

# SDCC User Support Survey Results

John S. De Stefano Jr

SDCC User Liaison Meeting  
22 Jul 2021



@BrookhavenLab

# Survey Goals

Empower users to voice opinions and preferences

Evaluate and improve user-facing services and interaction

# Survey at a Glance

Six questions

- Single choice, multiple choice, free text

Gauges satisfaction with support tools and processes

Requests comparisons and opinions on current and alternate tools

51 user responses

- 48 anonymous entries
- Three users contacted for additional discussion

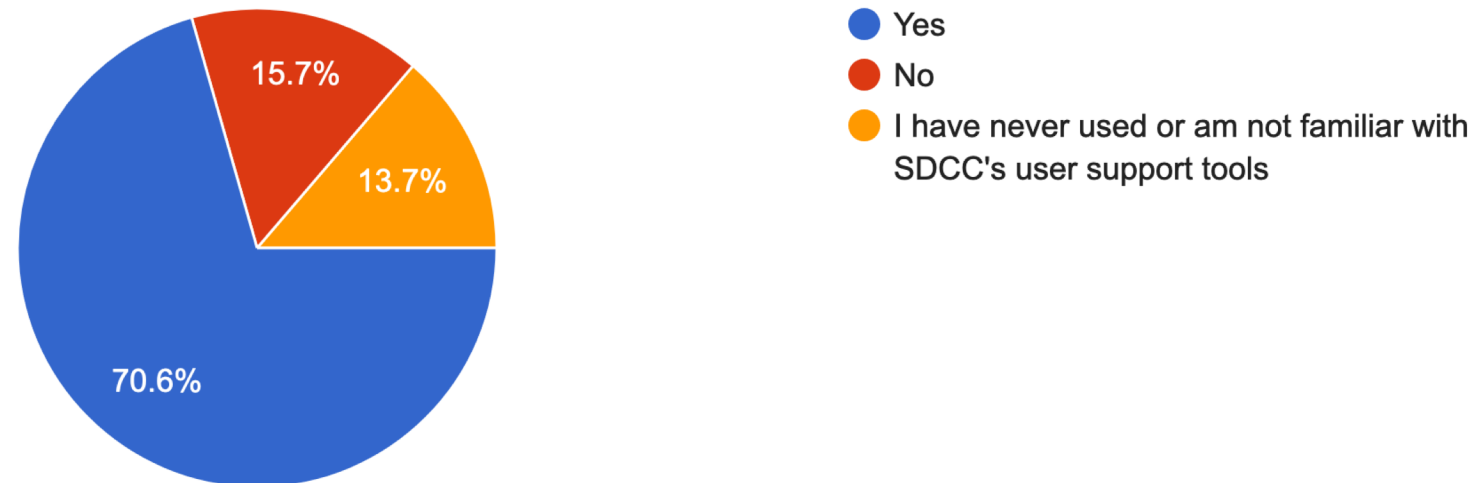
Request Tracker (RT) intentionally unnamed as our current solution



# Support System Familiarity

Have you used SDCC's user support system? If so, are you satisfied with our user support tool, and its web and email interfaces?

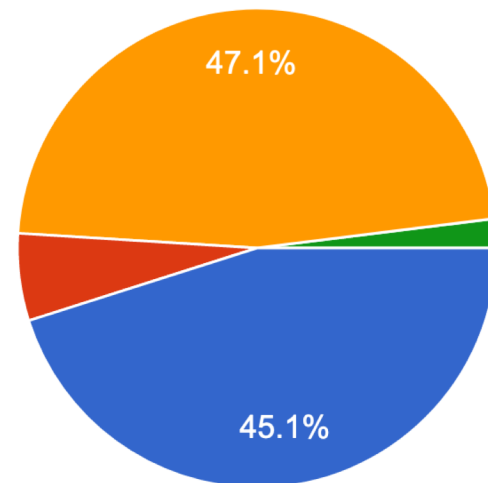
51 responses



# Support System Interaction

Are you satisfied with ticket interaction via email? Or would you prefer a web interface to view, reply to, and create tickets?

51 responses

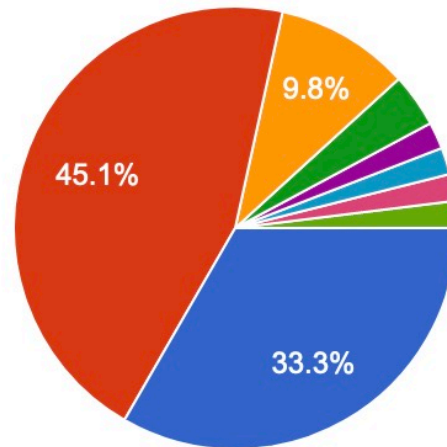


- I prefer email interaction
- I would prefer a web interface
- I would like access to both email and web support
- I have not used the support system, or I have no preference for its interfaces.

# Support System Queues

To address complaints about confusion and too many choices for reporting potential issues, we plan to reduce the number of ticket "queues" or groups available to users. What would be your preference for addressing a problem to the SDCC?

51 responses

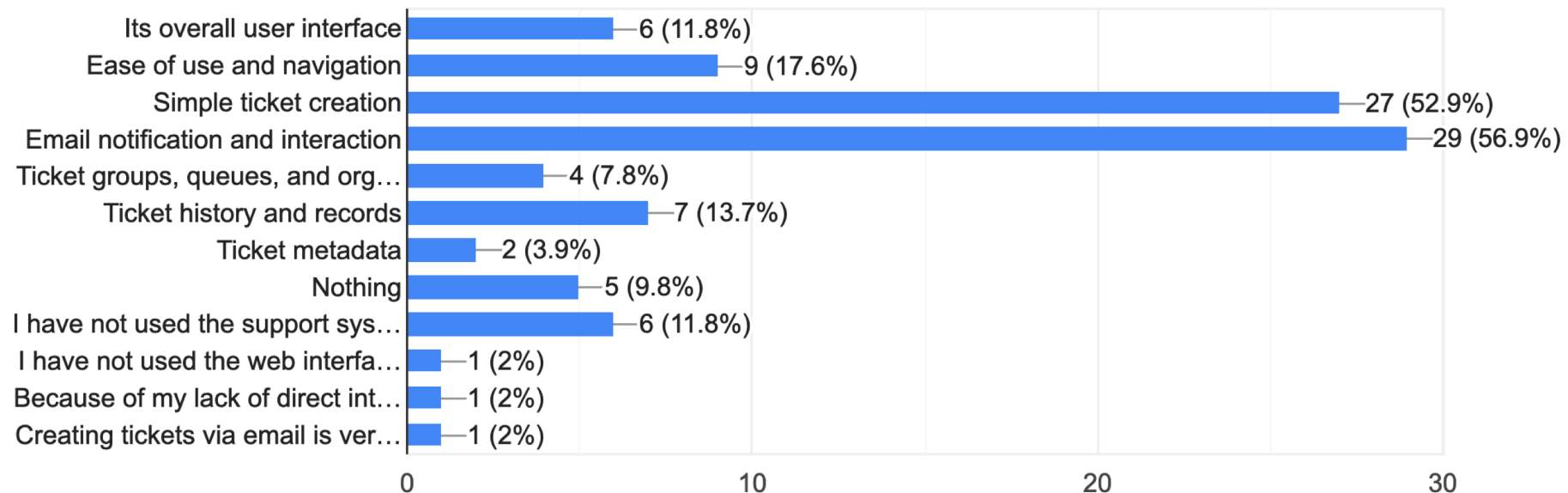


- I would prefer a single "Support@SDCC" email address and queue for r...
- I would prefer a small set of addresses and queues, from which I can choose...
- I am happy with the current list of sup...
- I have not used the queues, or I have...
- 1 or 2 above
- I have had limited reason to request s...
- Think of a system like itdhelp where y...
- I would prefer queues with names that...

# Current System Feedback

What do you find most useful or intuitive about the current user support system?

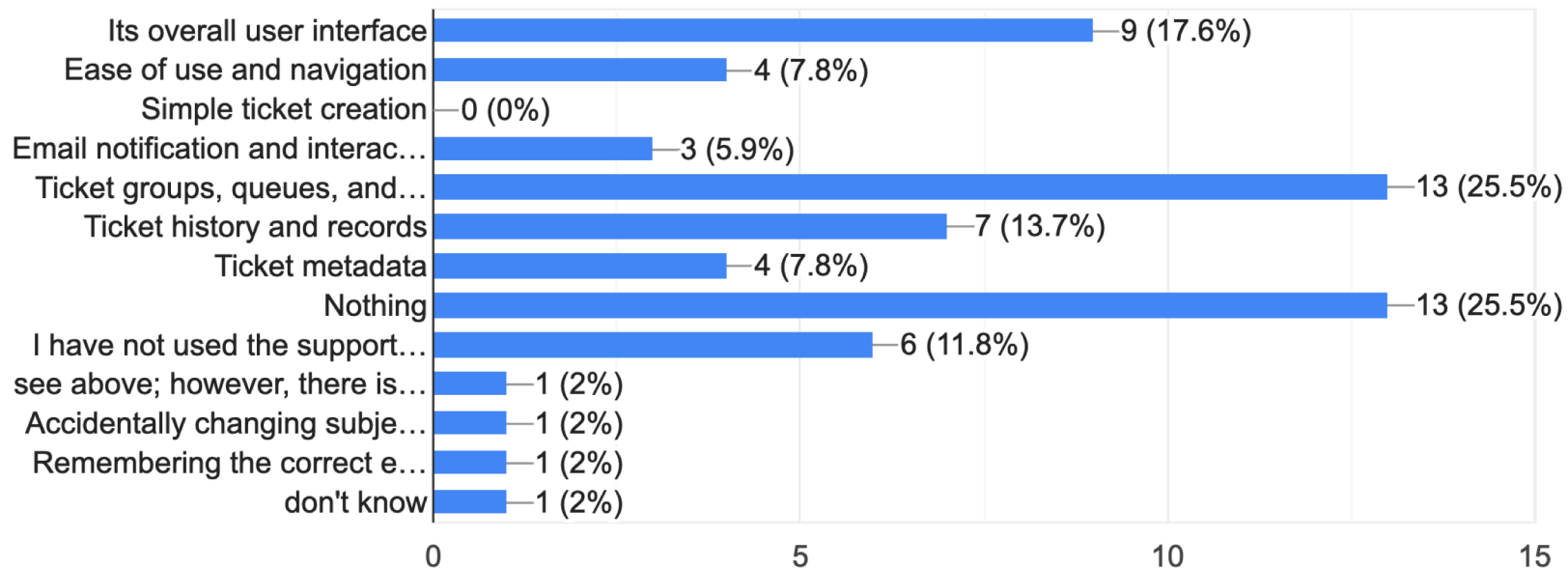
51 responses



# Current System Complaints

What do you find least useful or intuitive about the current user support system?

51 responses

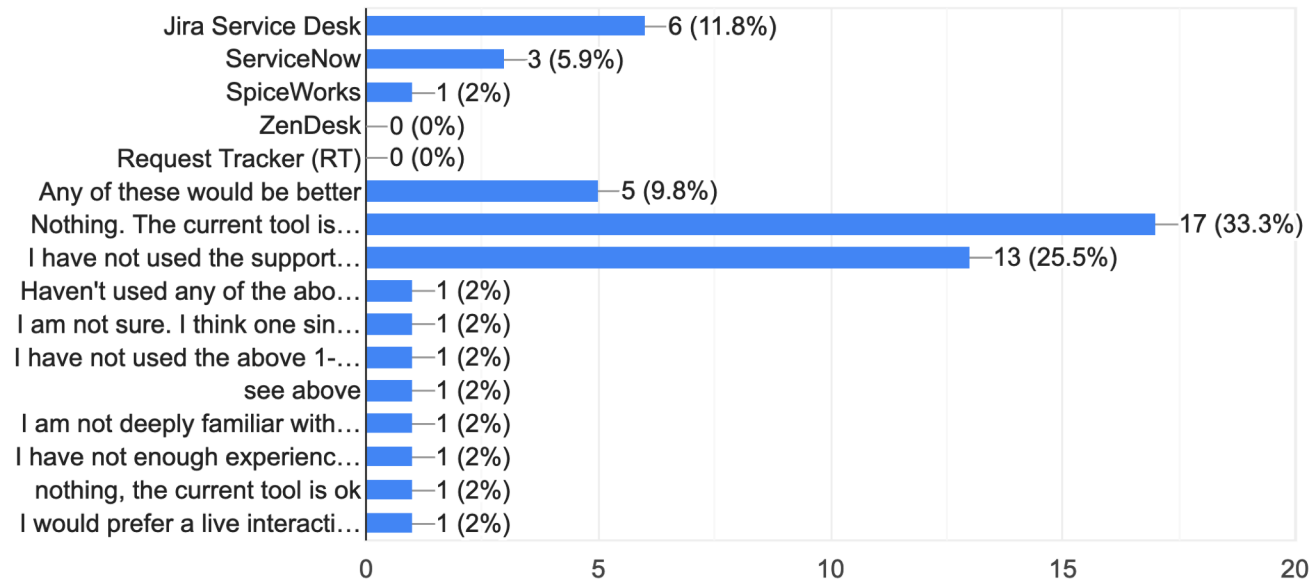




# Replacement System Suggestions

What tool(s) that you have worked with would be a better solution for user support than what we're now offering?

51 responses



# System Replacement Rationale

I like the format of a JIRA ticket with the discussion all on one page

I don't know which tool would be best, but I am fine with the current web service.

any tool would be better than email-only system which lacks the history of past tickets

It works fine as is.

I am familiar with Service Now because I also use it in other institutions

Email is better than web, because developers of web-based ticket systems are hard to navigate, place tools in counter-intuitive places, and waste time with silly animation. (Experience at other labs.)

Ability to view past submitted tickets (by myself)

No opinion on potential replacements

Jira interface and organization

They work, but I don't see an issue with what is there.

The current solution is fine.

Better for documenting issues and interacting with others

interface

Bnl standard

Simpler tracking and better history.

I prefer the directness of emails, but am willing to try the new system.

Email

I did not choose one because I have not used them. One of the major problems is the disconnect between users and those who develop a platform. As specialist on a subject area we frequently forget that we need to consider the "general" user who is specialist on a different subject area. Therefore that user may not understand the "lingo" used on our subject area, making understanding difficult.

the current tool is the best. I don't like changes.

Easily raise and solve query

# System Replacement Rationale [2]

Most responses expressed satisfaction with RT

Notable exceptions:

- “I like the format of a JIRA ticket with the discussion all on one page”
- “any tool would be better than email-only system which lacks the history of past tickets”
- “Email is better than web, because developers of web-based ticket systems are hard to navigate, place tools in counter-intuitive places, and waste time with silly animation. (Experience at other labs.)”
- “I did not choose one because I have not used them. One of the major problems is the disconnect between users and those who develop a platform. As specialist on a subject area we frequently forget that we need to consider the "general" user who is specialist on a different subject area. Therefore that user may not understand the "lingo" used on our subject area, making understanding difficult.”
- “Easily raise and solve query”

# Detailed Support System Comments

Most tickets are just simple support requests, jira would be an overkill. Longer back and forth is not well represented by rt, for those another system might be more suitable

I think one single-email ticket system is good enough as long as the response is prompt

the response times for the current support are short, and replies usually very helpful. Thank you very much for the excellent support!

Reduce the number of queues or make it easier to find which one to use.

I appreciate the quick responses that I have received from the SDCC staff

provide an overall solution or overview, not only one difficulty during an application installation; Provide more basic knowledge or command examples; I don't know load module command and whether to find a more disk space before asking; Provide Q&A online, this may reduce the support group's workload; Some diagrams of SDCC system or SDCC structure may be helpful, including software or hardware.

The usefulness of support comes from the people behind, not the system itself--and they are doing a great job in helping the user community, in my opinion.

A web interface could mitigate the issue of people accidentally changing the email subject

Once a ticket started, it would be nice to be able to directly communicate with the person who started to handle it (this happens sometimes, but other times the ticket is taken over by someone else, and we can start from scratch)

Nothing, really, seems ok to me.

I find the user support to be quite good. The only thing that's sometimes confusing is which RT group to send the ticket to. So having "one stop shopping" would be a useful upgrade, I think.

I am happy to help and provide feedback. Thank you for the effort of making it user-friendly as much as possible!

Current system is too complex to identify how to route initial complaint.

Keep something that allows email interaction -- web portals suck

The experts who have helped my problem on sdcc, are very experts (and friendly), so I thank them very much. And they are very friendly to make them understood even through not-native-English-written questions (which I (e.g.) have made, while of course I had wrote as clear as I could).

thank you for your work, the system did solve some of my problems in the past

add a live chat line

# Contact Information

If you have more questions or comments, or would like to be involved in further discussion or evaluation of SDCC user support, please leave your name and/or email address here. Leaving this field blank will ensure that your responses to this survey will instead remain anonymous.

6 responses

[REDACTED]

None

[REDACTED]

[REDACTED]

The system structure is better to be understood, if those are text-written (as is now) AND with schematic diagrams, so that non-expert users can understand the contemporary(newest) software jargons(especially some propr noun, which is up-to-dated so frequently in USA, EU, than other countries).

No equation



# Conclusions

- User (and staff) data converges on satisfaction with current system (RT), with upgrades and some improvements
- Queue reorganization, simplification to address user confusion
  - Your suggestions are needed for optimal queue organization
- RT upgrade to address requests for better, updated interface, and improved navigation
- Detailed improvement plan to follow
- More comments/discussion/complaints? Contact me.