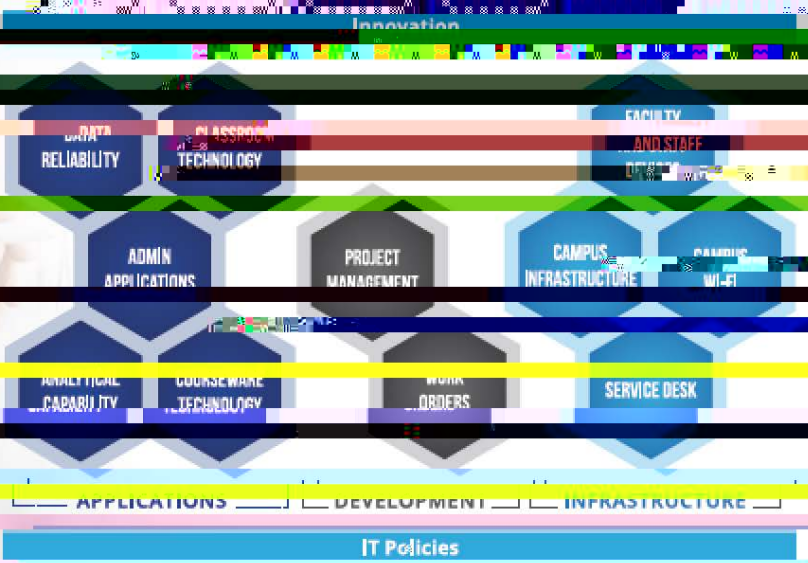


Successful IT Model

Info-Tech has identified the following core services. Understanding and balancing the importance of each service is critical to the satisfaction of the following core services. Innovation, Reliability, and Service Desk are the most important.



IT Satisfaction Scorecard

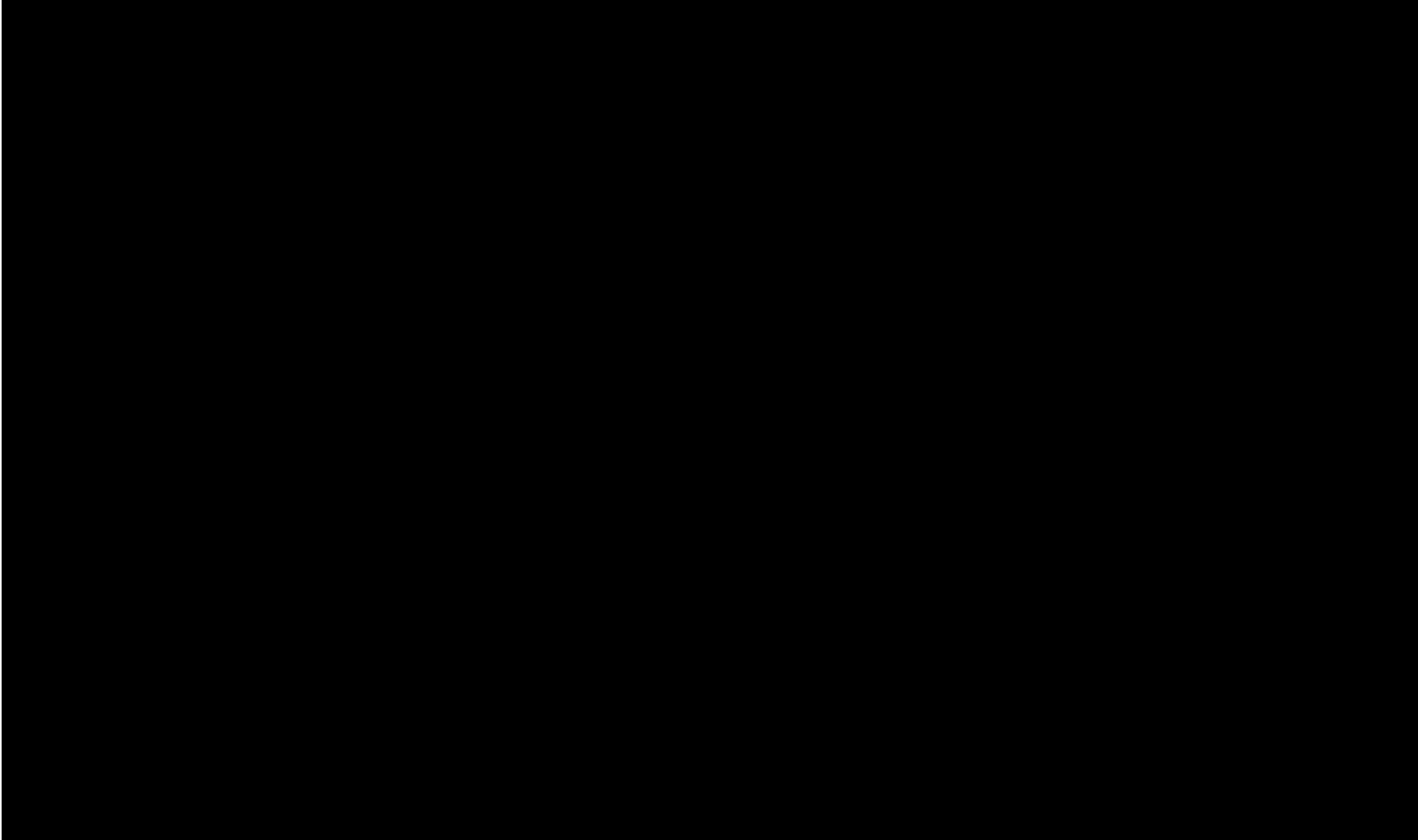
PREPARED FOR **University of Alaska**

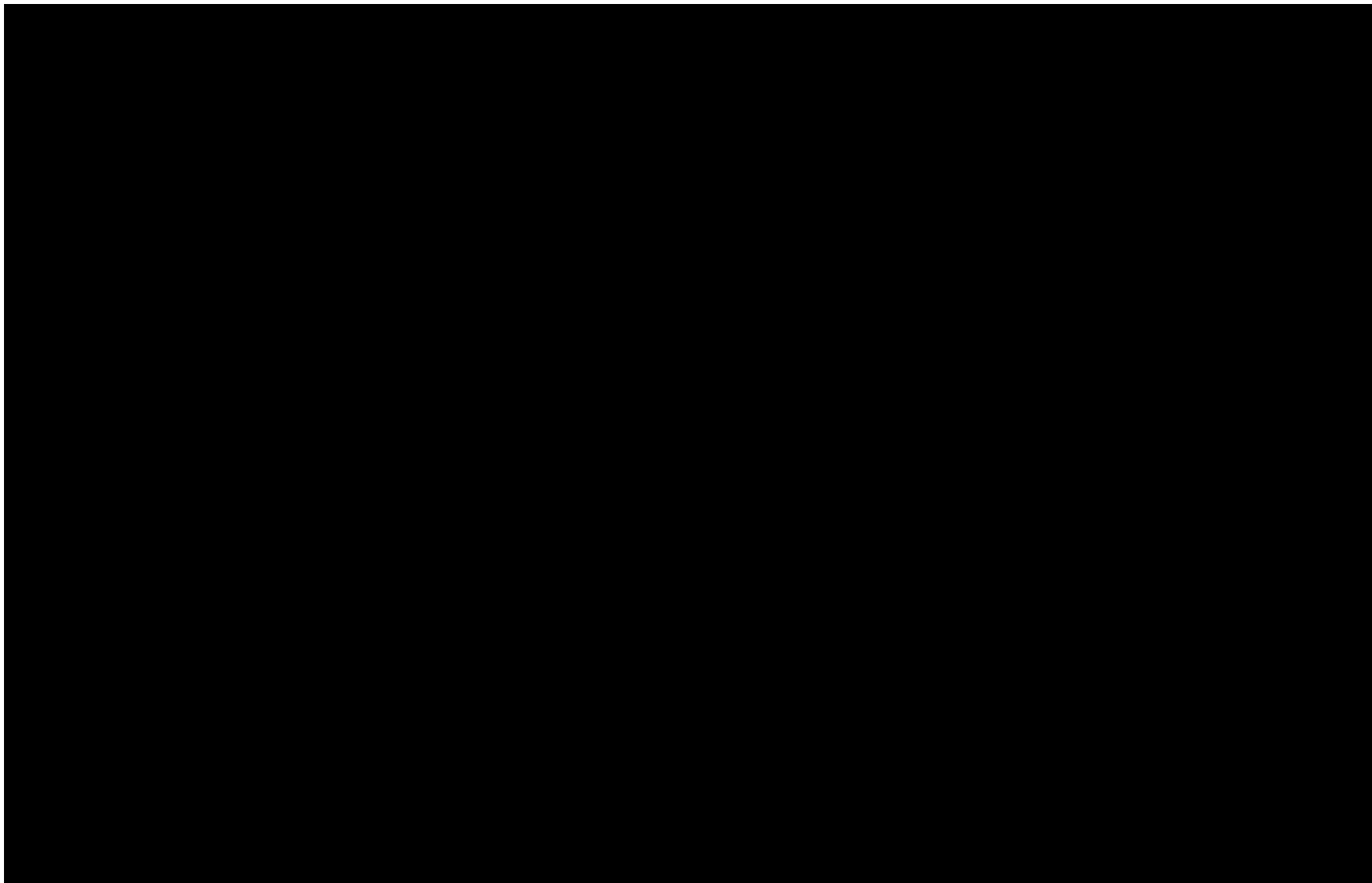


This report was prepared by Info-Tech Research Group for UoA

Data is comprised of 175 responses, including responses by: Arthur Blyden, Cary Zaleski, William Cooper, Nicholas Atkinson, Matt Stull, Andrew Burt, Cameron Givens, Brent Givens, Frederick Villa, Brian Rogers, Tom Case, John C. Zug, Bruce Kowalski, Ugo Carano, Linda Zanazzo, Aldrich, Keith Swamer, Roxie Dirstel, Todd Sherman, etc.

82 respondents did not complete the survey. Respondents who did not complete the survey are: Arko, Charles Ward, Paul Gradovich, Donald Ecker, Charles Mayer, etc.





175 Responses

Service Gap Score



