

UNO User Satisfaction survey – summary of key findings**Logging in to the new ICT system compared to the old systems**

The highest rating for each section is indicated in bold text)

Logging in to the system from Cardiff Bay

Quicker	Same time	Slower
65%	27%	8%

Logging in to the system from another Assembly office

Quicker	Same time	Slower
50%	22%	28%

Logging in to the system from a Constituency Office

Quicker	Same time	Slower
37.5%	37.5%	25%

Logging in to the system from home

Quicker	Same time	Slower
48%	28%	24%

Logging in to the system from a remote location

Quicker	Same time	Slower
38%	31%	31%

Logging in using the RSA security token

Security of the system: Average Satisfaction Rating (%):	85%
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Ease of Use: Average Satisfaction Rating (%):	73%
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Speed of the system after login: Average Satisfaction Rating (%):	72%
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The time it takes to log in: Average Satisfaction Rating (%):	67%
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Service and Helpdesk

Has the service from the helpdesk improved post-UNO?

Yes	No	No difference	No view
40%	21%	32%	7%

Courtesy and professionalism of the staff: Average Satisfaction Rating (%):	82%
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Ease of getting in touch / reporting faults: Average Satisfaction Rating (%):	75%
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Knowledge about the organisation: Average Satisfaction Rating (%):	74%
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The time taken to answer calls: Average Satisfaction Rating (%):	71%
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The time taken to resolve faults: Average Satisfaction Rating (%):	68%
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The new ICT system

Look and feel of the system: Average Satisfaction Rating (%):	79.8%
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New features: Average Satisfaction Rating (%):	74%
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Responsiveness: Average Satisfaction Rating (%):	73%
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Ease of use: Average Satisfaction Rating (%):	73%
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Reliability: Average Satisfaction Rating (%):	67%
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Printing: Average Satisfaction Rating (%):	64%
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Has the new system has made it easier for users to do their job:

Yes	No	No difference
32	28	40

Has the new system enabled users to work faster and smarter:

Yes	No	No difference
31	33	36