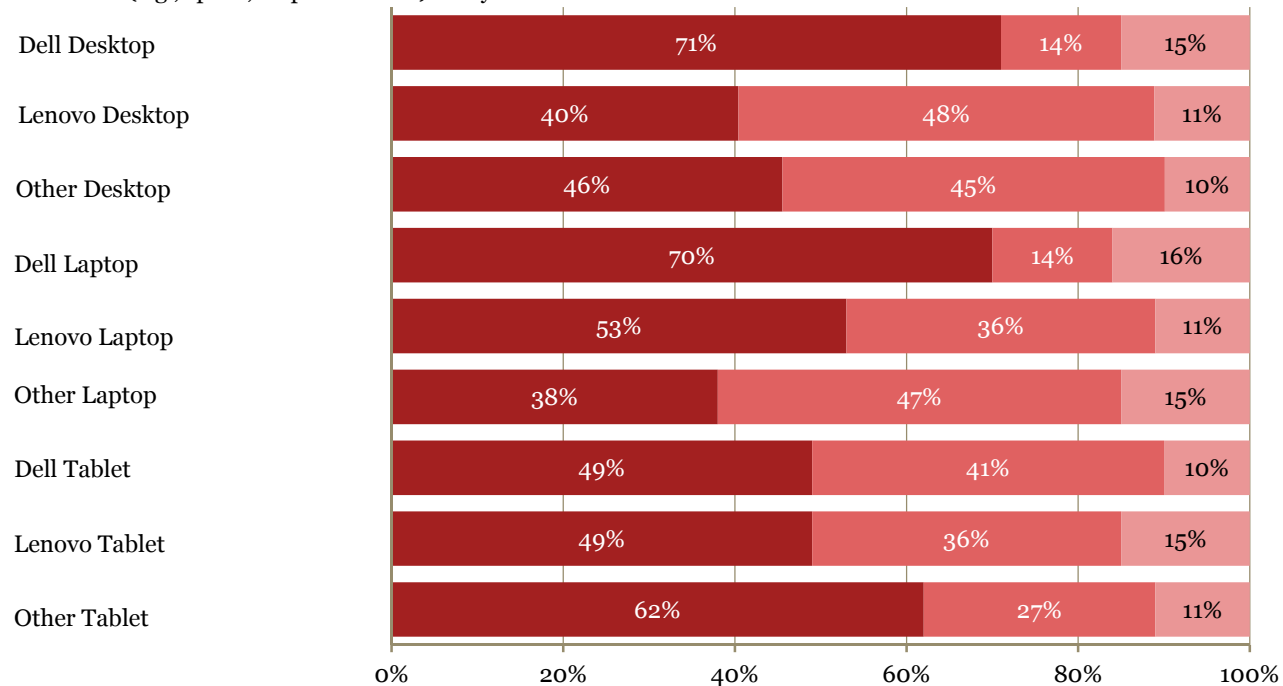
CTO / Desktops, Laptops, and Tablets - performance

Definition

- Determination of the types and models of desktops, laptops, and tablets that are available to State of Michigan, end user employees. The selection is based on the following criteria:
 - Technical Build Quality
 - Environment Compatibility
 - Performance
 - Ergonomics
 - Serviceability
 - Durability

Satisfaction with Performance: 53%

Overall, I am satisfied with the performance (e.g., speed, responsiveness) of my:



Note: Percentages may not equal 100% due to rounding.

■ Agree ■ Neutral ■ Disagree

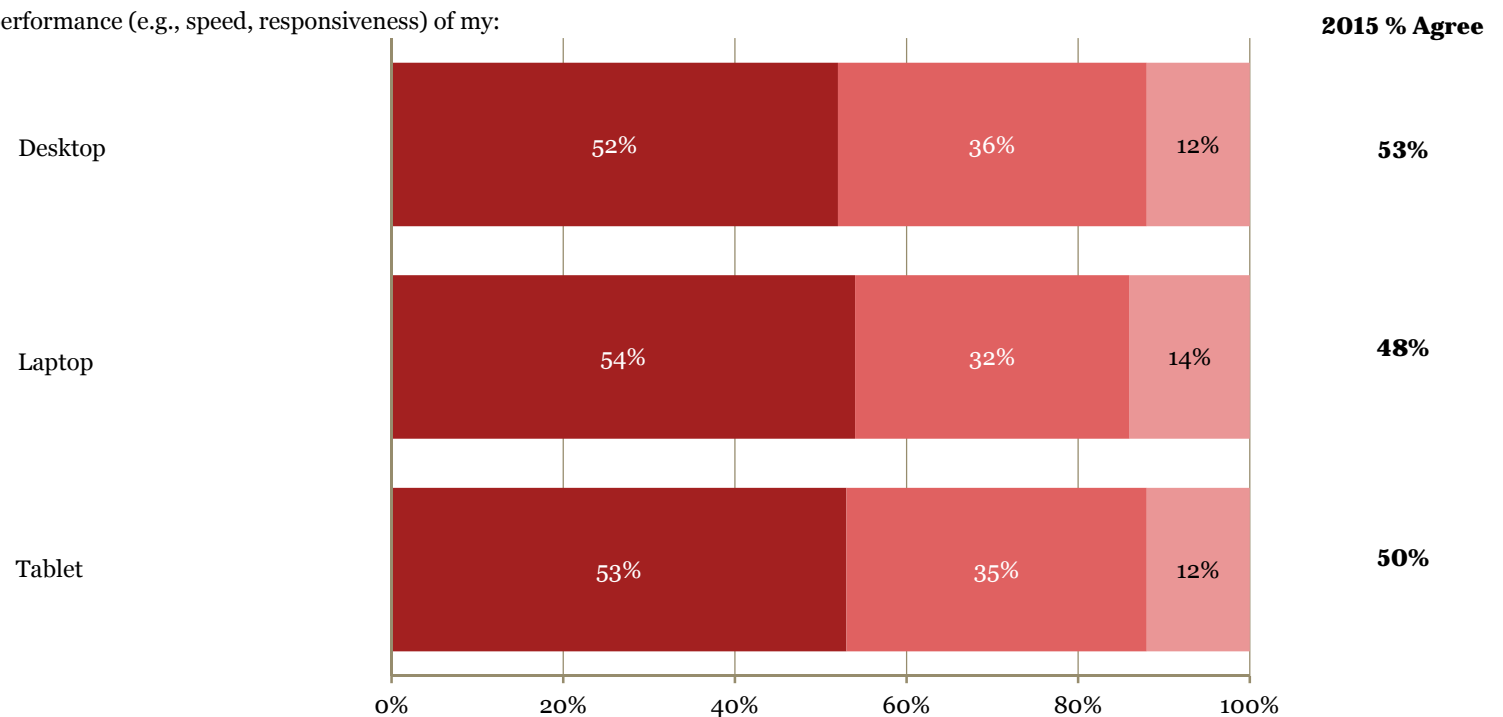
CTO / Desktops, Laptops, and Tablets - performance

Definition

- Determination of the types and models of desktops, laptops, and tablets that are available to State of Michigan, end user employees. The selection is based on the following criteria:
 - Technical Build Quality
 - Environment Compatibility
 - Performance
 - Ergonomics
 - Serviceability
 - Durability

Satisfaction with Performance: 53%

Overall, I am satisfied with the performance (e.g., speed, responsiveness) of my:



Note: Percentages may not equal 100% due to rounding.

■ Agree ■ Neutral ■ Disagree

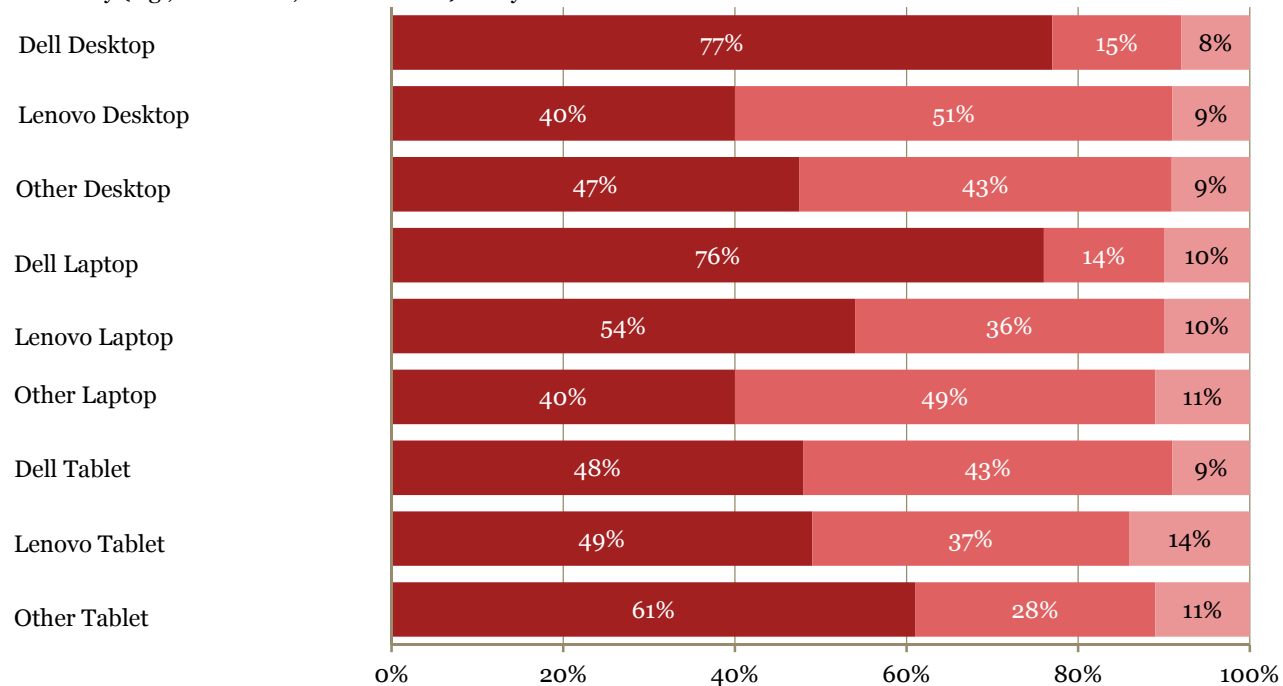
CTO / *Desktops, Laptops, and Tablets - functionality*

Definition

- Determination of the types and models of desktops, laptops, and tablets that are available to State of Michigan, end user employees. The selection is based on the following criteria:
 - Technical Build Quality
 - Environment Compatibility
 - Performance
 - Ergonomics
 - Serviceability
 - Durability

Satisfaction with Functionality: 55%

Overall I am satisfied with the functionality (e.g., ease of use, user interface) of my:



Note: Percentages may not equal 100% due to rounding.

■ Agree ■ Neutral ■ Disagree

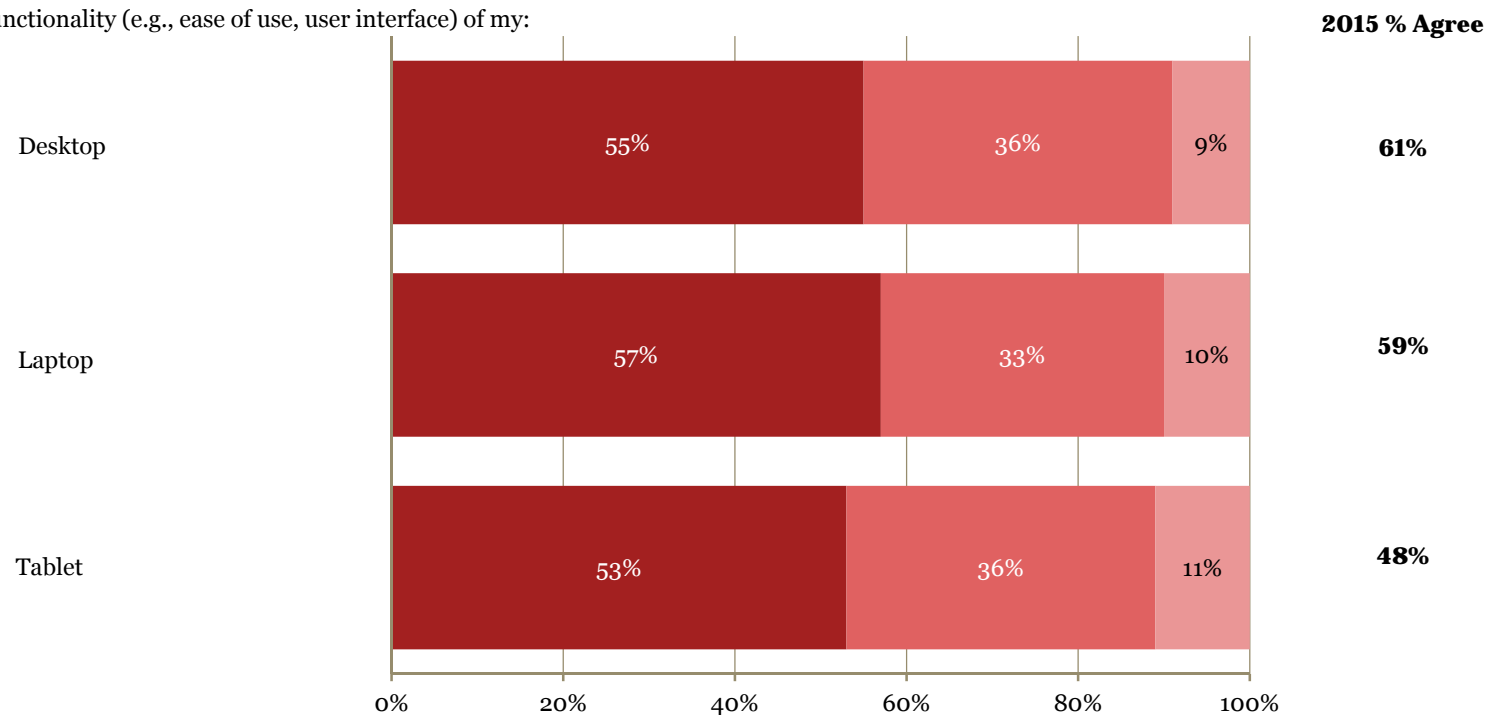
CTO / *Desktops, Laptops, and Tablets - functionality*

Definition

- Determination of the types and models of desktops, laptops, and tablets that are available to State of Michigan, end user employees. The selection is based on the following criteria:
 - Technical Build Quality
 - Environment Compatibility
 - Performance
 - Ergonomics
 - Serviceability
 - Durability

Satisfaction with Functionality: 55%

Overall I am satisfied with the functionality (e.g., ease of use, user interface) of my:



Note: Percentages may not equal 100% due to rounding.

■ Agree ■ Neutral ■ Disagree

CTO / Multi-Functional Device (MFD) Services (MiPrint Program)

Definition

- Program called MiPrint for leasing multi-functional devices for document output needs (e.g., printing, faxing, copying, and scanning)

Customer Satisfaction: 69% / 2015: 49% **Net Promoter: 64% / 2015: 44%** **Service Agree Score: 63% / 2015: 65%**

Multi-Functional Device (MFD) Services (MiPrint Program) effectively communicates information to me.

Multi-Functional Device (MFD) Services (MiPrint Program) understands my specific needs.

It is easy to work with Multi-Functional Device (MFD) Services (MiPrint Program).

When contacting Multi-Functional Device (MFD) Services (MiPrint Program), I am confident that my request will be handled with a sense of urgency.

Multi-Functional Device (MFD) Services (MiPrint Program) holds itself accountable to the commitments it makes.

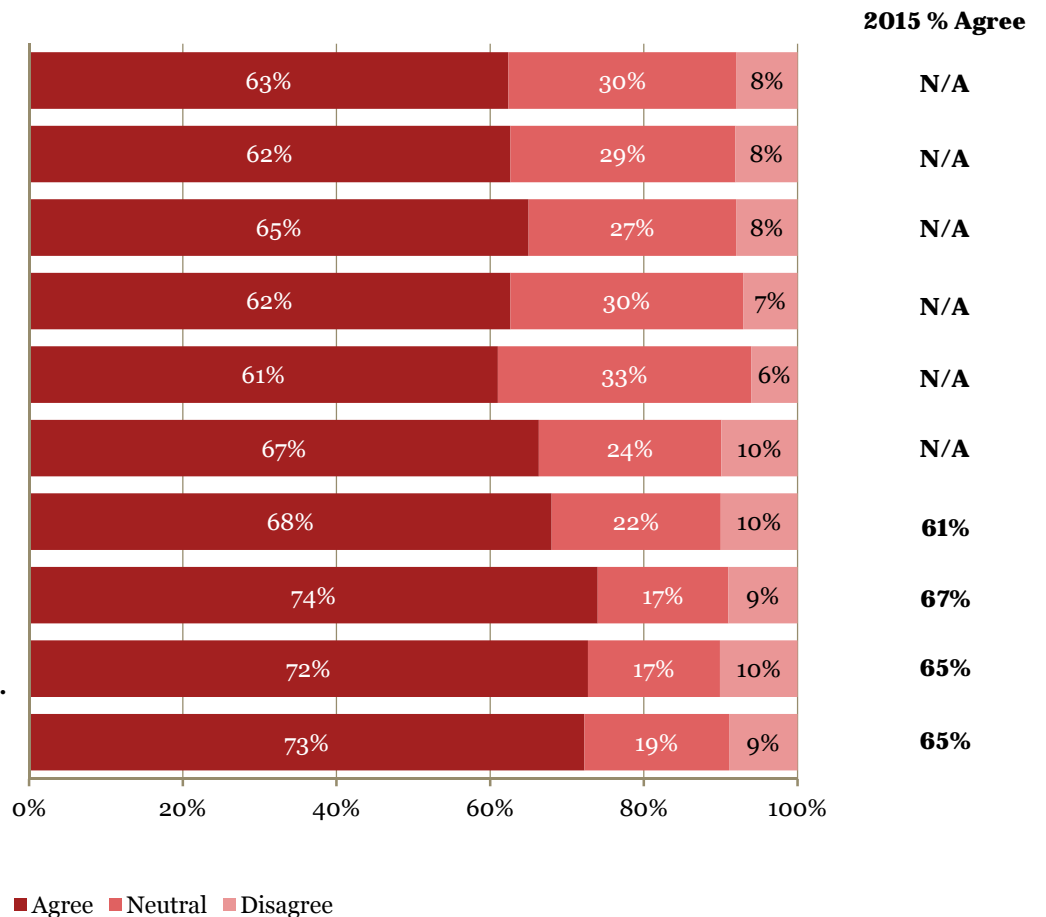
Multi-Functional Device (MFD) Services (MiPrint Program) is meeting our agency's need for printers, fax machines, copiers, and scanners.

Maintenance services to fix an issue with my agency's multi-functional device has been completed in a timely manner.

Overall, I am satisfied with the quality (e.g., reliability, technical quality) of the multi-functional devices to which I have access.

Overall, I am satisfied with the performance (e.g., speed, responsiveness) of the multi-functional devices to which I have access.

Overall, I am satisfied with the functionality (e.g., ease of use, user interface) of the multi-functional devices to which I have access.



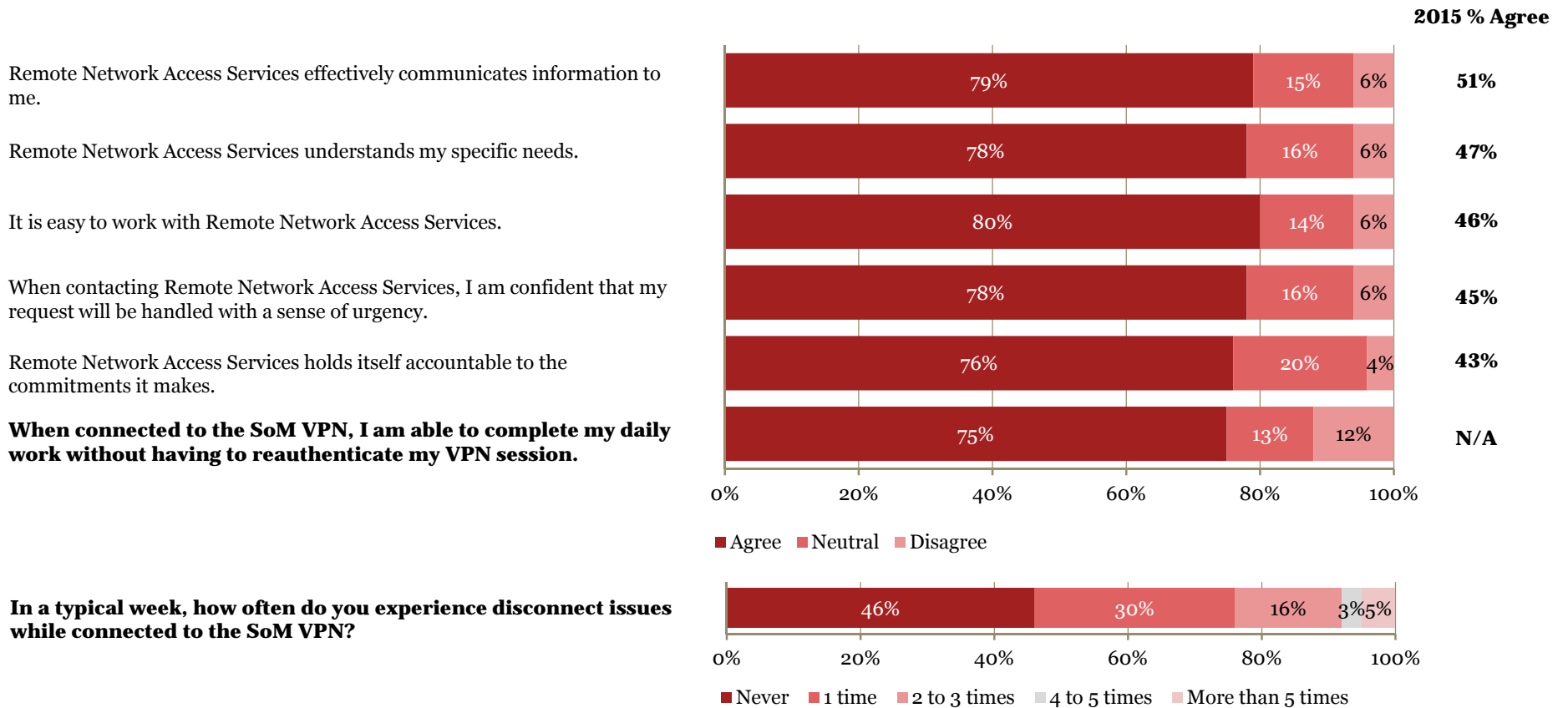
Note: Percentages may not equal 100% due to rounding.
Note: Bold items were customized items for this service.

CTO / Remote Network Access Services

Definition

- Safe and secure mechanism for State of Michigan employees and contractors to remotely access State of Michigan network and resources

Customer Satisfaction: 75% / 2015: 51% **Net Promoter: 69% / 2015: 46%** **Service Agree Score: 78% / 2015: 46%**



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

CTO / Smart Device Support Team

Definition

- Support for end users of smart phones and tablet devices connecting to State of Michigan resources (running iOS v8 and above; Android v4.1.2 and above; Windows Phone v8.1 and above)
- Support of access to the customer's Mail, Contacts and Calendars on their smart device
- Enrollment in the State of Michigan's Mobile Device Management System
- Access to training resources for smart devices

Customer Satisfaction: 69% Net Promoter: 63% Service Agree Score: 78%

Smart Device Support Team effectively communicates information to me.



Smart Device Support Team understands my specific needs.



It is easy to work with Smart Device Support Team.



When contacting Smart Device Support Team, I am confident that my request will be handled with a sense of urgency.



Smart Device Support Team holds itself accountable to the commitments it makes.



The Smart Device Support Team SharePoint Site is easy to navigate.



Information provided by the Smart Device Support Team through the SharePoint Site or documentation is helpful to me.



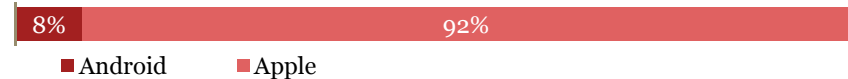
The Smart Device Support Team Newsletter provides me with useful information.



0% 20% 40% 60% 80% 100%

■ Agree ■ Neutral ■ Disagree

What type of smart device do you have?



Note: Percentages may not equal 100% due to rounding.
Note: Bold items were customized items for this service.

CTO / *Smart Device Support Team, continued*

Definition

- Support for end users of smart phones and tablet devices connecting to State of Michigan resources (running iOS v8 and above; Android v4.1.2 and above; Windows Phone v8.1 and above)
- Support of access to the customer's Mail, Contacts and Calendars on their smart device
- Enrollment in the State of Michigan's Mobile Device Management System
- Access to training resources for smart devices

Customer Satisfaction: 69% Net Promoter: 63% Service Agree Score: 78%

How do you prefer to get help for Smart Device Issues?

	% Selected
Using the Smart Device Support Team documentation found on the SharePoint site.	11%
Creating a Remedy ticket for yourself in Service Request Management (SRM).	16%
Calling the Client Service Center (IT Helpdesk) and having them create a Remedy request for you.	73%

CTO / Telephone Services

Definition

- Telephone services including desk phone and corded handset which enable local and long distance calls
- Softphone services including laptop software which enables local and long distance calls via a remote workstation with a VPN connection for teleworkers

- Moves, adds, changes, and disconnects for staff position changes and employee turnover
- Voicemail box for callers to leave voice messages

Please note: This services does not support cell phone services.

Customer Satisfaction: 72% / 2015: 56% **Net Promoter: 66% / 2015: 49%** **Service Agree Score: 65% / 2015: 57%**

Telephone Services effectively communicates information to me.

Telephone Services understands my specific needs.

It is easy to work with Telephone Services.

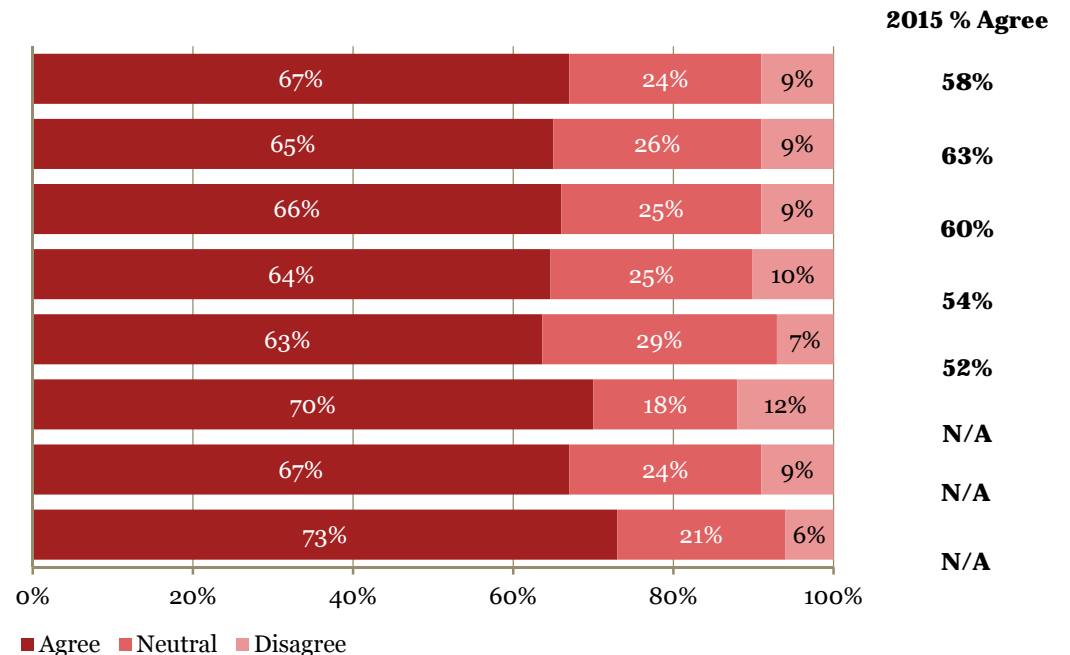
When contacting Telephone Services, I am confident that my request will be handled with a sense of urgency.

Telephone Services holds itself accountable to the commitments it makes.

I am satisfied with my deskphone service.

Support tickets for my deskphone, softphone, and/or voicemail are resolved correctly on the first attempt.

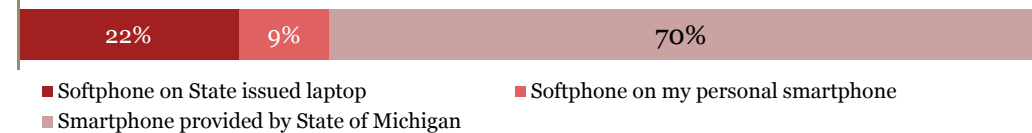
Voicemail password resets are completed in a timely manner.



What type of deskphone do you have (Generally shown on the top, middle of your phone)?



As a teleworker, which of these options would you most prefer to use:



Note: Percentages may not equal 100% due to rounding.
Note: Bold items were customized items for this service.

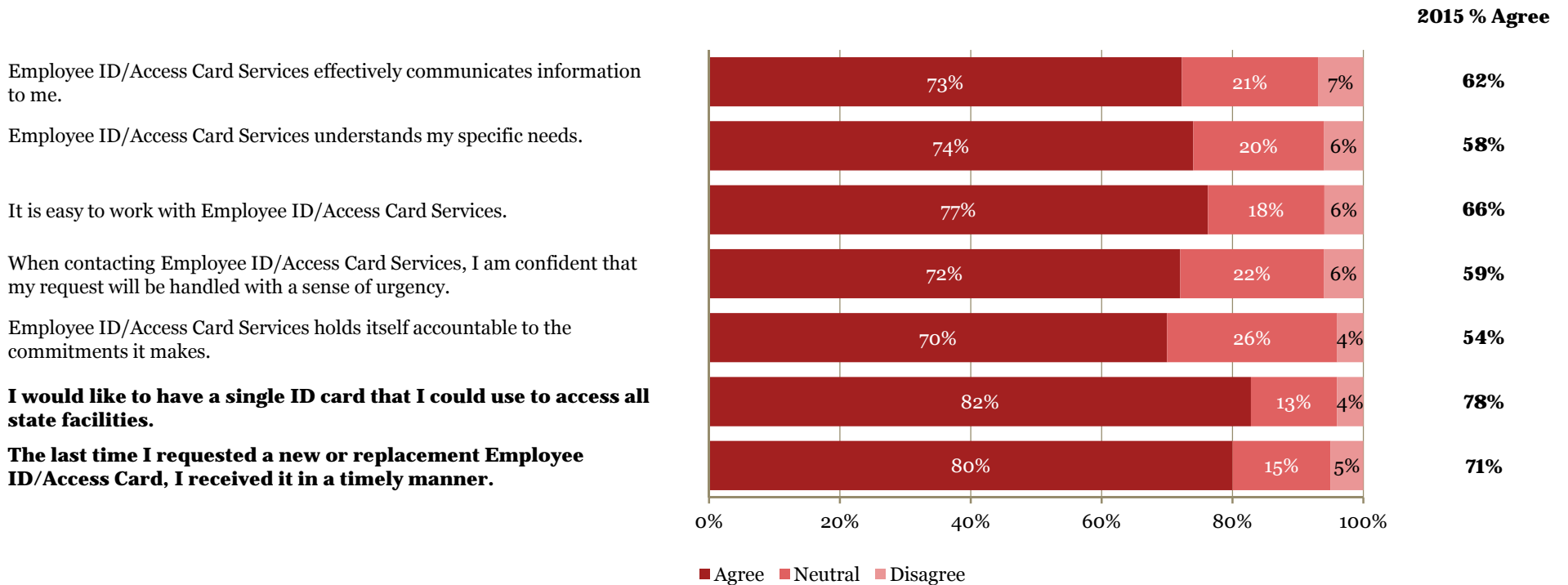
Cybersecurity and Infrastructure Protection (CIP)

CIP / Employee ID/Access Card Services (required to enter a parking area, building turnstile, or present to security guard)

Definition

- Issues ID badges and Access Cards for State of Michigan employees and contractors
- Manages the access and security in and out of DTMB managed buildings

Customer Satisfaction: 73% / 2015: 58% Net Promoter: 66% / 2015: 51% Service Agree Score: 73% / 2015: 60%



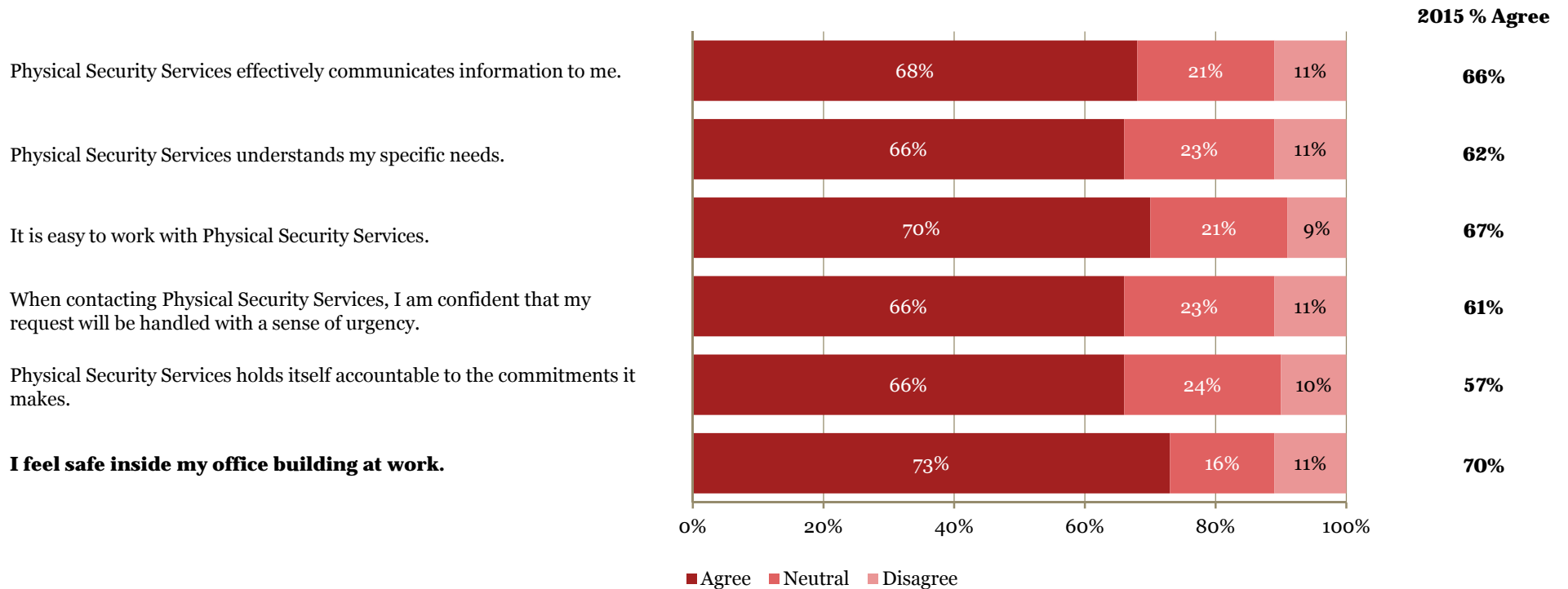
Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

CIP / Physical Security Services

Definition

- Security officers in the lobbies of State facilities to assist visitors, as well as those doing business with State government

Customer Satisfaction: 70% / 2015: 54% **Net Promoter: 63% / 2015: 48%** **Service Agree Score: 67% / 2015: 63%**



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

Financial Services

Financial Services / IT Goods and Services Procured by DTMB Financial Services

Definition

- Procurement of non-contract IT goods and services on behalf of all state agencies that are less than \$250,000
- Procurement of IT goods and services on behalf of all state agencies that are on contract in any amount

Customer Satisfaction: 58% / 2015: 36% Net Promoter: 52% / 2015: 31% Service Agree Score: 51% / 2015: 28%

IT Goods and Services Procured by DTMB Financial Services effectively communicates information to me.

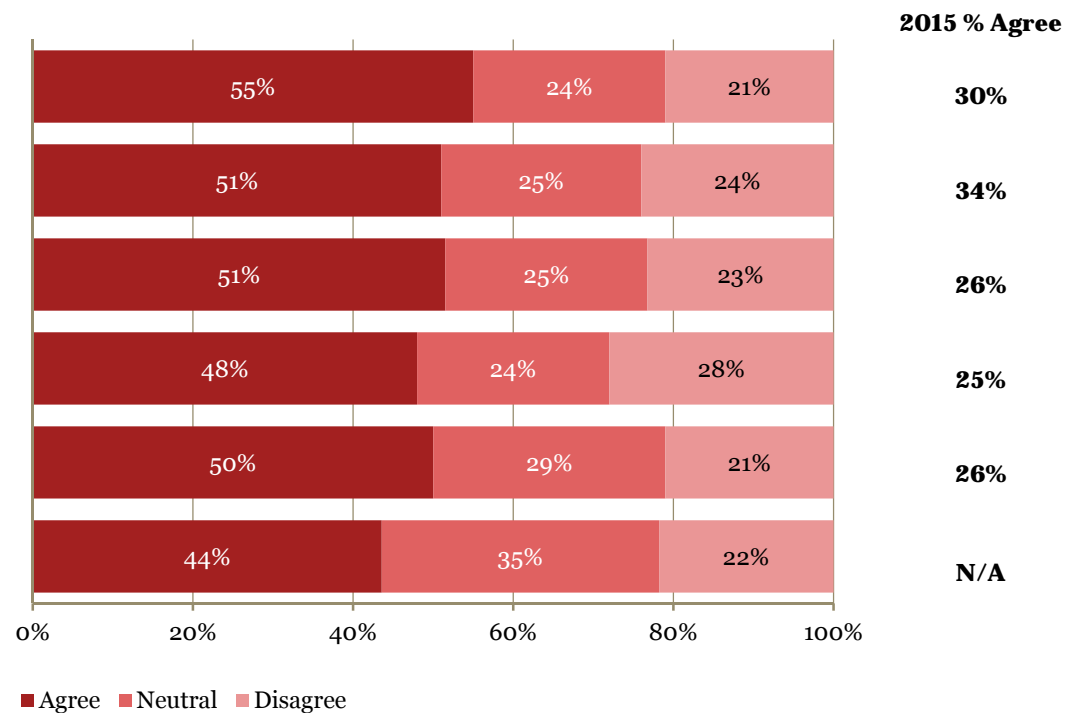
IT Goods and Services Procured by DTMB Financial Services understands my specific needs.

It is easy to work with IT Goods and Services Procured by DTMB Financial Services.

When contacting IT Goods and Services Procured by DTMB Financial Services, I am confident that my request will be handled with a sense of urgency.

IT Goods and Services Procured by DTMB Financial Services holds itself accountable to the commitments it makes.

The IT procurement process has improved over the past year.



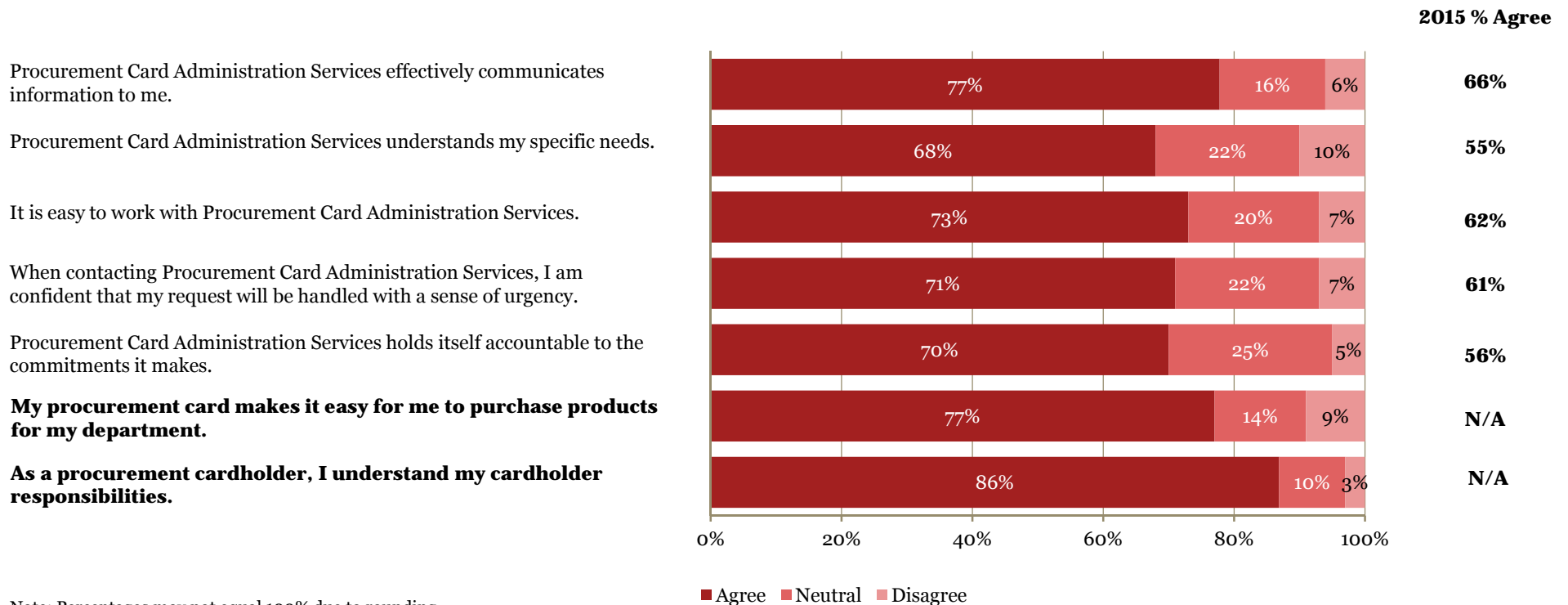
Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

Financial Services / Procurement Card Administration Services

Definition

- Issuing/cancelling of procurement cards
- Monitoring transactions of procurement cards
- Oversight of procurement card usage
- Use of the procurement card

Customer Satisfaction: 63% / 2015: 54% **Net Promoter: 57% / 2015: 48%** **Service Agree Score: 72% / 2015: 60%**



Note: Percentages may not equal 100% due to rounding.

Note: Bold items were customized items for this service.

Office of Support Services (OSS)

OSS / Delivery Services

Definition

- Delivery of freight state-wide
- Pick up and delivery of U.S. and inter-departmental mail

Customer Satisfaction: 74% Net Promoter: 67% Service Agree Score: 74%

Delivery Services effectively communicates information to me.

Delivery Services understands my specific needs.

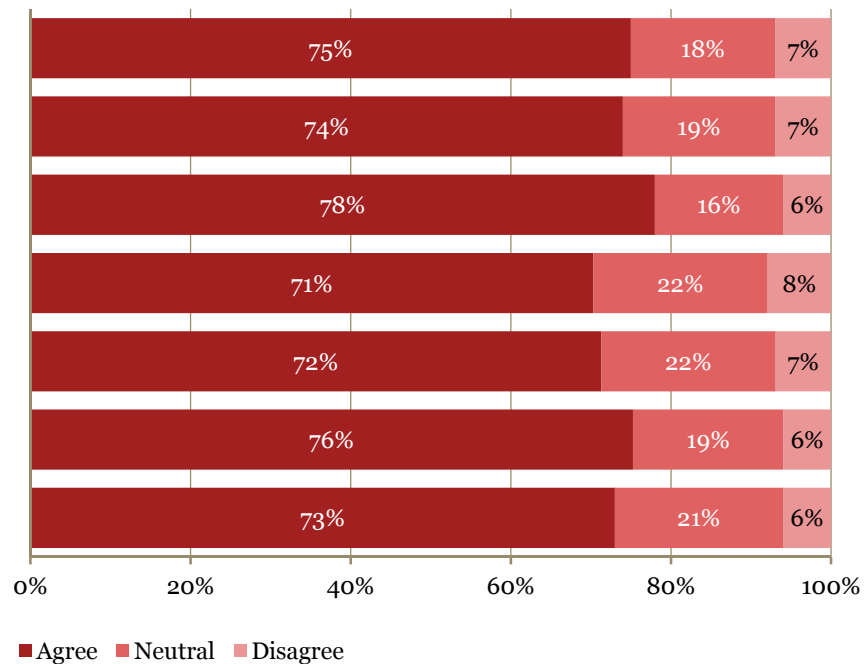
It is easy to work with Delivery Services.

When contacting Delivery Services, I am confident that my request will be handled with a sense of urgency.

Delivery Services holds itself accountable to the commitments it makes.

Delivery Services staff respond to my inquiries, questions, and concerns in a timely manner.

Requesting Delivery Services is easy to complete.



Note: Percentages may not equal 100% due to rounding.

Note: Bold items were customized items for this service.

OSS / Depot Logistics

Definition

- Receiving and delivery of IT assets
- Management of agency IT stock
- Management of the Automated Asset Recovery Program (AARP) process
- Disposal of IT assets

Customer Satisfaction: 67% Net Promoter: 62% Service Agree Score: 64%

Depot Logistics effectively communicates information to me.

Depot Logistics understands my specific needs.

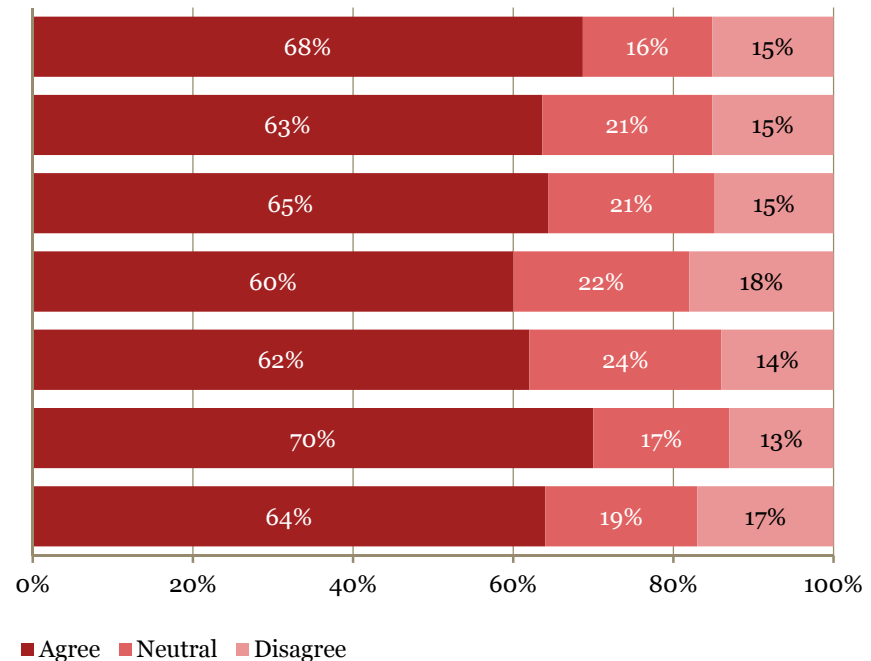
It is easy to work with Depot Logistics.

When contacting Depot Logistics, I am confident that my request will be handled with a sense of urgency.

Depot Logistics holds itself accountable to the commitments it makes.

Depot Logistics staff respond to my inquiries, questions, and concerns in a timely manner.

The Automated Asset Recovery Program (AARP) process is easy to understand.



Note: Percentages may not equal 100% due to rounding.

Note: Bold items were customized items for this service.

OSS / Mailing Services

Definition

- Automated and manual U.S. mail preparation and processing services
- Directions to customers in the use of industry “Best Practices” by leveraging USPS products and services to reduce costs
- Mail supplies including postal account cards, mail inserting, envelope addressing, etc.

Customer Satisfaction: 73% Net Promoter: 67% Service Agree Score: 71%

Mailing Services effectively communicates information to me.

Mailing Services understands my specific needs.

It is easy to work with Mailing Services.

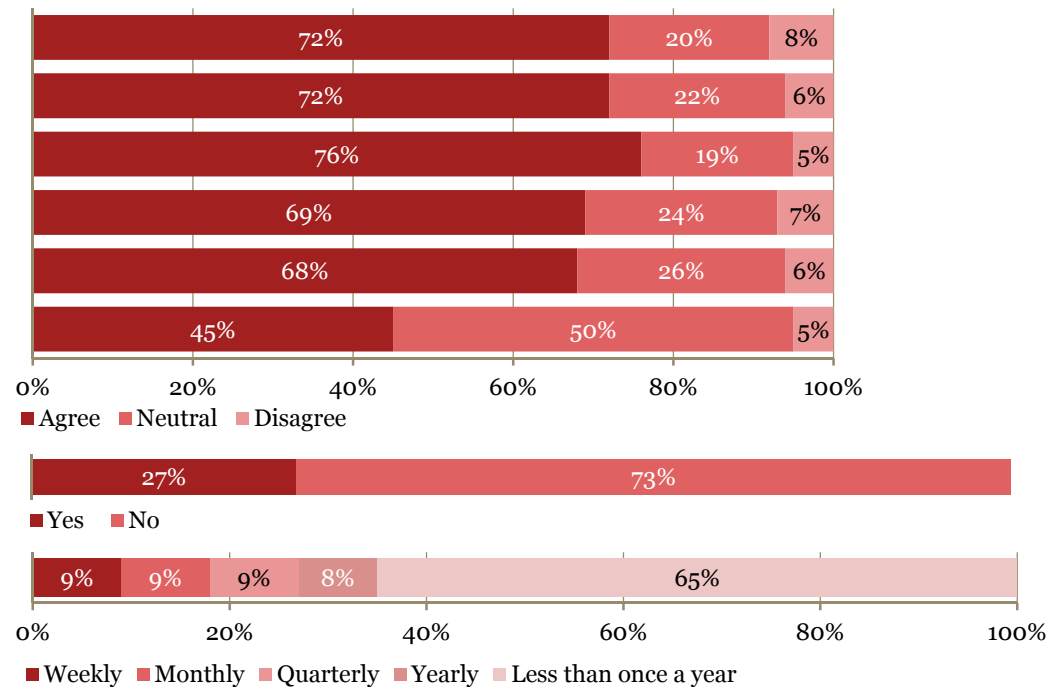
When contacting Mailing Services, I am confident that my request will be handled with a sense of urgency.

Mailing Services holds itself accountable to the commitments it makes.

The online ordering system for Mailing Services is easy to use.

Are you aware of the new online ordering system for Mailing Services (e.g., Postal account cards, mail inserting, envelope addressing)?

How frequently do you use the online ordering system for Mailing Services?



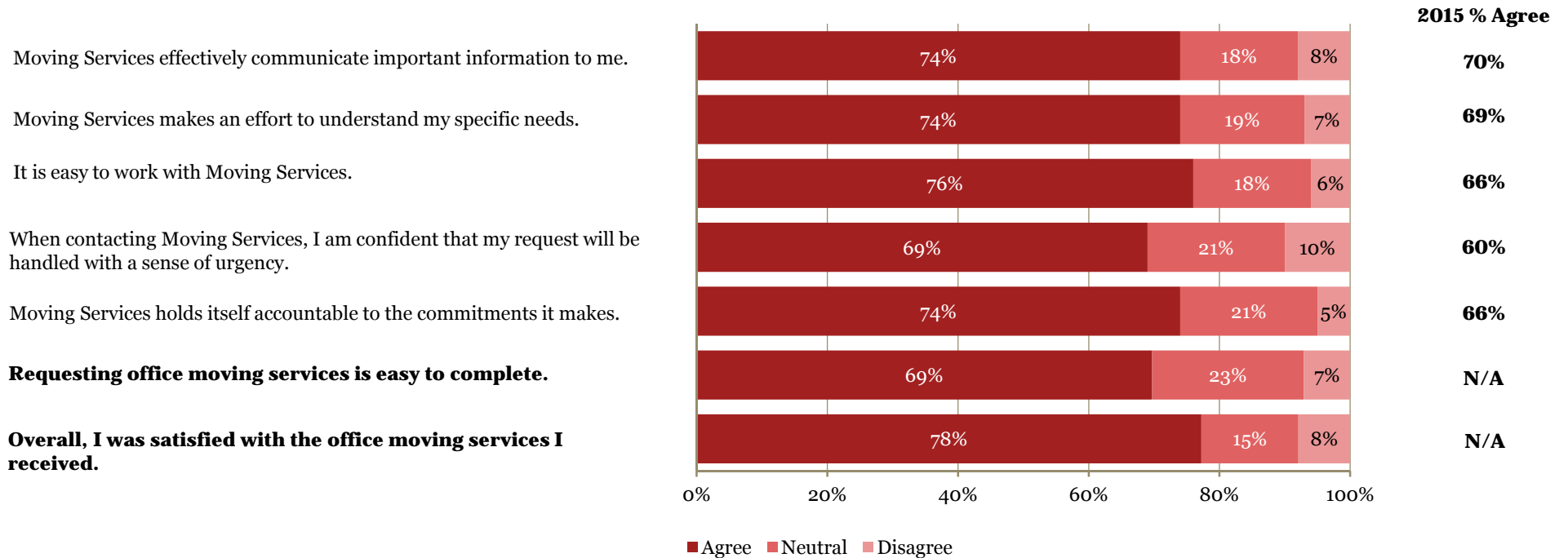
Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

OSS / Moving Services

Definition

- Labor and transportation for office moves

Customer Satisfaction: 73% / 2015: 58% Net Promoter: 66% / 2015: 49% Service Agree Score: 73% / 2015: 66%



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

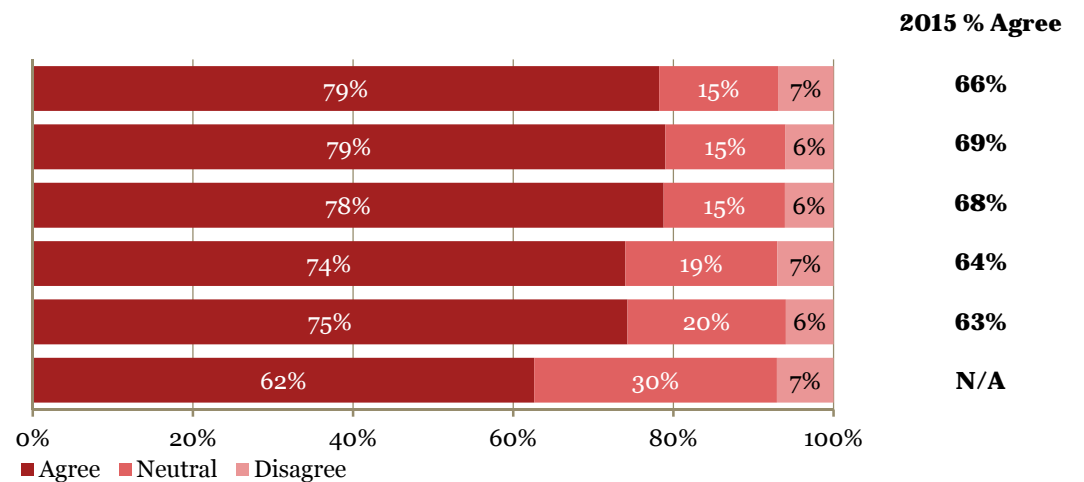
OSS / Printing Services

Definition

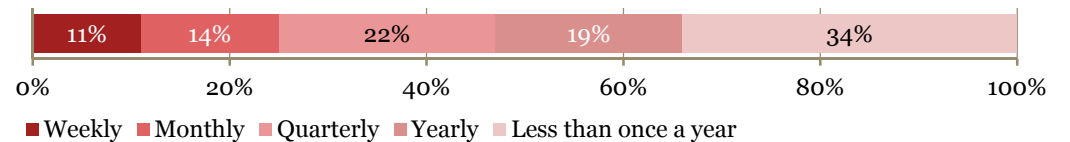
- High-speed digital and offset printing (e.g., business cards, color copies, brochures, and envelopes)
- Binding for printouts

Customer Satisfaction: 71% / 2015: 57% **Net Promoter: 66% / 2015: 51%** **Service Agree Score: 77% / 2015: 66%**

- Printing Services effectively communicates information to me.
- Printing Services understands my specific needs.
- It is easy to work with Printing Services.
- When contacting Printing Services, I am confident that my request will be handled with a sense of urgency.
- Printing Services holds itself accountable to the commitments it makes.
- The online ordering system for Printing Services is easy to use.**



How frequently do you use the online ordering system for Printing Services?



Note: Percentages may not equal 100% due to rounding.

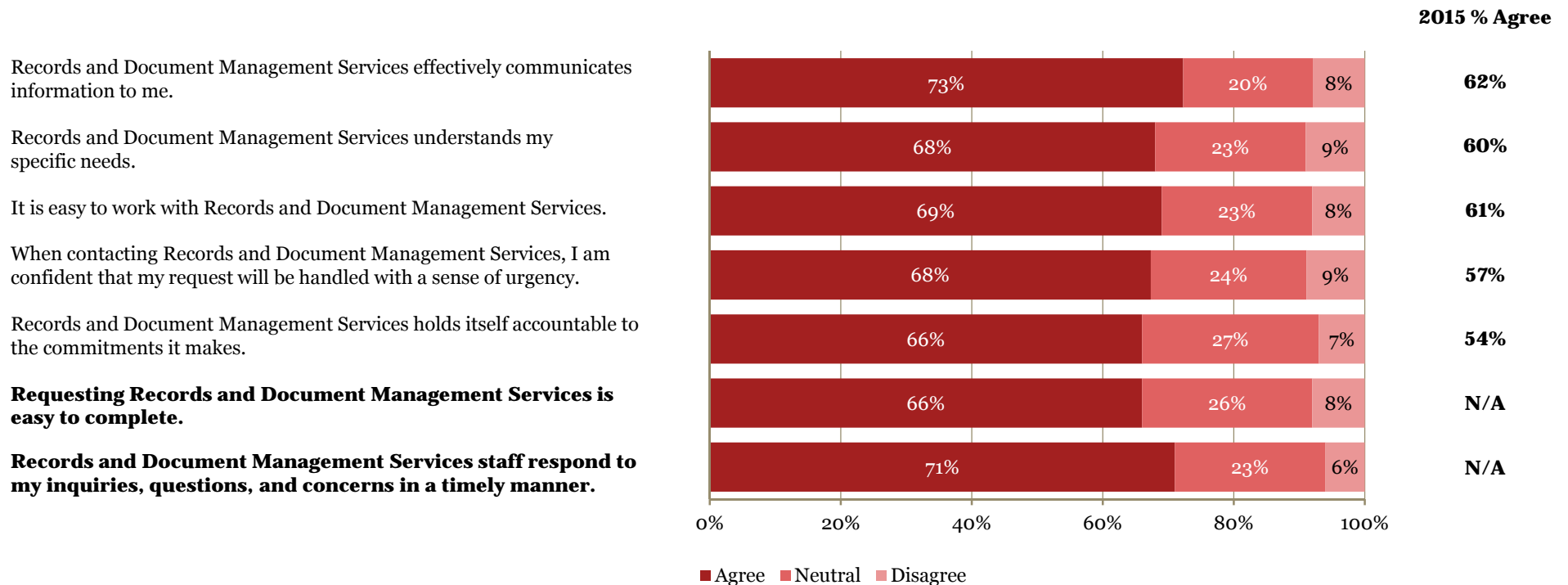
Note: Bold items were customized items for this service.

OSS / Records and Document Management Services (Imaging, Document Management, Record Retention and Destruction)

Definition

- Document imaging services via a contract with a vendor
- Document management tools (HP TRIM, IBM FileNet) to support the storage, retrieval, and use of electronic records
- Provides inactive records storage services for state agencies, in accordance with Retention and Disposal Schedules

Customer Satisfaction: 71% / 2015: 57% **Net Promoter: 65% / 2015: 50%** **Service Agree Score: 69% / 2015: 59%**



Note: Percentages may not equal 100% due to rounding.

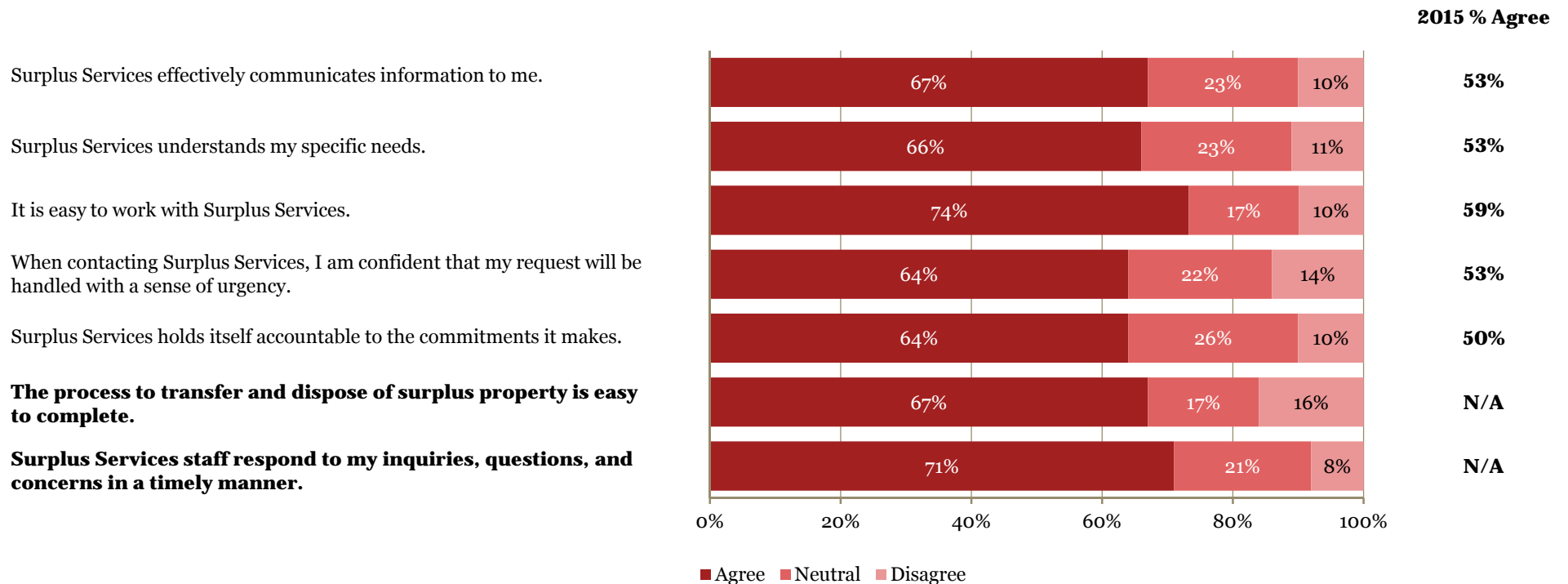
Note: Bold items were customized items for this service.

OSS / Surplus Services

Definition

- Management of the disposal of all surplus property by reutilizing, remarking, donating, and/or recycling property

Customer Satisfaction: 69% / 2015: 49% Net Promoter: 63% / 2015: 44% Service Agree Score: 67% / 2015: 54%



Note: Percentages may not equal 100% due to rounding.

Note: Bold items were customized items for this service.

OSS / Travel Services

Definition

- Direction and resources needed to obtain travel reservations (e.g., hotel/airfare) in compliance with the Standardized Travel Regulations

Customer Satisfaction: 67% Net Promoter: 61% Service Agree Score: 68%

Travel Services effectively communicates information to me.

Travel Services understands my specific needs.

It is easy to work with Travel Services.

When contacting Travel Services, I am confident that my request will be handled with a sense of urgency.

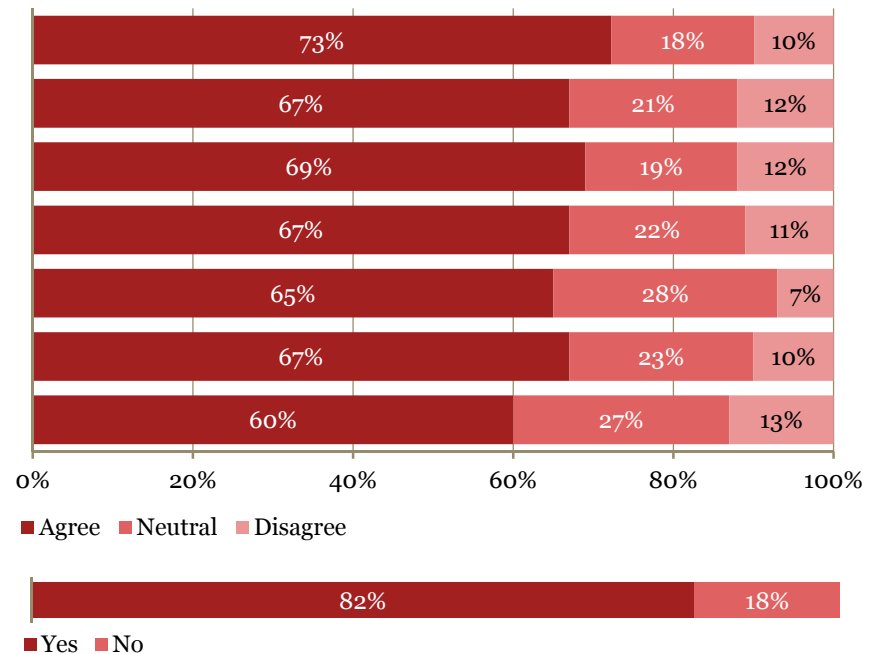
Travel Services holds itself accountable to the commitments it makes.

The travel booking process (e.g., hotel/airfare) is easy to complete.

I am satisfied with the hotel options available through the travel booking process.

Are you familiar with the travel (e.g., hotel/airfare) booking process?

Note: Percentages may not equal 100% due to rounding.
Note: Bold items were customized items for this service.



OSS / Vehicle Services

Definition

- Coordination of vehicle needs for departments which require transportation for official State business
- Maintenance, washing, detailing, and fueling of state vehicles

Customer Satisfaction: 68% Net Promoter: 61% Service Agree Score: 74%

Vehicle Services effectively communicates information to me.

Vehicle Services understands my specific needs.

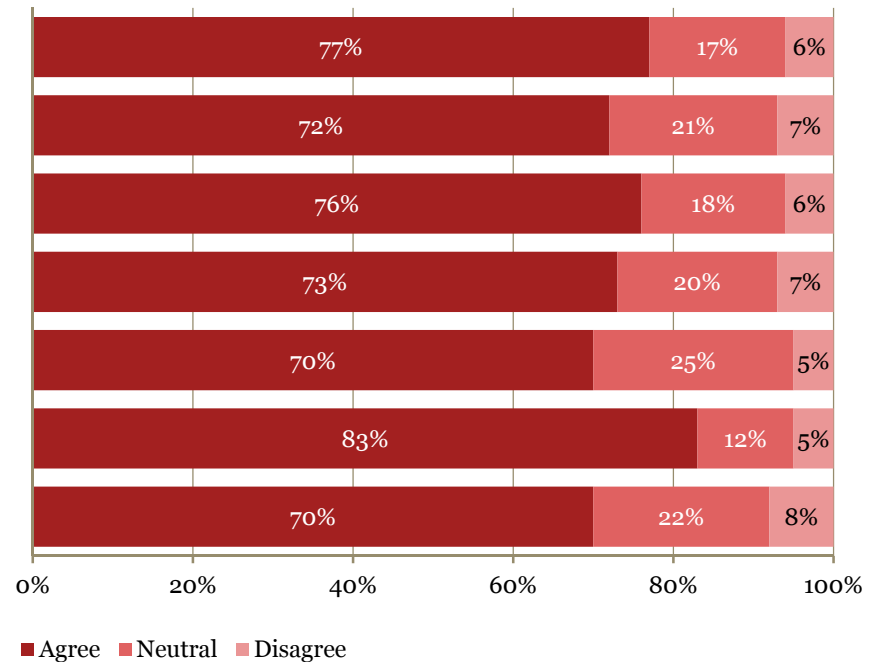
It is easy to work with Vehicle Services.

When contacting Vehicle Services, I am confident that my request will be handled with a sense of urgency.

Vehicle Services holds itself accountable to the commitments it makes.

The vehicle I was assigned met my business needs.

The process to get my vehicle serviced (e.g., maintenance, washed, detailed, fueled, etc.) is easy to complete.



Note: Percentages may not equal 100% due to rounding.

Note: Bold items were customized items for this service.

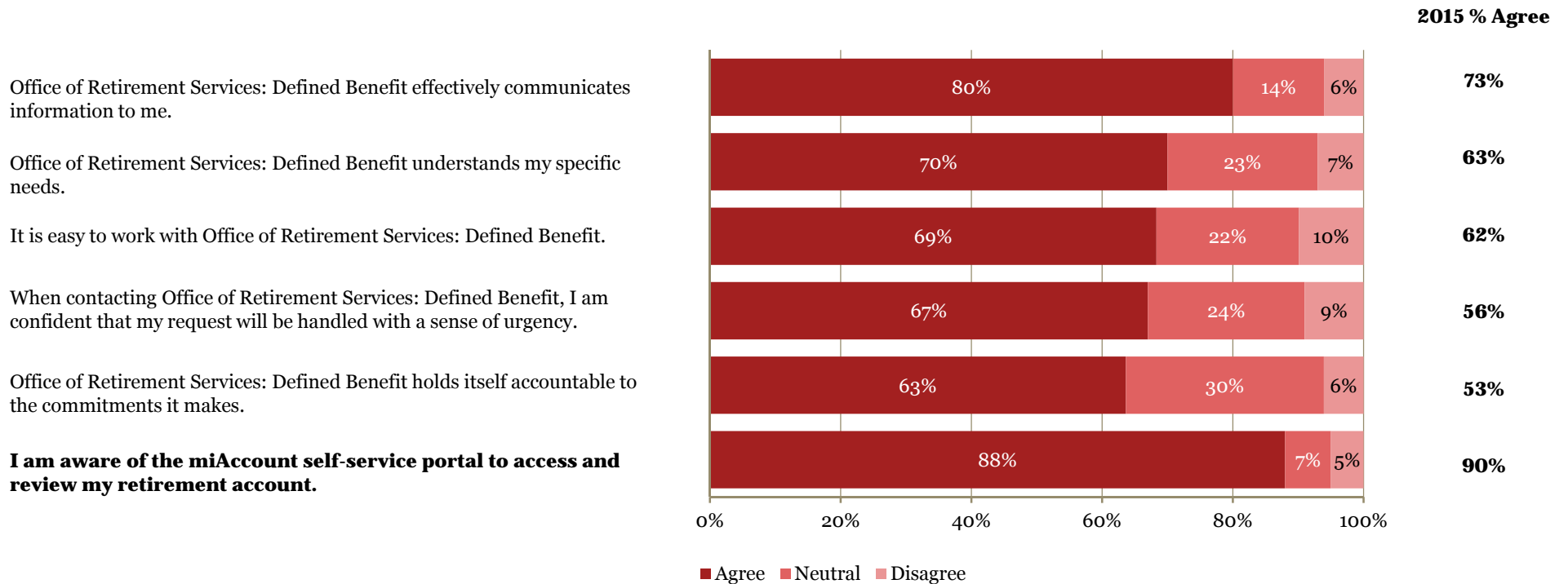
Office of Retirement Services (ORS)

ORS / Office of Retirement Services: Defined Benefit

Definition

- Customer service support through the call center and walk-in help center
- miAccount message board support
- Retirement seminars and education channels
- Retirement communications

Customer Satisfaction: 74% / 2015: 54% **Net Promoter: 67% / 2015: 48%** **Service Agree Score: 70% / 2015: 61%**



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

ORS / Office of Retirement Services: Defined Contribution – 401(k) or 457 Plan Administered by Voya

Definition

- Customer service support through the call center and walk-in help center
- miAccount message board support
- Retirement seminars and education channels
- Retirement communications

Customer Satisfaction: 74% / 2015: 57% Net Promoter: 67% / 2015: 52% Service Agree Score: 74% / 2015: 65%

Office of Retirement Services: Defined Contribution - 401(k) or 457 Plan Administered by Voya effectively communicates information to me.

Office of Retirement Services: Defined Contribution - 401(k) or 457 Plan Administered by Voya understands my specific needs.

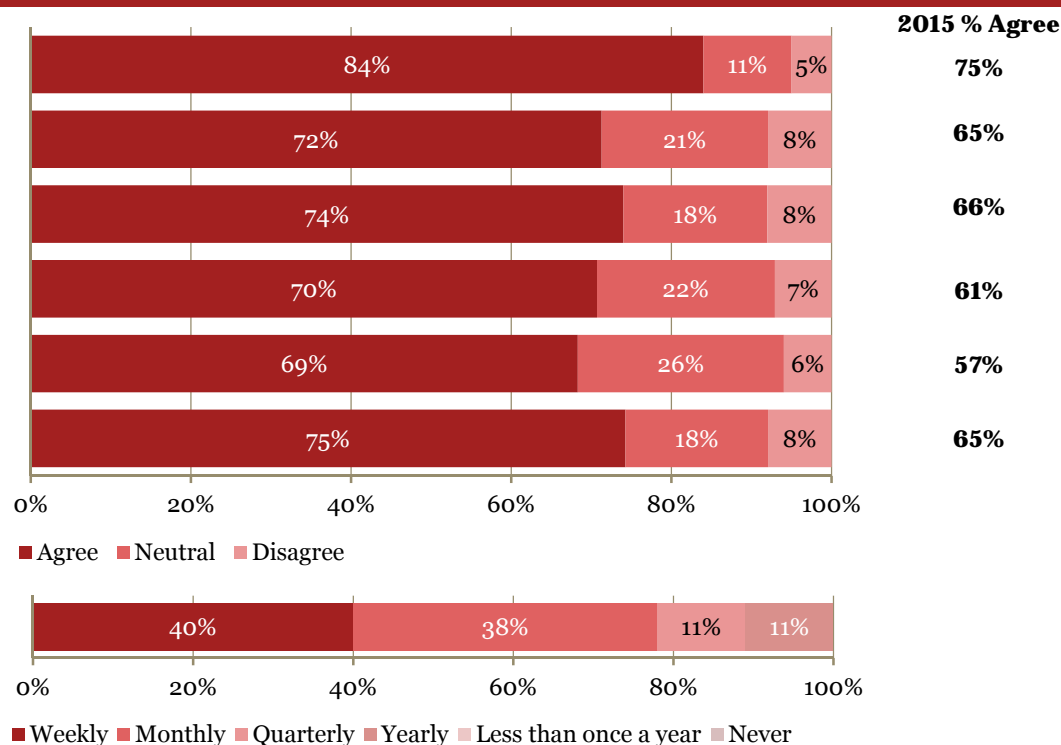
It is easy to work with Office of Retirement Services: Defined Contribution - 401(k) or 457 Plan Administered by Voya.

When contacting Office of Retirement Services: Defined Contribution - 401(k) or 457 Plan Administered by Voya, I am confident that my request will be handled with a sense of urgency.

Office of Retirement Services: Defined Contribution - 401(k) or 457 Plan Administered by Voya holds itself accountable to the commitments it makes.

Voya does a good job of explaining my retirement benefits.

How frequently do you access and review your retirement account online?



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

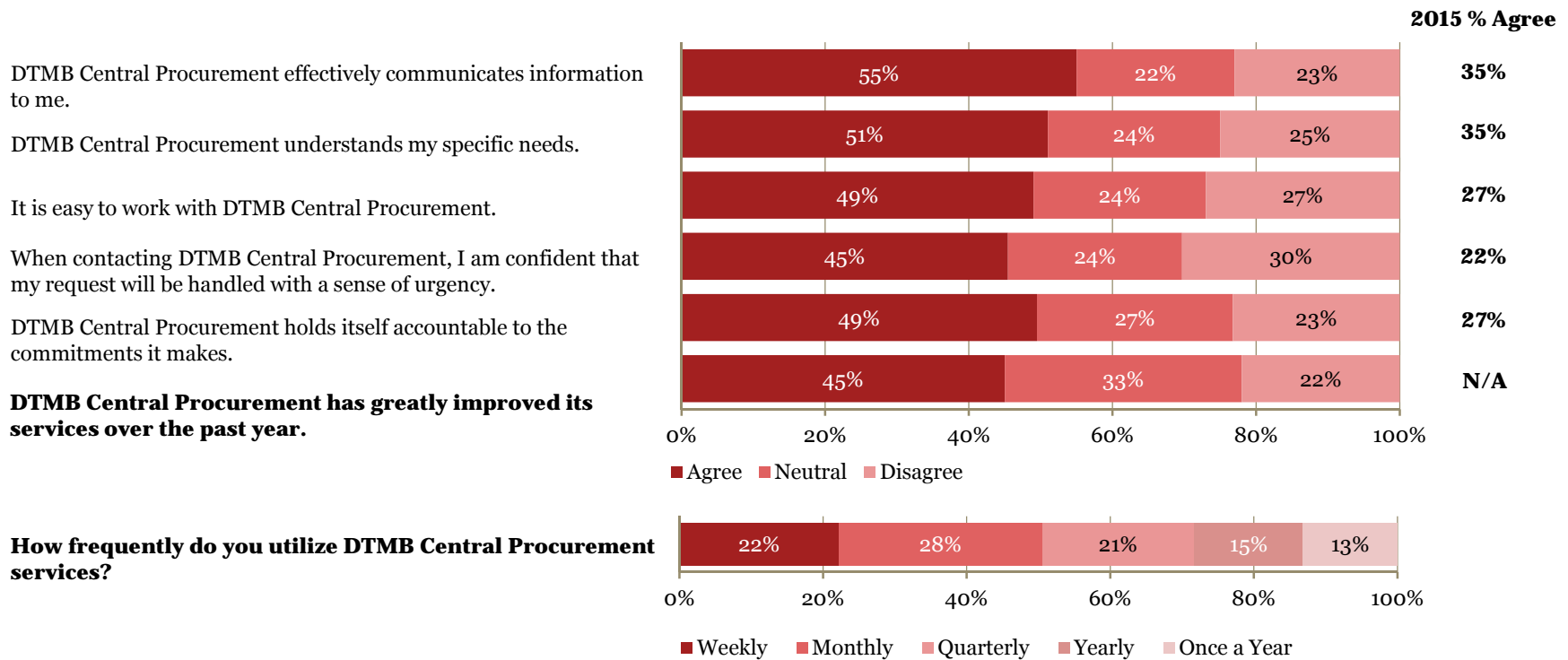
Procurement

Procurement / DTMB Central Procurement

Definition

- Procurement of goods and services, on behalf of all state agencies; generally in excess of \$25,000.00

Customer Satisfaction: 58% / 2015: 29% **Net Promoter: 53% / 2015: 27%** **Service Agree Score: 50% / 2015: 29%**



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

State Facilities Administration (SFA)

SFA / Carpentry and Modular Furniture Installation

Definition

- Modular furniture installation and adjustments
- Installation of cabinets and other interior finishes
- Construction of custom cabinets, desks, and other items
- Construction of floor-to-ceiling offices
- Building repairs for the Building Operations Division in Lansing area DTMB-owned and managed facilities

Customer Satisfaction: 67% Net Promoter: 59% Service Agree Score: 72%

Carpentry and Modular Furniture Installation Services effectively communicates information to me.

Carpentry and Modular Furniture Installation Services understands my specific needs.

It is easy to work with Carpentry and Modular Furniture Installation Services.

When contacting Carpentry and Modular Furniture Installation Services, I am confident that my request will be handled with a sense of urgency.

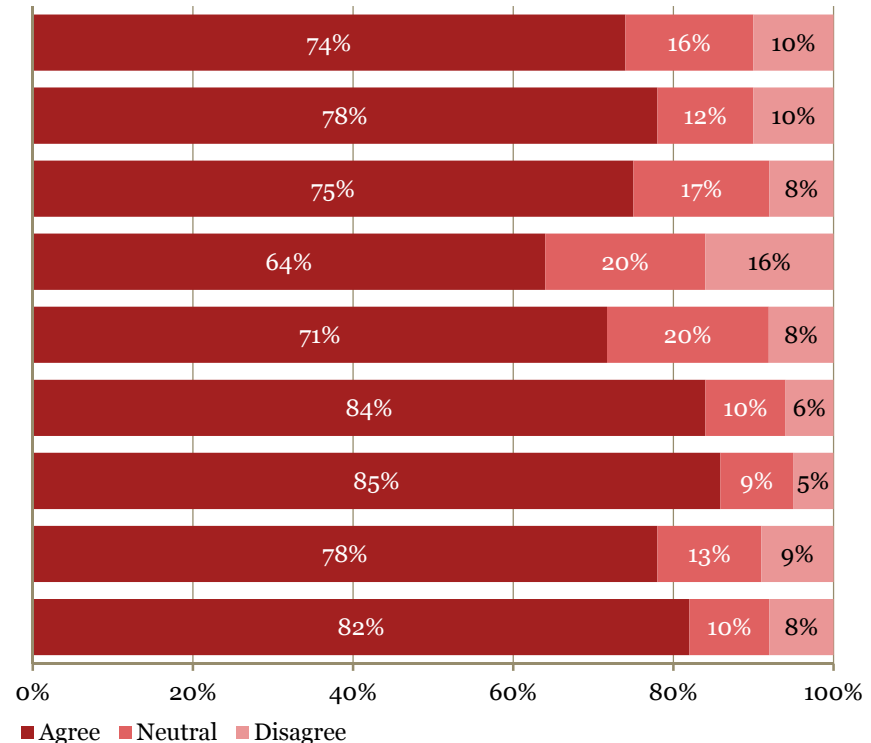
Carpentry and Modular Furniture Installation Services holds itself accountable to the commitments it makes.

Carpentry and Modular Furniture Installation staff completed the work in line with the design specifications provided.

Carpentry and Modular Furniture Installation staff left the work area clean and orderly.

Carpentry and Modular Furniture Installation staff completed the work according to schedule.

Overall, I was satisfied with the quality of work provided by the Carpentry and Furniture Installation staff.



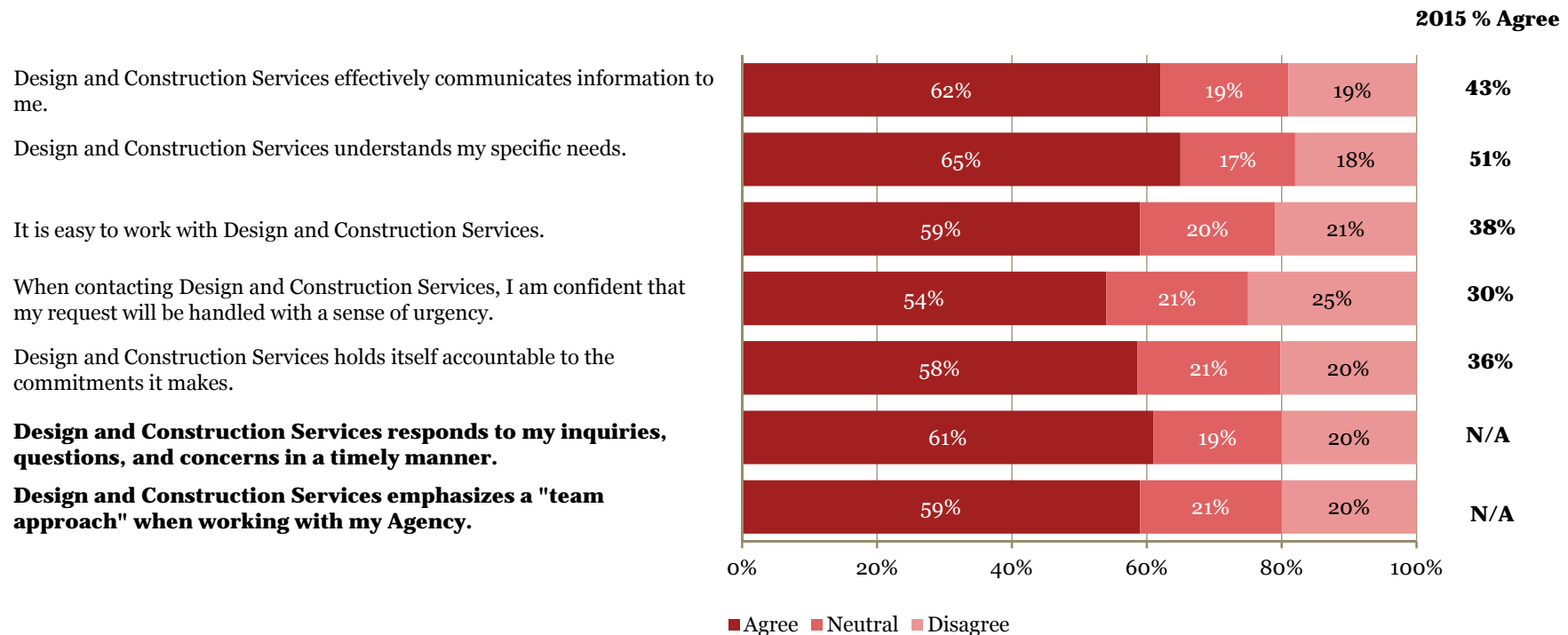
Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

SFA / Design and Construction Services

Definition

- Professional facility design and construction project direction
- Procurement and direction of design and construction contracts
- Contract and project management for facility design and construction projects

Customer Satisfaction: 55% / 2015: 38% Net Promoter: 50% / 2015: 32% Service Agree Score: 60% / 2015: 40%



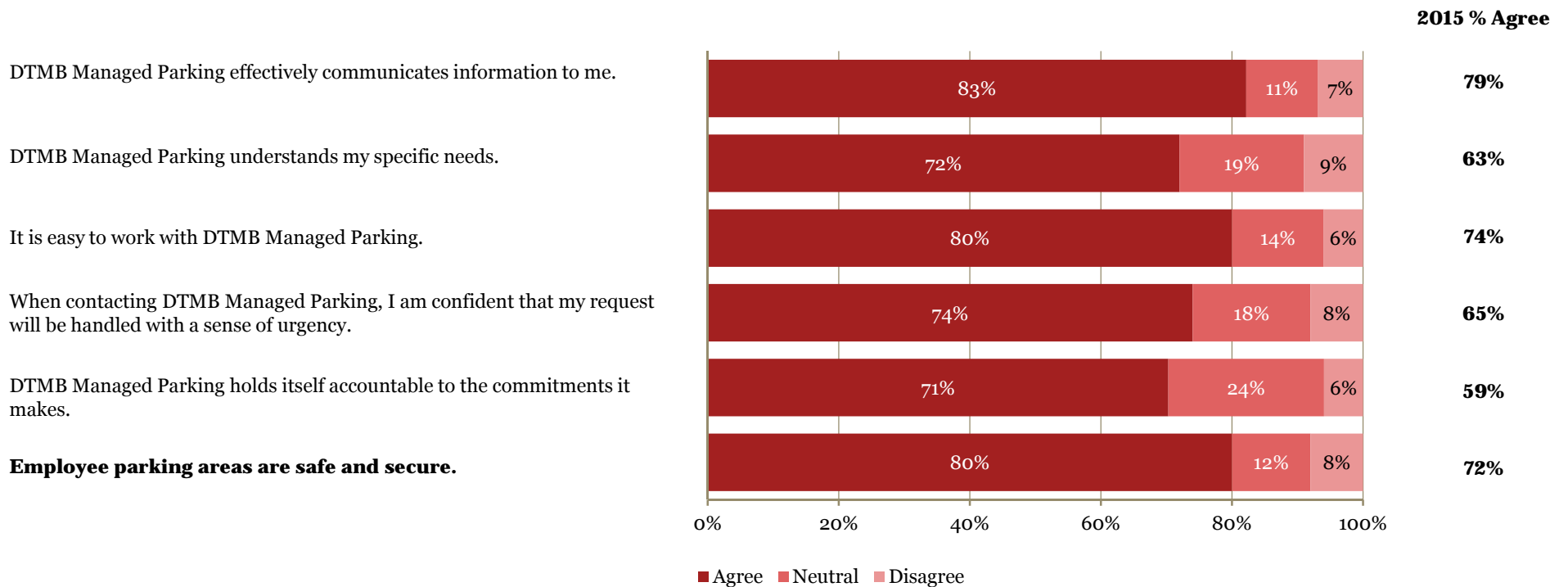
Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

SFA / DTMB Managed Parking

Definition

- Parking at State owned parking facilities
- Makes arrangement for special parking requisitions when needed

Customer Satisfaction: 73% / 2015: 55% Net Promoter: 66% / 2015: 47% Service Agree Score: 76% / 2015: 68%



Note: Percentages may not equal 100% due to rounding.

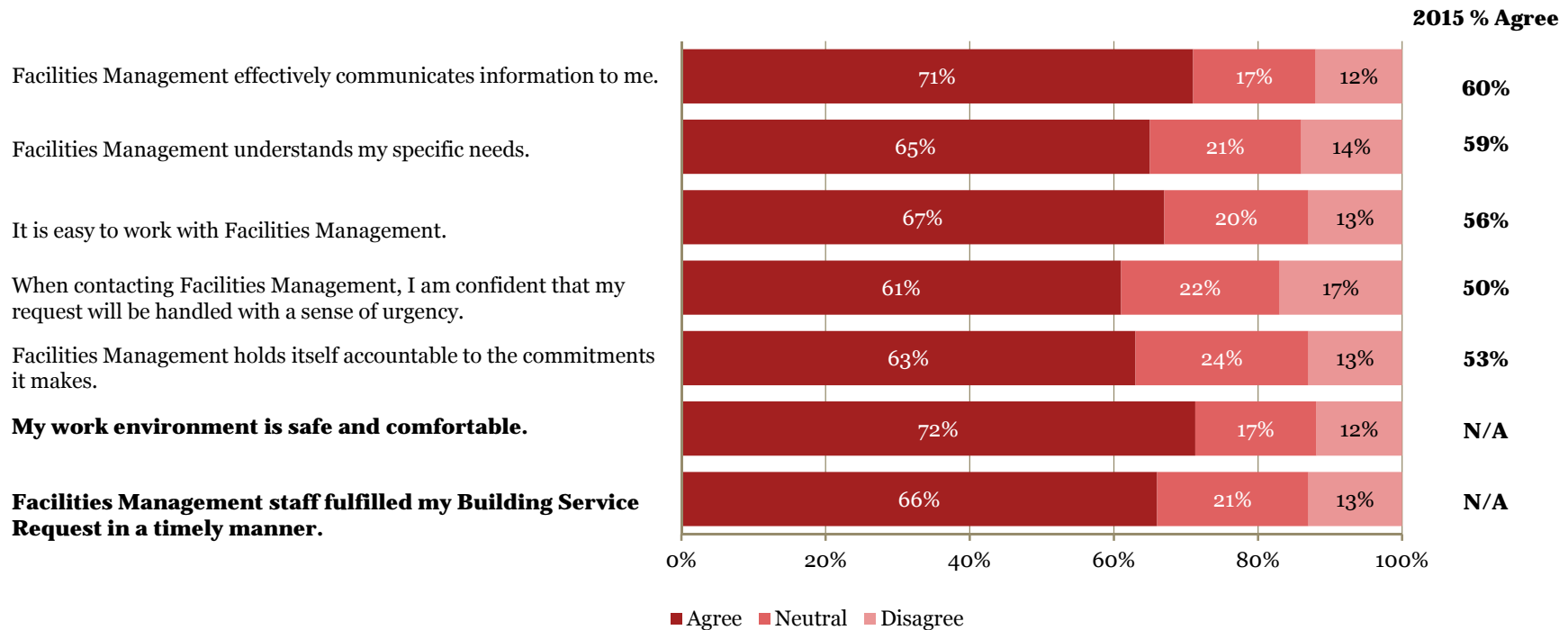
Note: Bold items were customized items for this service.

SFA / Facilities Management

Definition

- Operations, maintenance, and repair of DTMB owned and managed facilities (e.g., maintains grounds, manages heating/cooling, manages electrical systems, etc.)

Customer Satisfaction: 65% / 2015: 48% **Net Promoter: 59% / 2015: 43%** **Service Agree Score: 65% / 2015: 56%**



Note: Percentages may not equal 100% due to rounding.

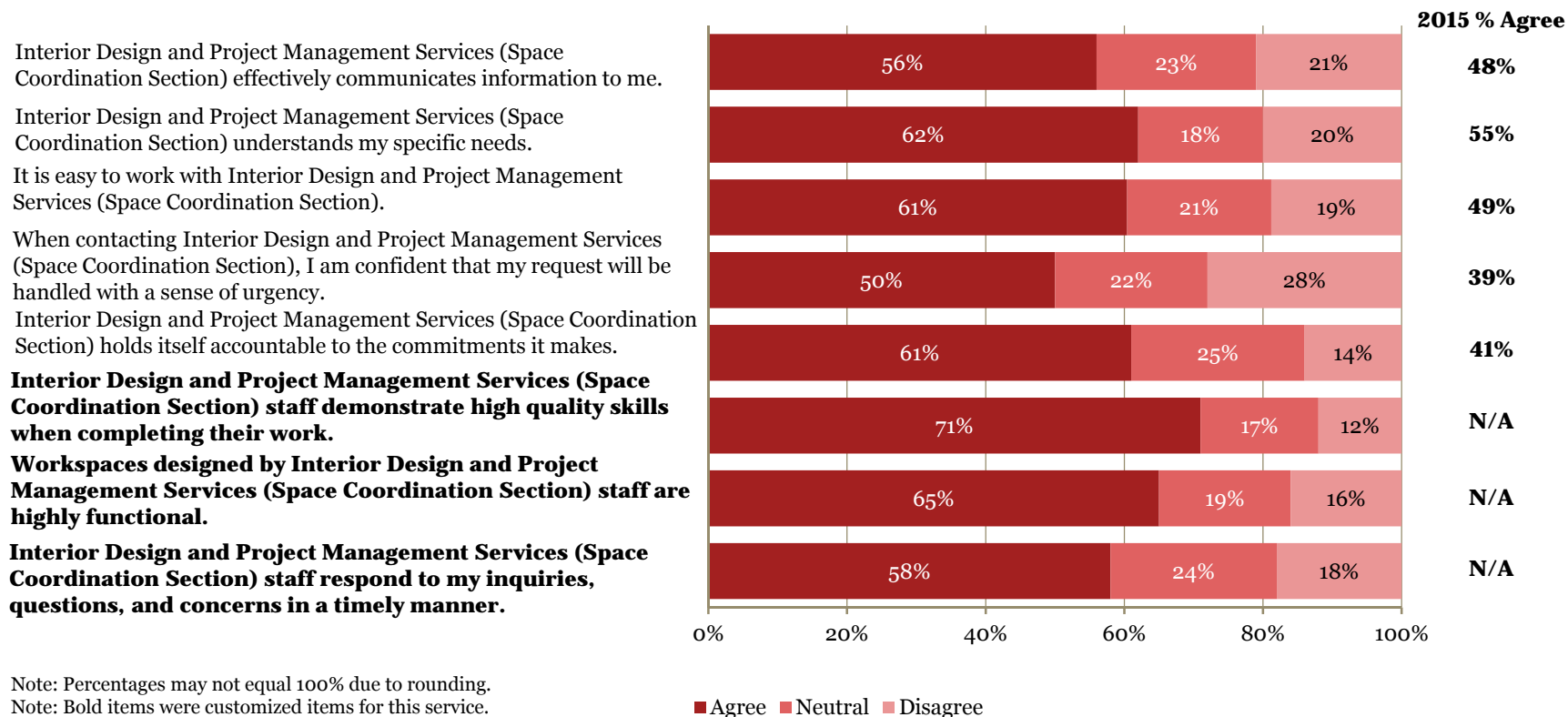
Note: Bold items were customized items for this service.

SFA / Interior Design and Project Management Services (Space Coordination Section)

Definition

- Design services for interior spaces, including modular furniture layout and floor-to-ceiling office design within a majority of DTMB-owned and managed buildings
- Project management for the installation of those workspaces
- Project management and design for smaller construction projects not already managed by Design and Construction Division (e.g., hard walled offices, break rooms and other smaller projects)
- Interior space programming and move management services

Customer Satisfaction: 59% / 2015: 42% Net Promoter: 54% / 2015: 37% Service Agree Score: 58% / 2015: 46%



SFA / Real Estate Leasing Section (Acquiring and Managing Leased Spaces)

Definition

- Acquisition of leased facilities for all Executive Branch agencies
- Bidding, lease agreements, lease cancellations, and the transactions that take place during a lease term, including construction changes, complaints to landlords, and other legal documents

Customer Satisfaction: 46% Net Promoter: 42% Service Agree Score: 51%

Real Estate Leasing Section (Acquiring and Managing Leased Spaces) effectively communicates information to me.

Real Estate Leasing Section (Acquiring and Managing Leased Spaces) understands my specific needs.

It is easy to work with Real Estate Leasing Section (Acquiring and Managing Leased Spaces).

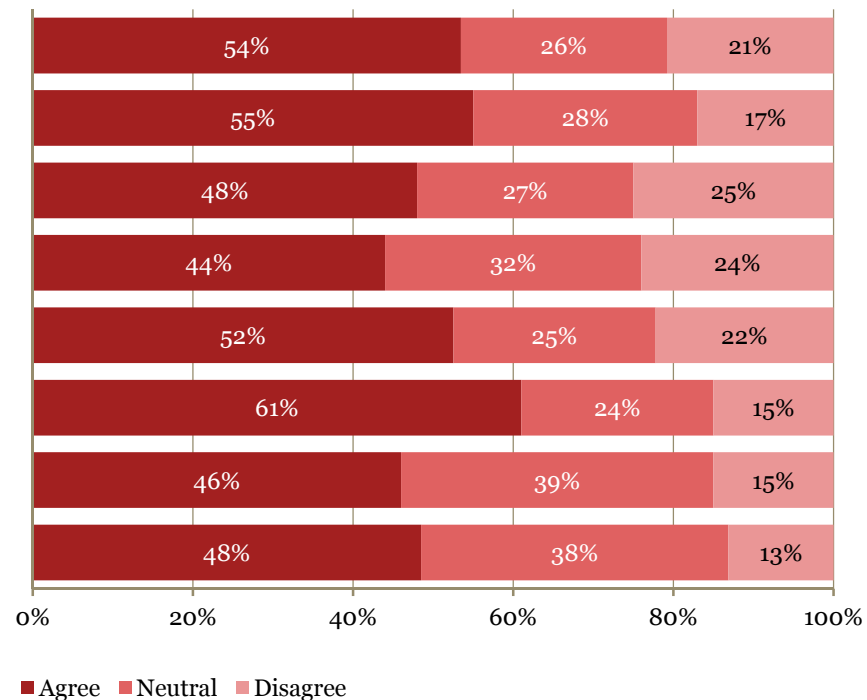
When contacting Real Estate Leasing Section (Acquiring and Managing Leased Spaces), I am confident that my request will be handled with a sense of urgency.

Real Estate Leasing Section (Acquiring and Managing Leased Spaces) holds itself accountable to the commitments it makes.

Real Estate Leasing Section (Acquiring and Managing Leased Spaces) staff are very knowledgeable about their work.

I am satisfied with the lease proposals I receive from the Request For Proposal (RFP) and/or canvassing process.

The financial and market analysis comparing all lease proposals aids in our department's decision making.



Note: Percentages may not equal 100% due to rounding.
 Note: Bold items were customized items for this service.

MiDeal



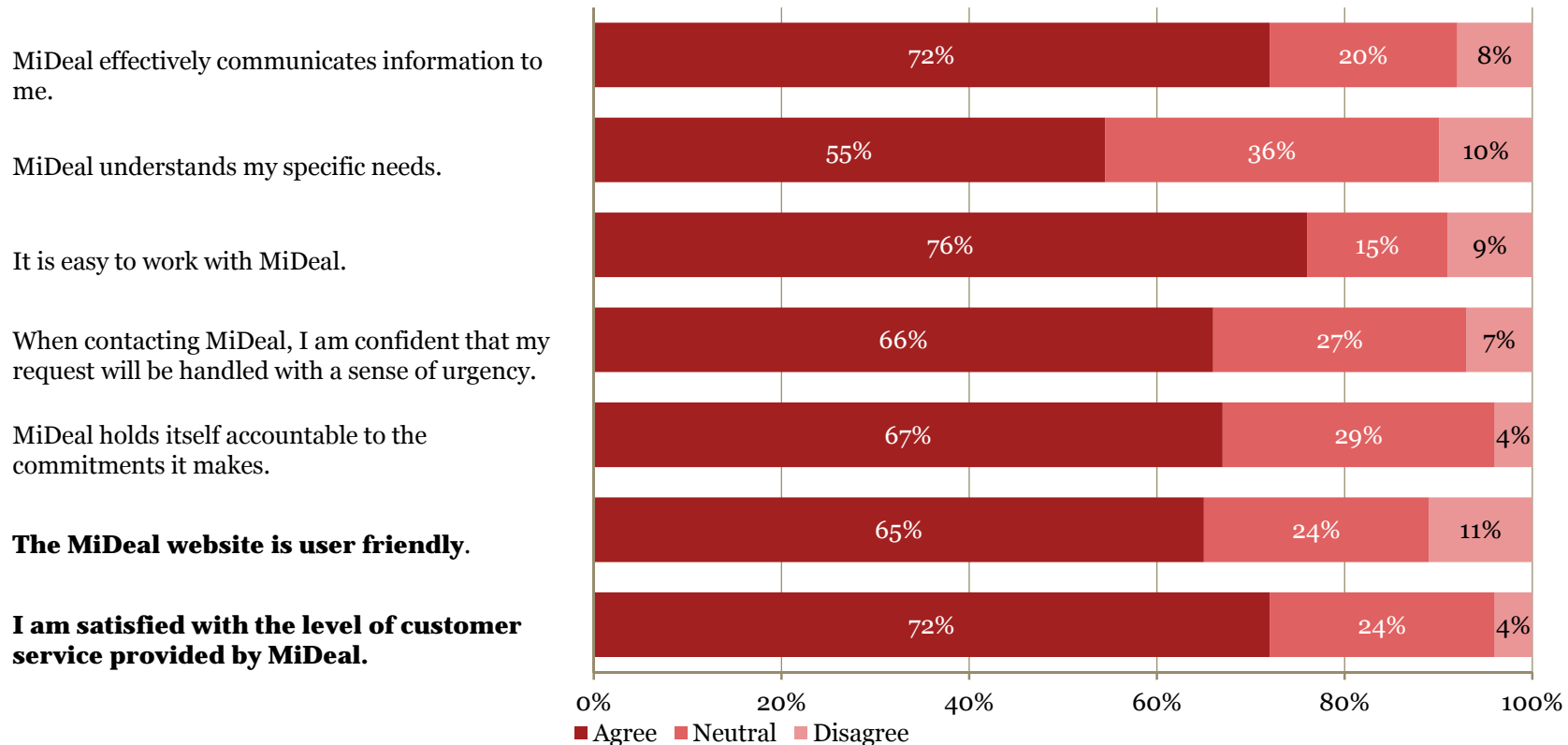
MiDeal | Results

Definition

- MiDeal is an extended purchasing program which allows Michigan local units of government to use state contracts to buy goods and services.

Response Rate

Invited to participate	Total # of surveys completed	Response rate 2017
1,086	240	22%



Note: Percentages may not equal 100% due to rounding.

Note: Bold items were customized items for this service.

MiDeal | *Key performance indicators by demographic*

	Percent Responding	Customer satisfaction	Service agree score
Overall	22%	72%	67%
Organization Type			
City, county, or township	63%	67%	66%
Governmental authority	10%	84%	70%
School district	17%	88%	76%

Note: College or university, Non-profit hospital, and Other did not reach the Min N threshold for reporting.

Appendix A: DTMB Overall Demographics

DTMB Overall Demographics / Key performance indicators by demographic

	Customer satisfaction 2017	Customer satisfaction 2015	Net promoter score 2017	Net promoter score 2015	Service agree score 2017	Service agree score 2015
Overall	71%	56%	65%	49%	67%	54%
Age Range						
Under 25	77%	65%	70%	60%	78%	65%
25-34	71%	55%	65%	49%	68%	55%
35-44	70%	51%	64%	45%	68%	51%
45-54	72%	57%	66%	51%	68%	55%
55 and Over	76%	60%	70%	54%	68%	56%
Employment Group(SOM)						
Group 1: Non-degreed, non-supervisory classifications	75%	64%	69%	58%	72%	59%
Group 2: Degreed, non-supervisory classifications	74%	57%	67%	50%	69%	55%
Group 3: Managers and supervisors	69%	49%	64%	43%	67%	52%
Group 4/SES: Executives and administrators	54%	37%	47%	32%	63%	52%
Unclassified/Special appointees	54%	55%	56%	49%	68%	53%
Other	63%	50%	60%	44%	61%	46%
Gender						
Female	75%	59%	68%	52%	69%	57%
Male	70%	52%	64%	47%	67%	52%

Note: MEDC did not reach the Min N threshold for reporting.

DTMB Overall Demographics / Key performance indicators by demographic (continued)

	Customer satisfaction 2017	Customer satisfaction 2015	Net promoter score 2017	Net promoter score 2015	Service agree score 2017	Service agree score 2015
Overall	71%	56%	65%	49%	67%	54%
Primary Work Location						
Correctional Facility	72%	N/A	67%	N/A	68%	N/A
Home Office	74%	59%	68%	54%	70%	53%
Remote/Mobile	72%	52%	67%	48%	67%	46%
State Office Building	72%	56%	65%	49%	68%	55%
State Park	70%	N/A	61%	N/A	67%	N/A
Other	73%	N/A	66%	N/A	66%	N/A
Tenure						
<3 Years	76%	67%	71%	61%	73%	62%
3-6 Years	74%	61%	67%	55%	70%	57%
6-10 Years	73%	54%	68%	49%	69%	53%
10-15 Years	70%	51%	64%	44%	65%	51%
15-30 Years	70%	54%	63%	47%	67%	53%
More than 30 Years	74%	56%	67%	49%	65%	56%

Appendix B: Service Area Definitions

Service Area Definitions

Service area	Definition
Agency Intranet Portals and Team Collaboration Sites with SharePoint:	<ul style="list-style-type: none"> • Design and development of Inside.Michigan.gov • Design, development and maintenance of a framework for agency intranet portals • Guidance to agency intranet portal administrators for content management • Provisioning of internal and external team collaboration sites <p><i>Please Note: Content of team collaboration sites is managed at an Agency or project level.</i></p>
Agency Services Operational Support:	<ul style="list-style-type: none"> • Resolution of application breaks • Assistance to Agencies in non-project procurement, such as PC hardware and software
Application Development, Implementation and Support:	<ul style="list-style-type: none"> • Business analysts, programmers, testers, data and database administrators who assist agencies in the development of information technology projects • Maintenance of information technology projects
Carpentry and Modular Furniture Installation:	<ul style="list-style-type: none"> • Modular furniture installation and adjustments • Installation of cabinets and other interior finishes • Construction of custom cabinets, desks, and other items • Construction of floor-to-ceiling offices • Building repairs for the Building Operations Division in Lansing area DTMB-owned and managed facilities
Client Service Center (IT Helpdesk):	<ul style="list-style-type: none"> • Primary point of support for the 50,000 State of Michigan employees when they experience computer and other technology issues
Delivery Services:	<ul style="list-style-type: none"> • Delivery of freight state-wide • Pick up and delivery of U.S. and inter-departmental mail
Demographic and Labor Market Information:	<ul style="list-style-type: none"> • Official source for collecting, analyzing, and disseminating demographic and labor market information for the state of Michigan and its regions
Depot Logistics:	<ul style="list-style-type: none"> • Receiving and delivery of IT assets • Management of agency IT stock • Management of the Automated Asset Recovery Program (AARP) process • Disposal of IT assets

Note: 2017 Definitions were reviewed, updated and approved by DTMB service areas.

Service Area Definitions (continued)

Service area	Definition
Design and Construction Services:	<ul style="list-style-type: none"> • Professional facility design and construction project direction • Procurement and direction of design and construction contracts • Contract and project management for facility design and construction projects
Desktops, Laptops, and Tablets:	<ul style="list-style-type: none"> • Determination of the types and models of desktops, laptops, and tablets that are available to State of Michigan, end user employees. The selection is based on the following criteria: <ul style="list-style-type: none"> -Technical Build Quality -Environment Compatibility -Performance -Ergonomics -Serviceability -Durability
DTMB Central Procurement:	<ul style="list-style-type: none"> • Procurement of goods and services, on behalf of all state agencies; generally in excess of \$25,000.00
DTMB IT Project Management:	<ul style="list-style-type: none"> • Temporary undertaking of an endeavor to help manage the project management process for IT projects • Assistance to the team in creating a unique product, service, or result
DTMB Managed Parking:	<ul style="list-style-type: none"> • Parking at State owned parking facilities • Makes arrangement for special parking requisitions when needed
DTMB Service Catalog:	<ul style="list-style-type: none"> • An online directory of DTMB's technology and management service offerings that includes an overview of descriptions, ordering information, billing rates, and agency contact lists

Note: 2017 Definitions were reviewed, updated and approved by DTMB service areas.

Service Area Definitions (continued)

Service area	Definition
Email/Outlook Services:	<ul style="list-style-type: none"> • Secure email services through the Microsoft Office 365 Government Cloud platform • Access storage of 50 gb for live inbox and unlimited online email archive • Manage user accounts • Create accounts for new employees and contract staff • Delete accounts of departing employees and contract staff • Manage accounts of existing email users such as name changes, agency re-assignment • Create shared email accounts or addresses, allow a group of users to share a single email account • Manage individual calendars and view other users calendars to schedule appointments • Manage contacts information such as phone numbers, emails address, titles and organizations
Employee ID/Access Card Services:	<ul style="list-style-type: none"> • Issues ID badges and Access Cards for State of Michigan employees and contractors • Manages the access and security in and out of DTMB managed buildings
Enterprise Data Warehouse Services:	<ul style="list-style-type: none"> • High performance analytics • Data mining activities • Enhanced decision support capabilities
Enterprise Storage Services:	<ul style="list-style-type: none"> • Standard mechanism for storing and accessing files within the state network • Central location to store shared files and control user access to directories through network user accounts (see User Account Service). This service includes: <ol style="list-style-type: none"> a. File storage and backup of data b. Common file structure (e.g., H Drive – Personal Home Directory; S Drive – Share Drive for the business unit or bureau) c. Additional network drives upon requests to meet business needs
Facilities Management:	<ul style="list-style-type: none"> • Operations, maintenance, and repair of DTMB owned and managed facilities (e.g., maintains grounds, manages heating/cooling, manages electrical systems, etc.)
Field Services:	<ul style="list-style-type: none"> • Deskside assistance (e.g., in person help) for technology issues and set up of new computers, laptops and tablets

Note: 2017 Definitions were reviewed, updated and approved by DTMB service areas.

Service Area Definitions (continued)

Service area	Definition
File Transfer Services:	<ul style="list-style-type: none"> Managed file transfer system that stores and forwards files between State of Michigan agencies and internal and external trading partners (i.e. private business partners, local government agencies, federal government agencies and other states' agencies)
Geospatial Services:	<ul style="list-style-type: none"> An enterprise, server-based, geospatial environment for managing spatial data and publishing map services Web application development that leverages Geographic Information System (GIS) and geospatial data Statewide base map (Michigan Geographic Framework and imagery) for use across GIS software and applications
Interior Design and Project Management Services (Space Coordination Section):	<ul style="list-style-type: none"> Design services for interior spaces, including modular furniture layout and floor-to-ceiling office design within a majority of DTMB-owned and managed buildings Project management for the installation of those workspaces Project management and design for smaller construction projects not already managed by Design and Construction Division (e.g., hard walled offices, break rooms and other smaller projects) Interior space programming and move management services
IT Goods and Services Procured by DTMB Financial Services:	<ul style="list-style-type: none"> Procurement of non-contract IT goods and services on behalf of all state agencies that are less than \$250,000 Procurement of IT goods and services on behalf of all state agencies that are on contract in any amount
Mailing Services:	<ul style="list-style-type: none"> Automated and manual U.S. mail preparation and processing services Directions to customers in the use of industry "Best Practices" by leveraging USPS products and services to reduce costs Mail supplies including postal account cards, mail inserting, envelope addressing, etc.
Michigan.gov Website Development:	<ul style="list-style-type: none"> Central hosting and content management tools for the Michigan.gov web portal and for all agency websites Allows Agency users to create new websites or revise existing websites Allows Agency and technical employees to manage content and to an extent, website design
Michigan's Public Safety Communications System (MPSCS):	<ul style="list-style-type: none"> Support of interoperable radio communications, public safety data applications, and related technology in patrol and other state vehicles Computer Aided Dispatching (CAD) and Automatic Vehicle Location (AVL) services

Note: 2017 Definitions were reviewed, updated and approved by DTMB service areas.

Service Area Definitions (continued)

Service area	Definition
Moving Services:	<ul style="list-style-type: none"> • Labor and transportation for office moves
Multi-Functional Device (MFD) Services (MiPrint Program):	<ul style="list-style-type: none"> • Program called MiPrint for leasing multi-functional devices for document output needs (e.g., printing, faxing, copying, and scanning)
Office of Retirement Services: Defined Benefit:	<ul style="list-style-type: none"> • Customer service support through the call center and walk-in help center • miAccount message board support • Retirement seminars and education channels • Retirement communications
Office of Retirement Services: Defined Contribution - 401(k) or 457 Plan Administered by Voya:	<ul style="list-style-type: none"> • Customer service support through the call center and walk-in help center • miAccount message board support • Retirement seminars and education channels • Retirement communications
Physical Security Services:	<ul style="list-style-type: none"> • Security officers in the lobbies of State facilities to assist visitors, as well as those doing business with State government
Printing Services:	<ul style="list-style-type: none"> • High-speed digital and offset printing (e.g., business cards, color copies, brochures, and envelopes) • Binding for printouts
Procurement Card Administration Services:	<ul style="list-style-type: none"> • Issuing/Canceling of procurement cards • Monitoring transactions of procurement cards • Oversight of procurement card usage • Use of the procurement card
Real Estate Leasing Section (Acquiring and Managing Leased Spaces):	<ul style="list-style-type: none"> • Acquisition of leased facilities for all Executive Branch agencies • Bidding, lease agreements, lease cancellations, and the transactions that take place during a lease term, including construction changes, complaints to landlords, and other legal documents

Note: 2017 Definitions were reviewed, updated and approved by DTMB service areas.

Service Area Definitions (continued)

Service area	Definition
Records and Document Management Services (Imaging, Document Management, Record Retention and Destruction):	<ul style="list-style-type: none"> • Document imaging services via a contract with a vendor • Document management tools (HP TRIM, IBM FileNet) to support the storage, retrieval, and use of electronic records • Provides inactive records storage services for state agencies, in accordance with Retention and Disposal Schedules
Remote Network Access Services:	<ul style="list-style-type: none"> • Safe and secure mechanism for State of Michigan employees and contractors to remotely access State of Michigan network and resources
Smart Device Support Team:	<ul style="list-style-type: none"> • Support for end users of smart phones and tablet devices connecting to State of Michigan resources (running iOS v8 and above; Android v4.1.2 and above; Windows Phone v8.1 and above) • Support of access to the customer's Mail, Contacts and Calendars on their smart device • Enrollment in the State of Michigan's Mobile Device Management System • Access to training resources for smart devices
Surplus Services:	<ul style="list-style-type: none"> • Management of the disposal of all surplus property by reutilizing, remarking, donating, and/or recycling property
Telephone Services:	<ul style="list-style-type: none"> • Telephone services including desk phone and corded handset which enable local and long distance calls • Softphone services including laptop software which enables local and long distance calls via a remote workstation with a VPN connection for teleworkers • Moves, adds, changes, and disconnects for staff position changes and employee turnover • Voicemail box for callers to leave voice messages <p><i>Please note: This services does not support cell phone services.</i></p>
Travel Services:	<ul style="list-style-type: none"> • Direction and resources needed to obtain travel reservations (e.g., hotel/airfare) in compliance with the Standardized Travel Regulations
Vehicle Services:	<ul style="list-style-type: none"> • Coordination of vehicle needs for departments which require transportation for official State business • Maintenance, washing, detailing, and fueling of state vehicles

Note: 2017 Definitions were reviewed, updated and approved by DTMB service areas.

