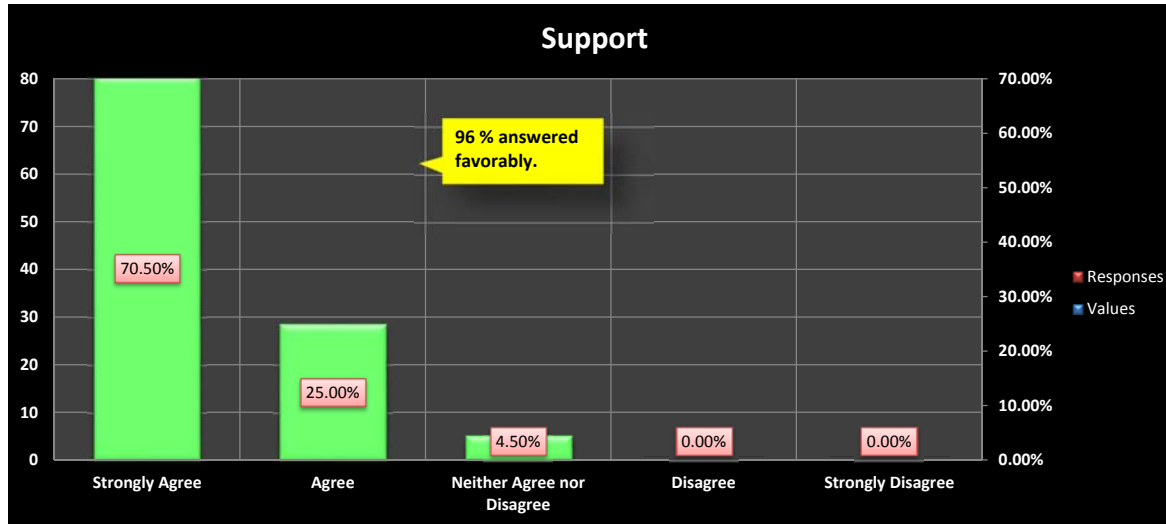


Q1 When I contact LIS Support - I get the assistance I need.

Choices	Values	Responses
Strongly Agree	70.50%	62
Agree	25.00%	22
Neither Agree nor Disagree	4.50%	4
Disagree	0.00%	0
Strongly Disagree	0.00%	0

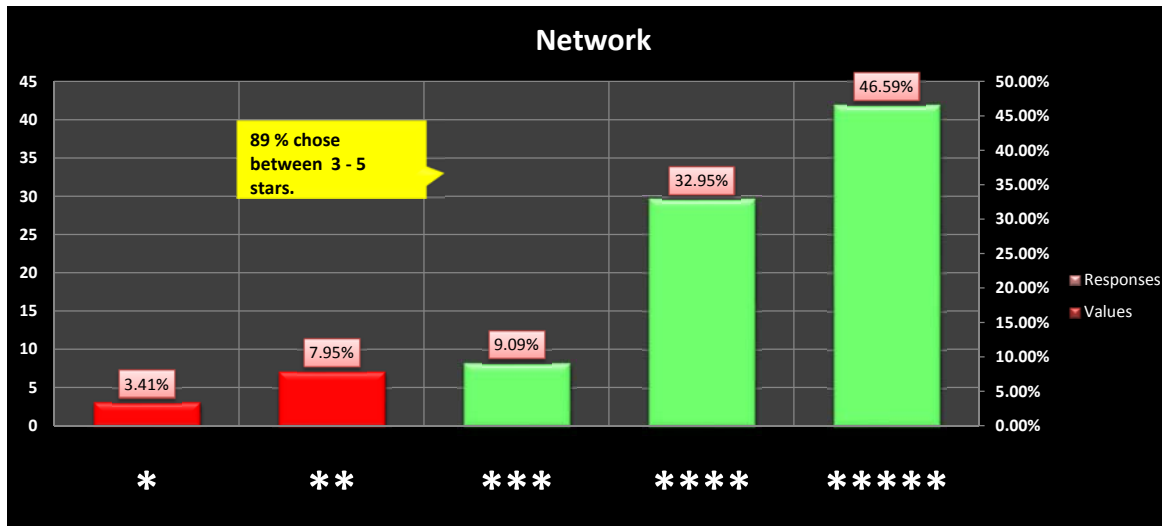


LIS SURVEY 2014

Q2

How would you rate the performance of our network? (This includes, logging in, saving files, sharing files, printing etc.)

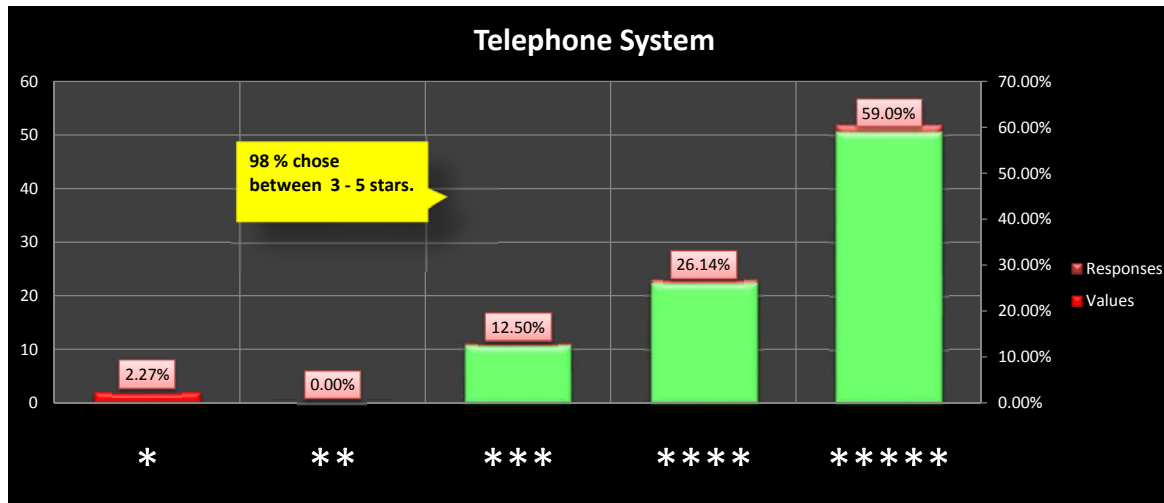
Choices	Values	Responses	Comment
*	3.41%	3	Please see customer letter
**	7.95%	7	Please see customer letter
***	9.09%	8	
****	32.95%	29	
*****	46.59%	41	



Q3

How would you rate the performance of our telephone systems? (This includes, calling, receiveing, voicemail, searching directories etc.

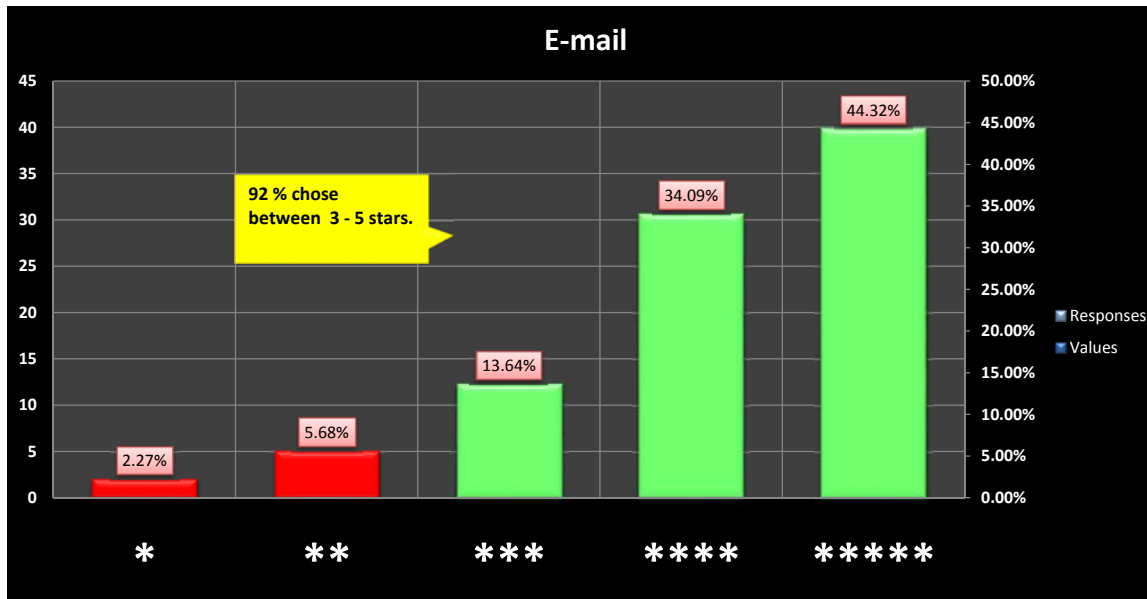
Choices	Values	Responses	Comment
*	2.27%	2	Please see customer letter
**	0.00%	0	
***	12.50%	11	
****	26.14%	23	
*****	59.09%	52	



Q4

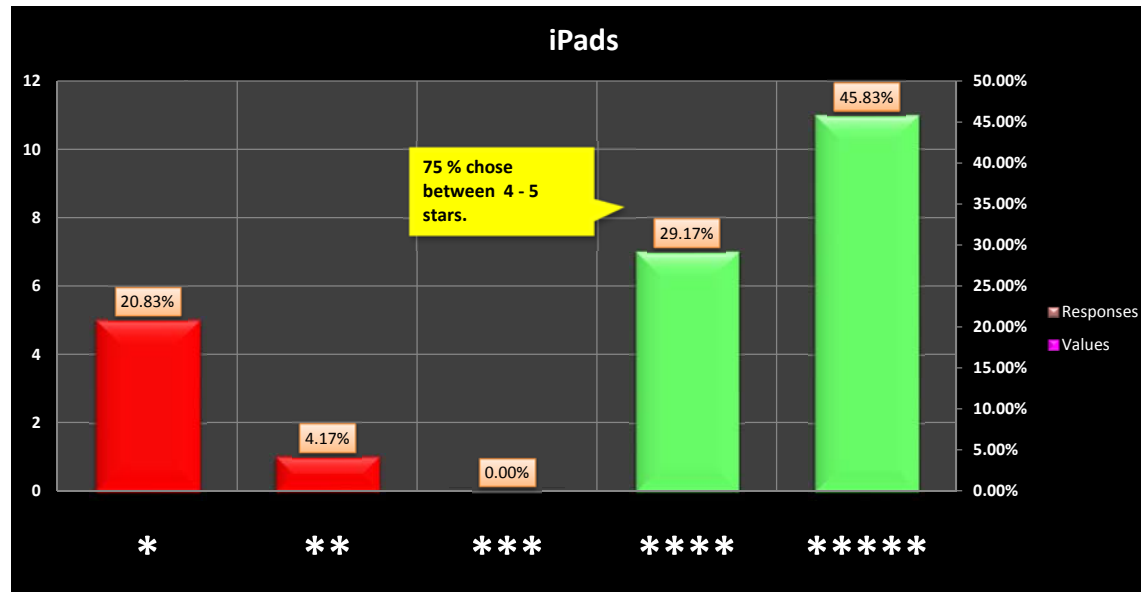
How would you rate the performance of our e-mail system? (This includes, logging in, sending, receiving, forwarding, saving, calendaring, journal, tasks etc.)

Choices	Values	Responses	Comment
*	2.27%	2	Please see customer letter
**	5.68%	5	Please see customer letter
***	13.64%	12	
****	34.09%	30	
*****	44.32%	39	



Q5 How would you rate the performance of the iPads? (For iPad users only)

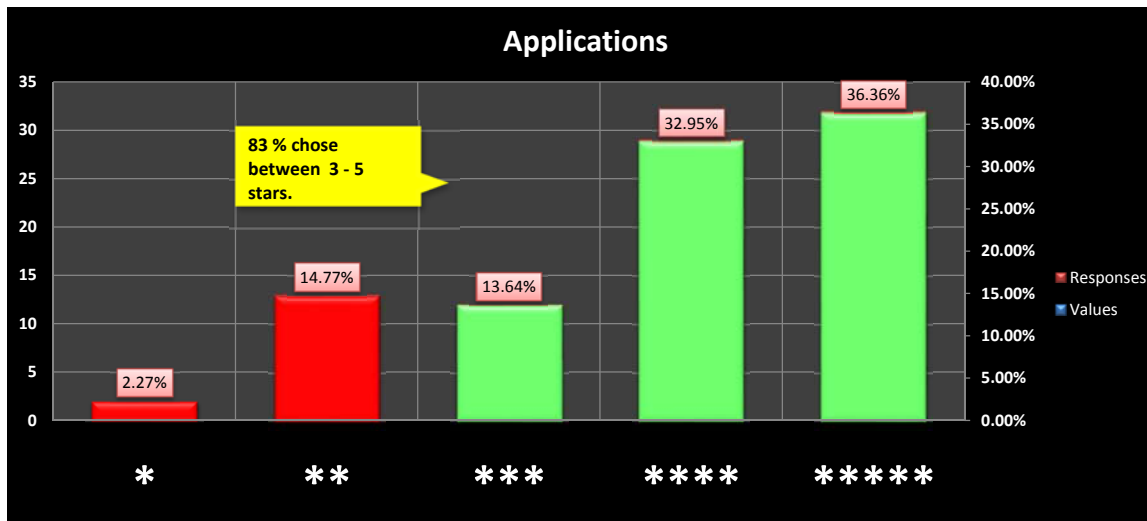
Choices	Values	Responses	Comment
*	20.83%	5	Please see customer letter
**	4.17%	1	Please see customer letter
***	0.00%	0	
****	29.17%	7	
*****	45.83%	11	



LIS SURVEY 2014

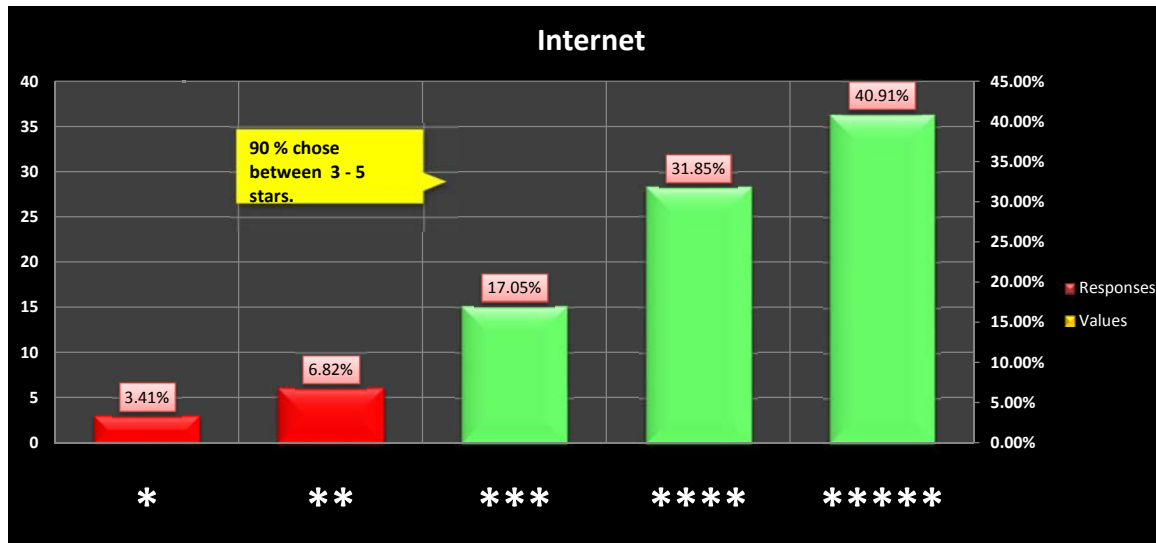
Q6 How would you rate the performance of our software applications? (Word, Excel, Adobe, Bill Tracking, etc..)

Choices	Values	Responses	Comment
*	2.27%	2	Please see customer letter
**	14.77%	13	Please see customer letter
***	13.64%	12	
****	32.95%	29	
*****	36.36%	32	



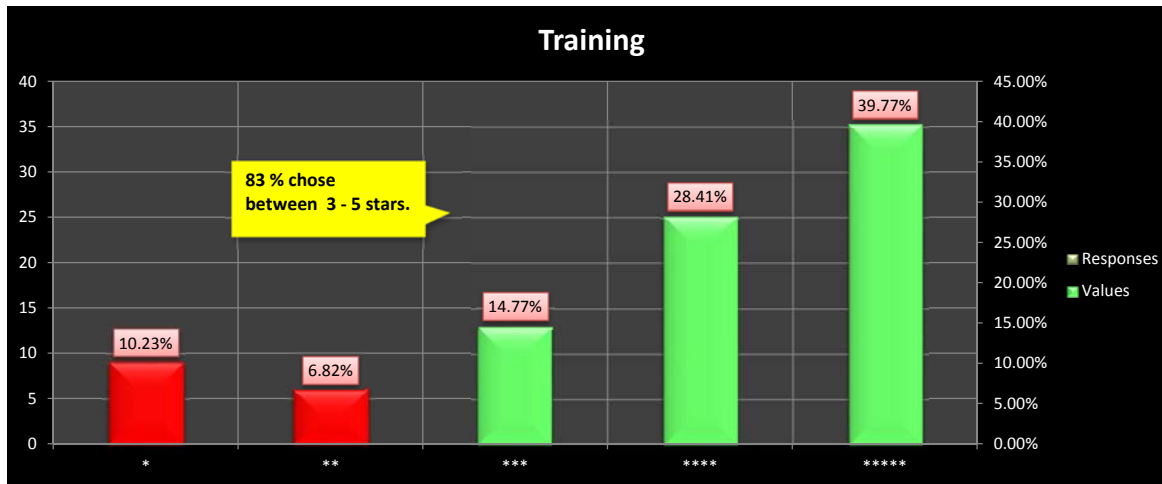
Q7 How would you rate the performance of our Internet? (This includes, browsing, printing, saving, videos, audios, downloading etc.) Ebay, Netflix, Youtube, Retail sites does not count)

Choices	Values	Responses	Comment
*	3.41%	3	Please see customer letter
**	6.82%	6	Please see customer letter
***	17.05%	15	
****	31.85%	28	
*****	40.91%	36	



Q8 How would you rate the training programs we offered?

Choices	Values	Responses	Comment
*	10.23%	9	Please see customer letter
**	6.82%	6	Please see customer letter
***	14.77%	13	
****	28.41%	25	
*****	39.77%	35	



Q9 How would you rate your overall satisfaction with us?

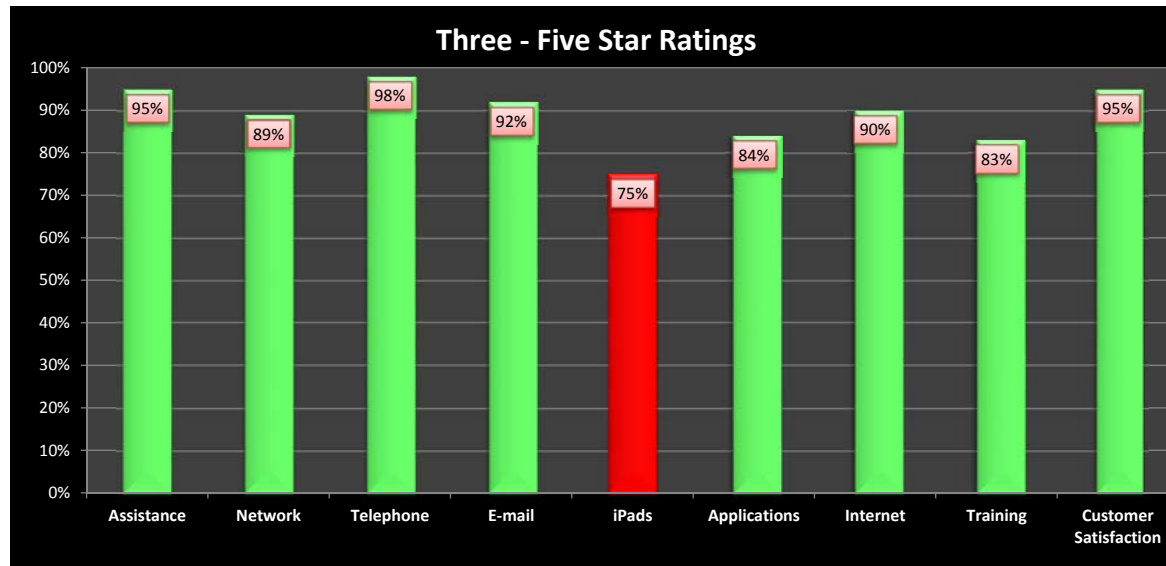
Choices	Values	Responses	Comment
*	1.14%	1	Please see customer letter
**	3.41%	3	Please see customer letter
***	11.36%	10	
****	25.00%	22	
*****	59.09%	52	



LIS SURVEY 2014

Cumulative ratings

Category	Three - Five Star Ratings
Assistance	95%
Network	89%
Telephone	98%
E-mail	92%
iPads	75%
Applications	84%
Internet	90%
Training	83%
Customer Satisfaction	95%



Vinay Dattu
Office of Legislative Information Systems
1st Floor Rachel Jackson Building
320 Sixth Avenue North
Nashville, TN 37243
April 15, 2014

Dear Customers' who rated 1 & 2 stars:

Thank you for taking the time to complete the LIS customer satisfaction survey. We're sorry our services did not meet your expectations.

Please accept our apologies for the less-than-satisfactory experience. Since you're a valuable customer to LIS, you must know how much we pride ourselves on customer service experience.

I sincerely request additional information from you to identify the gaps in our service and take corrective measures to prevent less-than-satisfactory experiences in the future.

When it's convenient, please contact me directly so that I may personally talk with you about your concerns. If you are opposed to talking to me directly, I would encourage you to send me a letter to the address above. Thank you and we look forward to hearing from you soon.

Sincerely,

Vinay Dattu
Director of LIS

Vinay Dattu
Office of Legislative Information Systems
1st Floor Rachel Jackson Building
320 Sixth Avenue North
Nashville, TN 37243
April 15, 2014

Dear Customers' who rated 3, 4, & 5 stars:

Thank you for taking the time to complete the LIS customer satisfaction survey. We appreciate the honest opinions you've shared with us. Because we're dedicated to providing a superior customer service experience your feedback is extremely important.

Keeping our customers happy is our number one goal. We take pride in our customer service experience and were pleased to hear that we are meeting your expectations. If you ever feel that you are not getting the service you deserve, please let us know. Thank you and I look forward to continue working with you.

Sincerely,

Vinay Dattu
Director of LIS