INDIGO Help Desk Response to the Client Satisfaction with the Indigo Help Desk

Contents

Introduction

INDIGO is the Indigenous Education Online system used by DEEWR to manage agreements, payments and associated reporting for Indigenous Education program elements. The INDIGO Help Desk provides support to both DEEWR officers and external Providers who seek assistance when using the INDIGO system.

The INDIGO Help Desk ran an online satisfaction survey over July and August 2011 to determine how effectively they meet the needs of INDIGO users. In addition to collecting client satisfaction data, the survey also gathered information about client preferences when using the Help Desk and suggestions to improve the INDIGO Help Desk service. A copy of the survey questionnaire is available at Appendix A. The key findings from the 2010 survey, together with users' suggestions, the department's

responses and subsequent actions to improve our service, are available [on the INDIGO page on the DEEWR website](#).

Methodology

*The survey was conducted online and there were 220 respondents of which 198 completed the survey. In statistical terms, with a sample size of 198 respondents and a population size of 2038 INDIGO users, where **86 per cent** of respondents indicate they are **satisfied**, we can be **95 per cent** confident that **81 to 90 per cent** of the whole population are **satisfied**. The relative standard error (RSE) of the survey result is low (2.6%), thereby making the data presented in this report reliable and a reasonable basis on which to consider future decision making in relation to the Help Desk service.*

Just under half of the respondents were Performance Reporting Provider users, approximately one third were DEEWR officers and the remainder were Provider users split between IYLP and IYMP. Further demographic information about the respondents is available at [Appendix B](#), including the distribution of respondents across states/territories and metropolitan/regional/remote areas.

For the purpose of this report, client satisfaction is defined as the sum of those respondents that indicated 'very satisfied' and 'satisfied', or 'strongly agree' and 'agree' to the client satisfaction statements. For more detailed data please refer to [Appendix C](#).

Survey results

Key findings

Overall, **86 per cent** of clients were **satisfied** with the service provided by the INDIGO Help Desk. We note that a slightly higher percentage of DEEWR officers reported overall satisfaction than Provider users (**88 per cent compared to 84 per cent**).

Clients were also asked to respond to a range of specific statements about the Help Desk service. Their responses in rank order from highest to lowest level of agreement were as follows:

- **89 per cent** agreed 'The INDIGO Help Desk staff were **courteous** when dealing with me'
- **87 per cent** agreed 'The INDIGO Help Desk staff were able to **answer or resolve** my query or problem'
- **86 per cent** agreed 'I generally **achieved my original objective** when contacting the INDIGO Help Desk'
- **86 per cent** agreed 'The INDIGO Help Desk staff **understood** my query or problem'
- **85 per cent** agreed 'The INDIGO Help Desk staff were **knowledgeable** about INDIGO'
- **83 per cent** agreed 'My INDIGO Help Desk problem or query was resolved in a **timely manner**'
- **82 per cent** agreed 'The explanation I received from the INDIGO Help Desk staff was **easy to understand**'

Just under half (48 per cent) of all survey respondents indicated they were **very satisfied** with a particular aspect of the service. In most cases, respondents identified a particular task or enquiry with which they had received assistance. The courteousness of Help Desk staff was also identified by several respondents.

Other highlights were also noted, such as the depth of understanding of staff, thoroughness, clarity of advice and the prompt response times. A selection of client comments about the facets of the service with which respondents were **most satisfied** follows:

'My query was dealt with in a professional and friendly manner. Their guidance was 'spot on'! Thank you for the great service.'

'The turn-around time was fantastic'

'Training assistance and clear processes in timely turnaround'

'The INDIGO Help Desk Officer knowledge of INDIGO was exceptional. They knew what I was talking about and how to resolve my query'

'I am new to the Indigo reporting system; the staff were very patient and obliging with my queries'

Only **one per cent** of respondents identified an aspect of the Help Desk service with which they were **least satisfied**. Clients providing a response were most commonly least satisfied with the advice or training they had received on how to complete online Performance Reports.

INDIGO Task Cards and Videos (step-by-step guides) are available on the DEEWR intranet to assist DEEWR staff in the use of various functions in INDIGO. Of the **85 DEEWR officers** responding to the survey, **84 per cent** were aware of the Task Cards and **40 per cent** were aware of the Videos associated with some Task Cards.

Those DEEWR officers aware of the Task Cards and Videos had used them to varying degrees:

Task Cards

- 24 per cent had never used the Task Cards
- 14 per cent had used the Task Cards once
- 51 per cent had used the Task Cards 2-10 times
- 11 per cent had used the Task Cards more than 10 times

89 per cent of the DEEWR officers that used the Task Cards found them **helpful**.

Videos

- 71 per cent had never used the Videos
- 21 per cent had used the Videos once
- 9 per cent had used the Videos 2-10 times

80 per cent of the DEEWR officers that used the Videos found them **helpful**.

Management Response:

*The INDIGO Business Support Team (IBST) is very pleased with the 2011 results. The results verify that the INDIGO Help Desk continued to deliver a **high quality service** to INDIGO users and that strategies employed from the 2010 survey results to further improve the level of service were effective.*

*We note that in 2010 there were **20 per cent** of respondents who identified an aspect of the INDIGO Help Desk service with which they were **least satisfied**; in 2011 this number decreased to **one per cent** of respondents. Given that we received **2167** enquiries on the INDIGO Help Desk between 1 January 2011 and 31 July 2011, the results show that the vast majority of Help Desk clients are **satisfied** with the service they receive.*

*Training materials: The comments of **dissatisfaction** from Provider users relate to issues with completing online **Performance Reports**. To address this, the IBST published a number of Task Cards (step-by-step guides) on both the external DEEWR website and our DEEWR intranet (dnet) for Provider users on how to complete online Performance Reports. The link to this information is provided below:*

http://www.deewr.gov.au/indigenous/resources/pages/indigo.aspx

Video versions of these Task Cards (step-by-step guides) are also available on our DEEWR intranet (dnet) page for DEEWR officers to disseminate to Provider users. The IBST will continue to develop and publish further training resources for INDIGO users.

*Volume of enquiries: Graph 1 (below) indicates the number of DEEWR users vs. Provider users (where 'Provider users' includes IYLP, IYMP, and Performance Reporting Provider users) who contacted the INDIGO Help Desk with an enquiry between 1st January and 31st July for the years 2010 and 2011 (**55 per cent DEEWR users vs. 45 per cent Provider users in 2010 & 66 per cent DEEWR Users vs. 34 per cent Provider users in 2011**). In both years, the usual peak of enquiries associated with completing Performance Reports and Financial Acquittals (due 31 May) are evident, however the total volume of queries in the 2011 period are significantly reduced from that of 2010 (2,937 enquiries in 2010, compared to 2,167 in 2012 (**26 per cent less enquiries**).*

Graph 1 – Enquiries by User Type for Periods Jan-Jun in 2010 and 2011
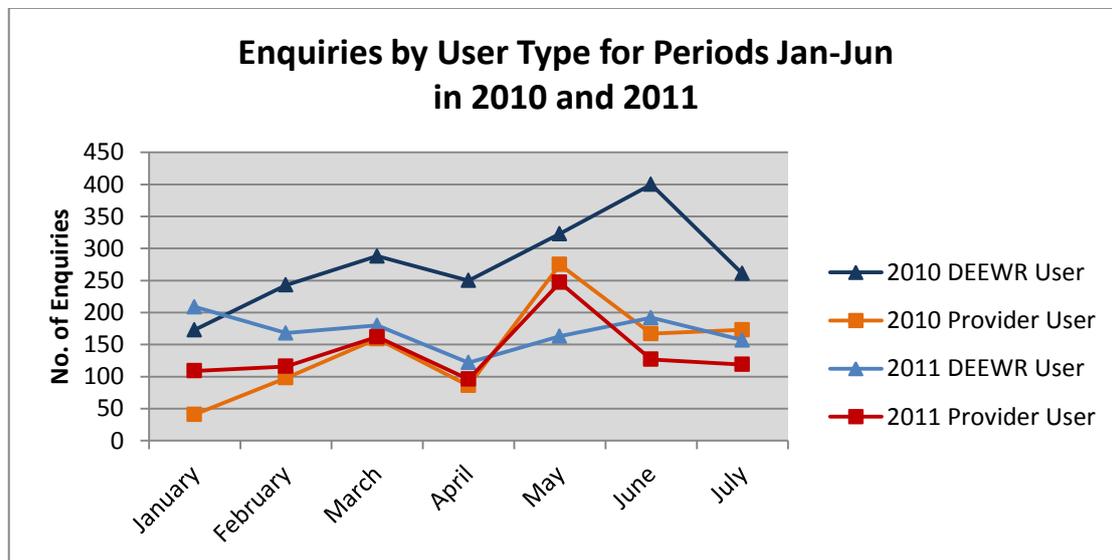
*Training delivery: The need to increase training resources was identified in the 2010 Help Desk Survey response. A number of regular INDIGO training sessions were implemented in 2011 to address this issue. As a result, the volume of enquiries received on the INDIGO Help Desk in 2011 from both DEEWR users and Provider users decreased. DEEWR users showed the most significant decrease (**43 per cent** on average) which coincides with the INDIGO training delivered to DEEWR users from March – June of 2011.*

*Help Desk Staffing: The need for an increased presence on the Help Desk was also noted in the 2010 Help Desk Survey. As a result, the IBST implemented a new phone system in the second half of 2010 to increase the number of calls we could answer, as well as completed recruitment actions to provide additional Help Desk support. The 2011 Survey Response shows that despite having only two full-time staff to provide Help Desk service (with part time support from other staff) the level of satisfaction of users improved. With possible reductions in staff resources, **further improvement in levels of satisfaction is unlikely**. While any staffing reduction would lead to an increase in occasions where the Help Desk is not staffed (e.g. due to conducting training exercises or staff absences due to illness), the IBST will endeavour to maximise the availability of the Help Desk during operating hours.*

INDIGO Usage

There was wide variation in the frequency of INDIGO usage in 2011 among respondents:

- 22 per cent were daily users
- 13 per cent were weekly users
- 6 per cent were fortnightly users
- 12 per cent were monthly users
- 20 per cent were quarterly users
- 14 per cent were bi-annual[1] users

These results are comparable to the 2010 usage values.

Management Response:

The system usage results above further illustrate the diversity and complexity of user circumstance and experience with which the INDIGO Help Desk staff must engage to provide a quality service to all INDIGO users.

INDIGO Help Desk Usage

40 percent of respondents indicated their preference for contacting the Help Desk depended on the type of query, **33 per cent** preferred contacting the Help Desk by phone, **22 per cent** preferred email, and **4 per cent** did not have a preference.

Of those respondents that phoned the INDIGO Help Desk over the last 6 months the frequency of calling was as follows:

- 5 per cent called weekly
- 8 per cent called fortnightly
- 19 per cent called monthly
- 21 per cent called quarterly
- 16 per cent called bi-annually

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[1] In the 2010 INDIGO Help Desk Satisfaction survey the option which relates to bi-annual was 'yearly'

Of those respondents that emailed the INDIGO Help Desk over the last 6 months the frequency of emailing was as follows:

- 2 per cent emailed weekly
- 5 per cent emailed fortnightly
- 17 per cent emailed monthly
- 29 per cent emailed quarterly
- 13 per cent emailed bi-annually

Compared to the 2010 Help Desk usage, the number of quarterly calls and emails has reduced by nearly **50 per cent**. The frequency of weekly, fortnightly, monthly and bi-annual[2] calls and emails in 2011 is comparable to the 2010 values.

Management Response:

The Help Desk Usage results show that the preferred means of contact for INDIGO users is via phone. As illustrated in many of the comments from users, they prefer to resolve issues as quickly as possible and find that by talking to someone they can either resolve the issue immediately or obtain advice as to when/how the issue will be resolved.

Suggestions

Respondents offered a range of suggestions to improve the INDIGO Help Desk service:

- Increase the availability of staff to answer queries by phone
- Be aware and support the need of users in different times zones
- On page help/support
- Performance Reporting reminders
- Ongoing INDIGO training and refresher courses for INDIGO users
- Automatic transfer of data/details from INDIGO to the Grants Register

For the full list of respondents' suggestions refer to Appendix F.

Management Response:

The IBST agrees that many of the suggested changes from INDIGO users can be used to frame further direction for improvements to the INDIGO Help Desk service. The IBST has categorised the Help Desk survey suggestions in the table below (Table 1 – 2011 Suggestions).

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[2] In the 2010 INDIGO Help Desk Satisfaction survey the option which relates to bi-annual was 'yearly'

Table 1 - 2011 Suggestions:

Suggestion Category	Total
INDIGO Help Desk Responses	7
Contract information for Providers	3
INDIGO information sharing practices	2
INDIGO Help Desk Operating Hours	3
INDIGO Passwords	1
Staff Resources	10
INDIGO System	7
INDIGO Training / User Documentation	13
Grand Total	**46**

There were 46 suggestions provided out of a total of 220 respondents. In addition, 28 respondents provided affirmation that the Help Desk was providing a great service and to continue the good work.

From the above user suggestions the IBST proposed the following actions (Table 2 – 2011 Action Items):

Table 2 - 2011 Action Items

No	Proposed Actions	Timeframe	Status
1	Continue to adhere to INDIGO Help Desk published standard response times	Ongoing	Ongoing
2	Continue to support Contract Managers to provide timely contractual obligation information to Providers via the INDIGO User Group and Reports training	Ongoing	Ongoing
3	Continue to provide feedback to staff based in State and Regional offices on INDIGO systems development and hot topics via the INDIGO User Group	Ongoing	Ongoing
4	Rotate staff lunch breaks to try and facilitate availability of Help Desk staff during operating hours	Ongoing	Ongoing
5	Continue to train and develop INDIGO Business Support Team staff to support the needs of the INDIGO Help Desk	Ongoing	Ongoing
6	Support Contract Managers to comply with the Grants Reporting requirements	July 2012	Completed
7	Continue to provide INDIGO training to State and Regional office staff through face-to-face & Webinar training sessions	Ongoing	Ongoing

No	Proposed Actions	Timeframe	Status
8	Continue to improve the INDIGO Help Desk presence on the DEEWR website and the DEEWR intranet (dnet) including publishing survey results and training documentation for both DEEWR officers and Provider users.	Ongoing	Ongoing

For a full list of respondents' suggestions and INDIGO Help Desk responses please see Appendix F.

Table 3 - 2010 Action Items

No	Proposed Actions	Timeframe	Status (Aug 2012)
1	Review automated INDIGO correspondence	September 2010	Completed
2	Discuss contract management preferences regarding first point of contact (contract manager vs. INDIGO Help Desk) for system related issues with the User Group	Next User Group meeting	Completed
3	Alerting the User Group and Contract Managers to the Agreement Event Tracking Report	September 2010	Completed
4	Improve the INDIGO Help Desk presence on the DEEWR website and the DEEWR Intranet (dnet) including publish survey results	April 2011	Completed
5	Refer suggestion to the relevant business area	September 2010	Completed
6	Continual development of the INDIGO Help Desk staff through training including INDIGO Business Support Team workshops	Ongoing	Ongoing
7	Review INDIGO Help Desk Operating Hours in line with team resources	As resources change	Ongoing
8	Review the current timeframe for password expiry and extend to 12 months	October 2010	Completed (change not possible)
9	Review the current password reset practice	October 2010	Completed (change not possible)
10	Refer the suggestion to the IETA Business Process Redesign Consultation	October 2010	Completed
11	Progress recruitment strategy for INDIGO Business Support Team	As resources change	Completed

No	Proposed Actions	Timeframe	Status (Aug 2012)
12	Develop training strategy for INDIGO following from IETA Business Process Redesign Consultancy and in line with relevant program area training strategies	April 2011	Ongoing
13	Review Work Region Management strategy including advising users to contact the INDIGO Help Desk if current Work Region structure is not appropriate	Ongoing	Ongoing

<u>INDIGO Help Desk Satisfaction Survey</u>

INDIGO is the Indigenous Education Online system used by DEEWR to manage agreements, payments and associated reporting for Indigenous Education program elements. The INDIGO Help Desk team provides support to both DEEWR officers and external Providers who seek assistance when using the INDIGO system.

The INDIGO Help Desk team runs a satisfaction survey annually to assess how effectively they meet the needs of INDIGO users. The feedback you provide will be used to guide improvements to the Help Desk service.

The key findings of last year's survey, together with users' suggestions, the department's responses and subsequent actions to improve our service, is available <u>here</u>. Thanks again to those who contributed to last year's survey.

This survey will take approximately 5 to 10 minutes to complete.

The information you provide will remain private and confidential. To complete the survey now select the 'next page' button below.

<u>Questions</u>

1. In which **state or territory** do you **work**?

- o ACT
- o NSW
- o NT
- o QLD
- o SA
- o TAS
- o VIC
- o WA

2. Select the category which best represents the location of your **place of work**:

- o Metropolitan
- o Rural/Provincial
- o Remote
- o Very remote

3. How **often** have **you <u>logged</u>** onto INDIGO **over the last six months**?

Select the option which best represents your usage.

- o Never

- o Daily
- o Weekly
- o Fortnightly
- o Monthly
- o Quarterly
- o Yearly

4. Ideally, do you **prefer to <u>call</u> or <u>email</u>** the **INDIGO Help Desk** with your enquiries?

- o Call
- o Email
- o It depends on the type of enquiry
- o No particular preference

5. How **often** have **you <u>emailed</u>** the INDIGO Help Desk **over the last six months**?

Select the option which best represents your frequency of emailing the Help Desk.

- o Never
- o Daily
- o Weekly
- o Fortnightly
- o Monthly
- o Quarterly
- o Yearly

6. How **often** have **you <u>called</u>** the INDIGO Help Desk **over the last six months**?

Select the option which best represents your frequency of calling the Help Desk.

- o Never
- o Daily
- o Weekly
- o Fortnightly
- o Monthly
- o Quarterly
- o Yearly

7. Select the category which best represents your **user type in INDIGO**:

- o DEEWR Officer user --------go to question 8
- o Provider user--------go to question 16
- o IYMP Provider user--------go to question 16
- o IYLP Provider user--------go to question 16

8. Are you **aware of the Task Cards** for INDIGO users on the DEEWR intranet?

- o Yes
- o No
- o Unsure

If you answered 'No' or 'Unsure' and would like to know more about Task Cards, follow this link http://dnet.hosts.network/services/indigenous/Pages/INDIGO.aspx to the INDIGO Services page on dnet, and in the INDIGO Help section, click on the INDIGO Documentation link.

9. **How often** have you used the **Task Cards** for INDIGO over the last six months?

- o Never (go to question 16)
- o Once
- o More than once, but less than ten times
- o More than ten times

10. **Which Task Card(s)** have you used?

Performance Reports

- o PR-01P How to ACCESS a Performance Report
- o PR-02P How to ENTER Performance Report Data
- o PR-03P How to REVIEW and SUBMIT Performance Report
- o PR-04P How to COMPLETE the IIR review of a Performance Report
- o PR-01D How to DEEWR REVIEW Performance Reports
- o PR-02D How to RECORD a Delegate's decision re Performance Reports

PaCE Task Cards

- o PCE-01 How to CREATE and REGISTER a PaCE Proposal Brief
- o PCE-02 How to SEARCH for a PaCE Proposal Brief
- o PCE-03 How to RECOMMEND a PaCE Proposal Brief
- o PCE-04 How to APPROVE a PaCE Proposal Brief
- o PCE-05 How to CREATE a PaCE Draft Initiative
- o PCE-06 How to REPORT on PaCE Proposal Briefs

Agreement/Contract Task Cards

- o AGR-01 How to SEARCH for an Agreement
- o AGR-02 How to CREATE an Agreement
- o AGR-03 How to CREATE a Schedule
- o AGR-04 How to CREATE an Initiative
- o AGR-05 How to ADD an Event Diary Template
- o AGR-06 How to ADD or EDIT a MILESTONE Event
- o AGR-07 How to ADD or EDIT a Schedule PAYMENT Event
- o AGR-08 How to ADD or EDIT a RECOVERY Event

- AGR-09 How to ADD or EDIT Entitlements for Project Based Program Elements
- AGR-10 How to ADD or EDIT Entitlements for Per Capita Based Program Elements
- AGR-16 How to EXECUTE an Agreement or Schedule
- AGR-17 How to APPROVE Entitlements
- AGR-18 How to ACTION an ADD Schedule Payment Work Item
- AGR-19 How to PROCESS a payment
- AGR-25 How to VARY an Agreement or Schedule
- AGR-31 How to SELECT a Payment Arrangement

Client Task Cards

- CLI-01 How to SEARCH for a Client
- CLI-02 How to ADD an Organisation Client
- CLI-03 How to ADD or Edit Client Payment Arrangements
- CLI-04 How to ADD an Individual Client

Ad Hoc Claim Task Cards

- AHC-01 How to CREATE an AD HOC CLAIM
- AHC-02 How to SEARCH for an AD HOC CLAIM
- AHC-03 How to PROCESS an AD HOC CLAIM
- AHC-04 How to ACQUIT an AD HOC CLAIM

Accounting Task Cards

- INV-01 How to SEARCH for an INVOICE

Reports Task Cards

- RPT-01 How to RUN a REPORT

Indigenous Remote Service Delivery Traineeships Task Cards

- IRSDT-01 How to CREATE an Indigenous Traineeship Schedule
- IRSDT-02 How to ADD or EDIT an Indigenous Traineeship Claim

Free text

11. **How helpful** do you find the **Task Cards** for INDIGO?
    - Very helpful
    - Somewhat helpful
    - Neither helpful or unhelpful
    - Somewhat unhelpful
    - Very unhelpful

12. Are you **aware of the Videos** associated with some Task Cards for INDIGO users on the DEEWR intranet?

- o Yes
- o No
- o Unsure

Videos (virtual tours through INDIGO) of Task Cards are being developed and published progressively to dnet. If you answered 'No' or 'Unsure' and would like to know more about these Videos, click on this INDIGO Documentation link.

13. **How often** have you used the **Videos** for INDIGO over the last six months?

- o Never (go to question 16)
- o Once
- o More than once, but less than ten times
- o More than ten times

14. **Which Video(s)** have you used?

- o PR-01P Video How to ACCESS a Performance Report
- o PR-02P Video How to ENTER Performance Report Data
- o PR-03P Video How to REVIEW and SUBMIT Performance Report
- o PR-04P Video How to COMPLETE the IIR review of a Performance Report
- o PR-01D Video How to DEEWR REVIEW Performance Reports
- o PR-02D Video How to Record a Delegate's decision re Performance Reports

Free text

15. **How helpful** do you find the **Videos** for INDIGO?
- o Very helpful
- o Somewhat helpful
- o Neither helpful or unhelpful
- o Somewhat unhelpful
- o Very unhelpful

16. The following questions relate to **experiences during any contact** you had with the INDIGO Help Desk staff over the last six months.

(If you have not had contact with the INDIGO Help Desk staff over the last six months please leave this question blank and proceed to the next question.)

Considering all your experiences with the INDIGO Help Desk staff over the last six months please indicate how much you **agree or disagree** with the following **statements**.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a) The INDIGO Help Desk staff **understood** my query or problem	□	□	□	□	□
b) The INDIGO Help Desk staff were able to **answer or resolve** my query or problem	□	□	□	□	□
c) The INDIGO Help Desk staff were **knowledgeable** about INDIGO	□	□	□	□	□
d) The explanation I received from the INDIGO Help Desk staff was **easy to understand.**	□	□	□	□	□
e) My INDIGO Help Desk problem or query was resolved in a **timely manner**	□	□	□	□	□
f) The INDIGO Help Desk staff were **courteous** when dealing with me	□	□	□	□	□
g) I generally **achieved my original objective** when contacting the INDIGO Help Desk	□	□	□	□	□

17. Now thinking about the service you received from the INDIGO Help Desk, **how satisfied were you overall**?

- o Very dissatisfied
- o Dissatisfied
- o Neither satisfied nor dissatisfied
- o Satisfied
- o Very satisfied

18. What advice or experience with the INDIGO Help Desk were you **least satisfied** with?
Free text

19. What advice or experience with the INDIGO Help Desk were you **most satisfied** with?
Free text

20. Do you have any suggestions for **improving the service** provided by the INDIGO Help Desk?
Free text

You have now completed the survey. Thank you for your participation.

Appendix B – Demographic Data

As some questions in the survey were not mandatory there are differences in the number of respondents (population size = n) recorded against the results below.

Table 1: Number (Count) and Distribution (%) of respondents across states and territories

State/Territory	Count	%
Australian Capital Territory	27	12.3%
New South Wales	79	35.9%
Northern Territory	28	12.7%
Queensland	33	15.0%
South Australia	14	6.4%
Tasmania	7	3.2%
Victoria	18	8.2%
Western Australia	14	6.4%

n=220 (respondents who answered this question)

Table 2: Number (Count) and Distribution (%) of respondents by user type

User type	Count	%
DEEWR officer	85	39.2%
IYLP	8	3.7%
IYMP	17	7.8%
Provider (performance reporting)	107	49.3%

n=217 (respondents who answered this question)

Table 3: Number (Count) and Distribution (%) of respondents by user type by state and territory

	DEEWR officer	IYLP	IYMP	Provider (performance reporting)
Australian Capital Territory	24 (10.9%)	2 (0.9%)	0 (0%)	1 (0.5%)
New South Wales	19 (8.6%)	4 (1.8%)	2 (0.9%)	52 (23.6%)
Northern Territory	18 (8.2%)	0 (0.0%)	0 (0.0%)	10 (4.5%)
Queensland	5 (2.3%)	2 (0.9%)	5 (2.3%)	21 (9.5%)
South Australia	7 (3.2%)	0 (0.0%)	4 (1.8%)	3 (1.4%)
Tasmania	3 (1.4%)	0 (0.0%)	1 (0.5%)	3 (1.4%)
Victoria	4 (1.8%)	1 (0.5%)	2 (0.9%)	10 (4.5%)
Western Australia	5 (2.3%)	1 (0.5%)	1 (0.5%)	7 (3.2%)

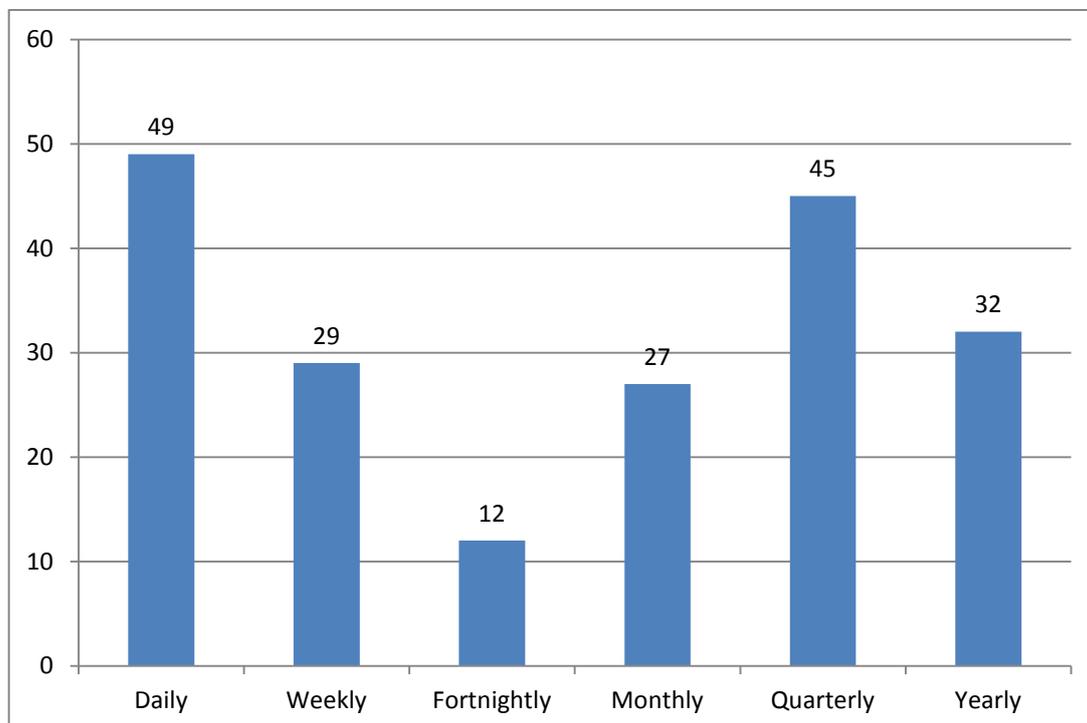n=217 (respondents who answered this question)

Table 4: Number (Count) and Distribution (%) of respondents by level of remoteness

Level of remoteness	Count	%
Metropolitan	92	47%
Rural/Provincial	82	38%
Remote	38	12%
Very remote	8	2%

n=220 (respondents who answered this question)
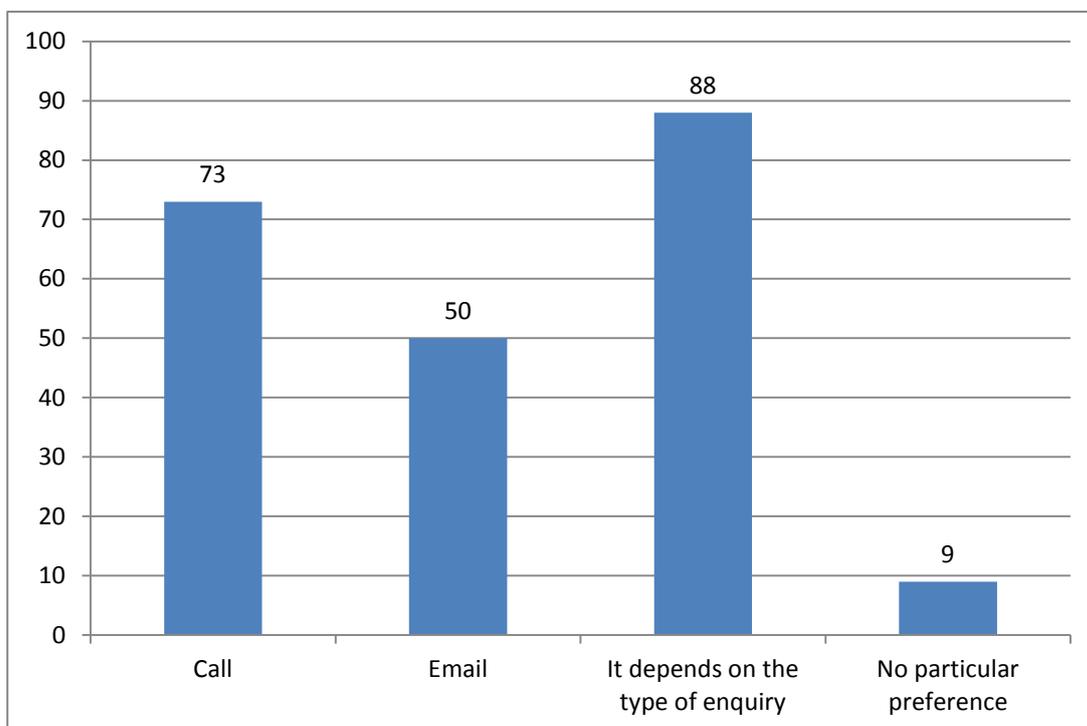
Appendix C – INDIGO Usage & Help Desk Usage
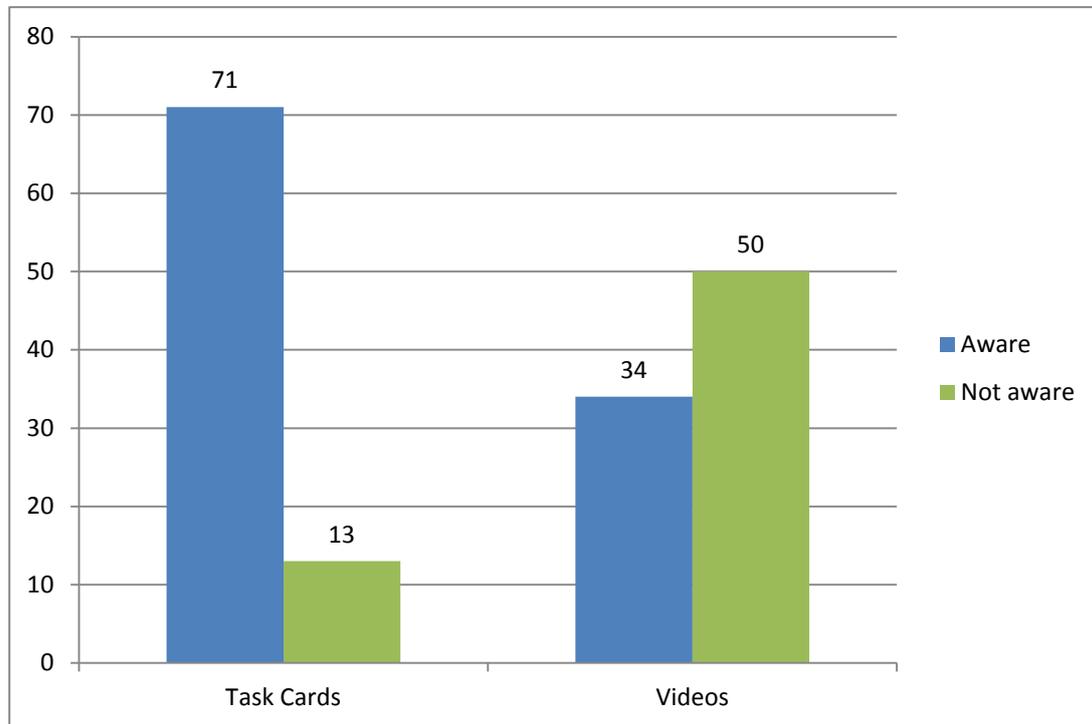
Chart 1: Frequency of INDIGO Usage

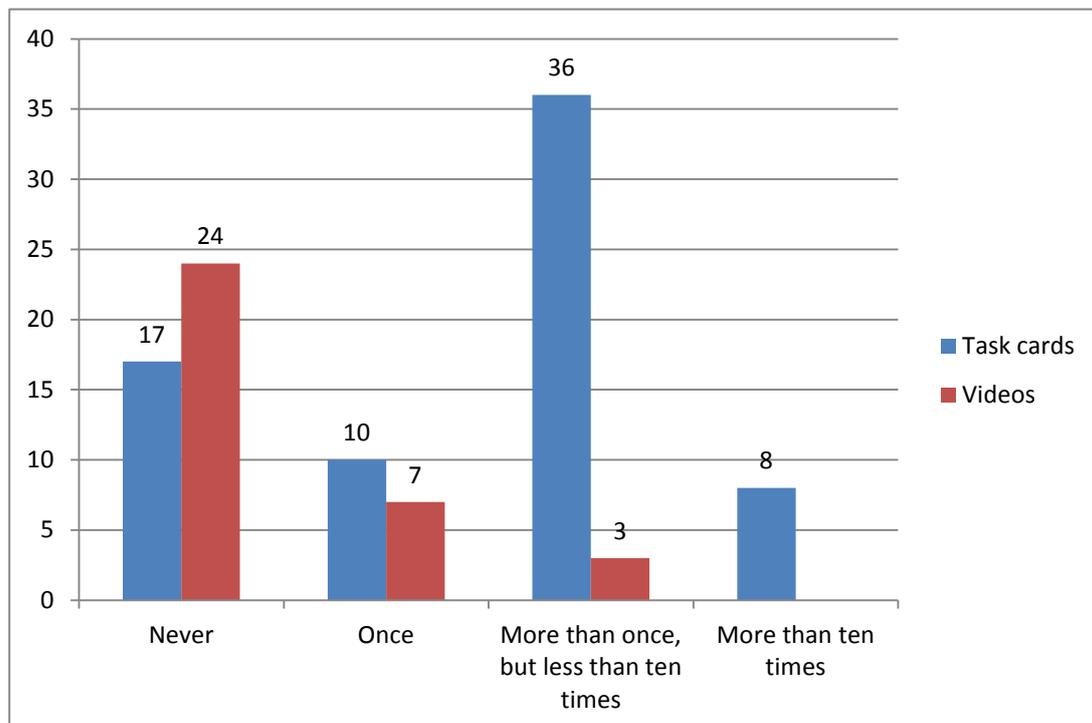n = 194

Chart 2: INDIGO Help Desk Contact Preference

n=220

Chart 1: **Awareness** of **Task Cards** and **Video** resources available for DEEWR users
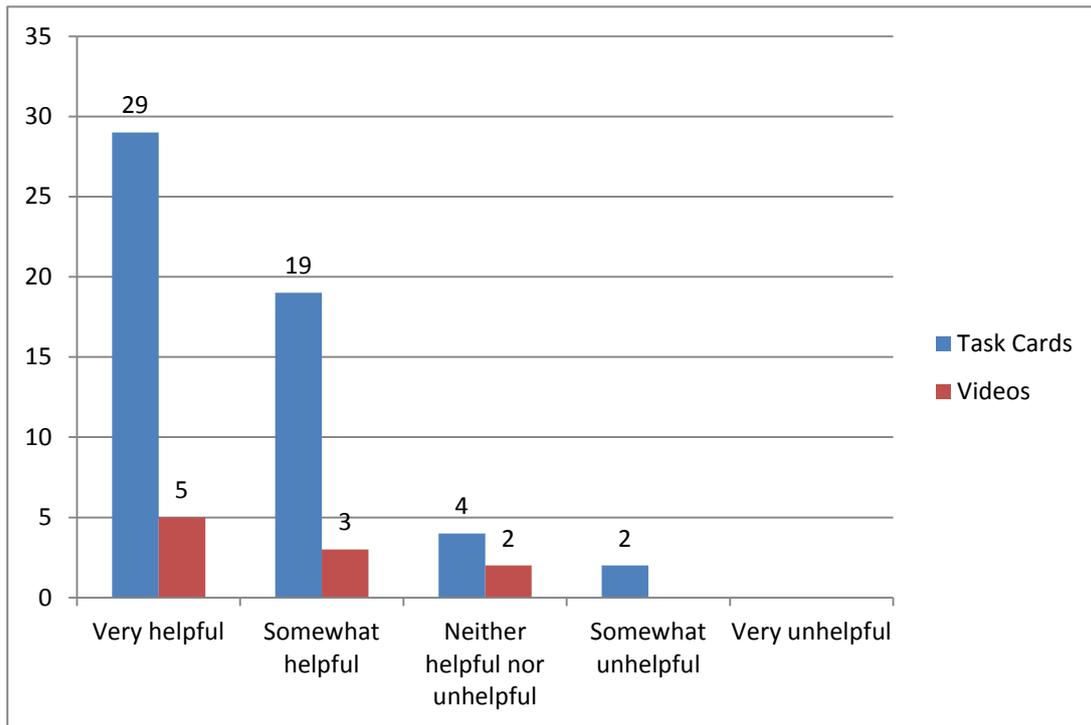

n=84

Chart 2: **Frequency** of use of **Task Cards** and **Video** resources available for DEEWR users
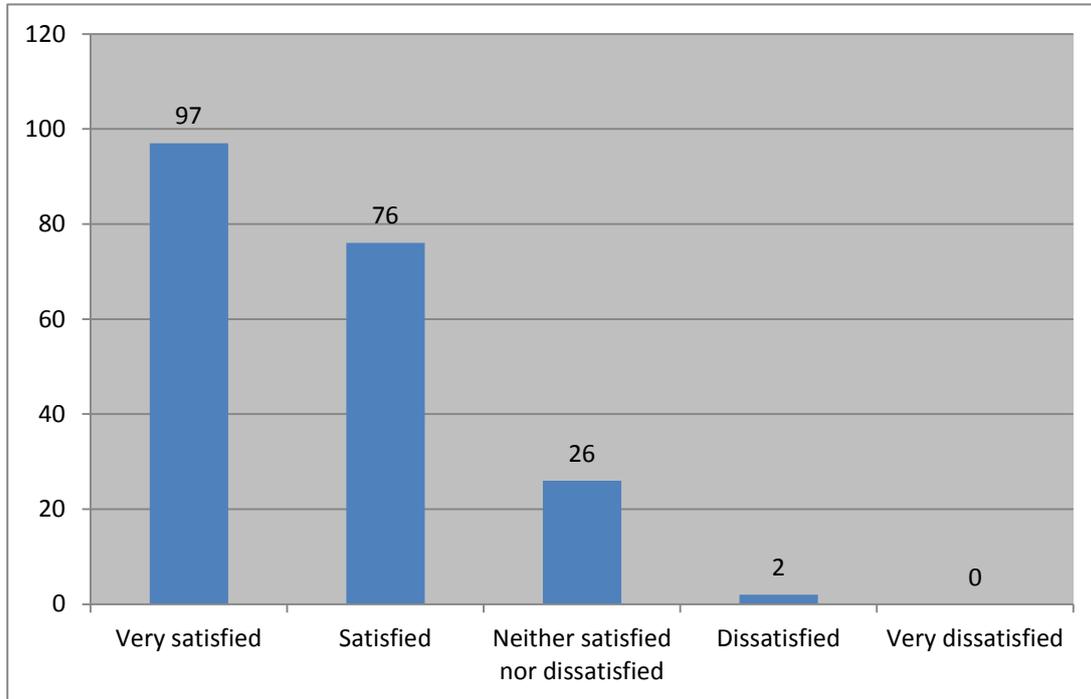

n=71 (Task Cards) & n=34 (Videos)

Chart 3: Response to '**How helpful** do you find the **Task Cards** and **Videos** for INDIGO'?

n=54 (Task Cards) & n=10 (Videos)
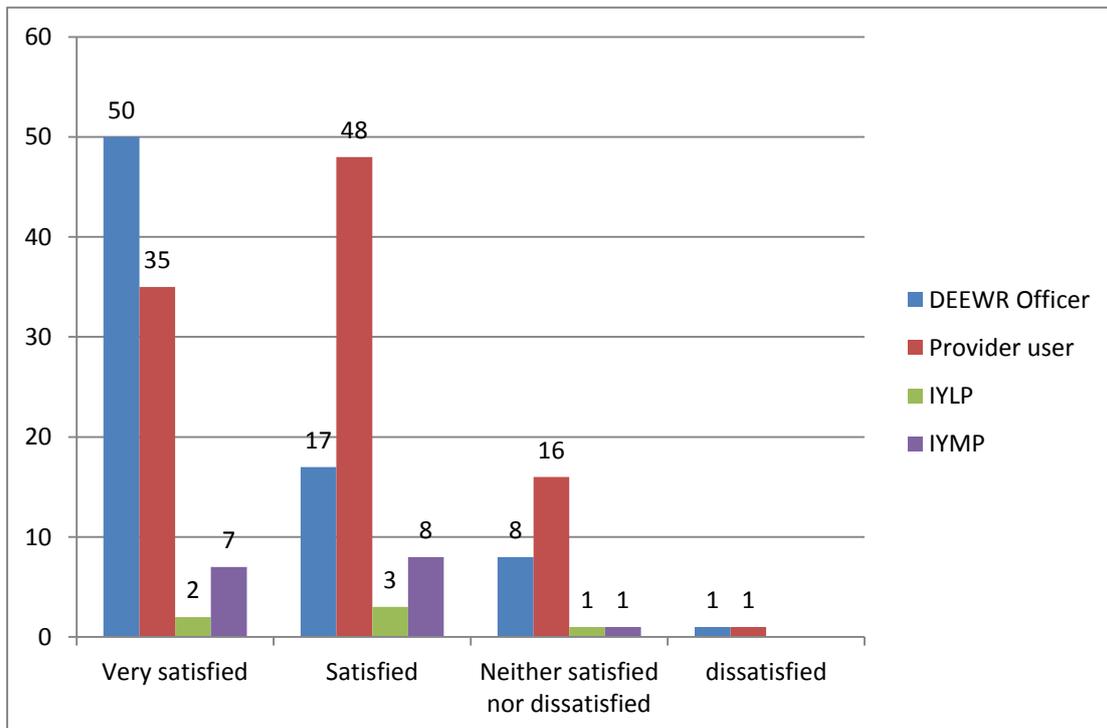
Chart 1a: Overall satisfaction of respondents with the service received from the INDIGO Help Desk (Count)
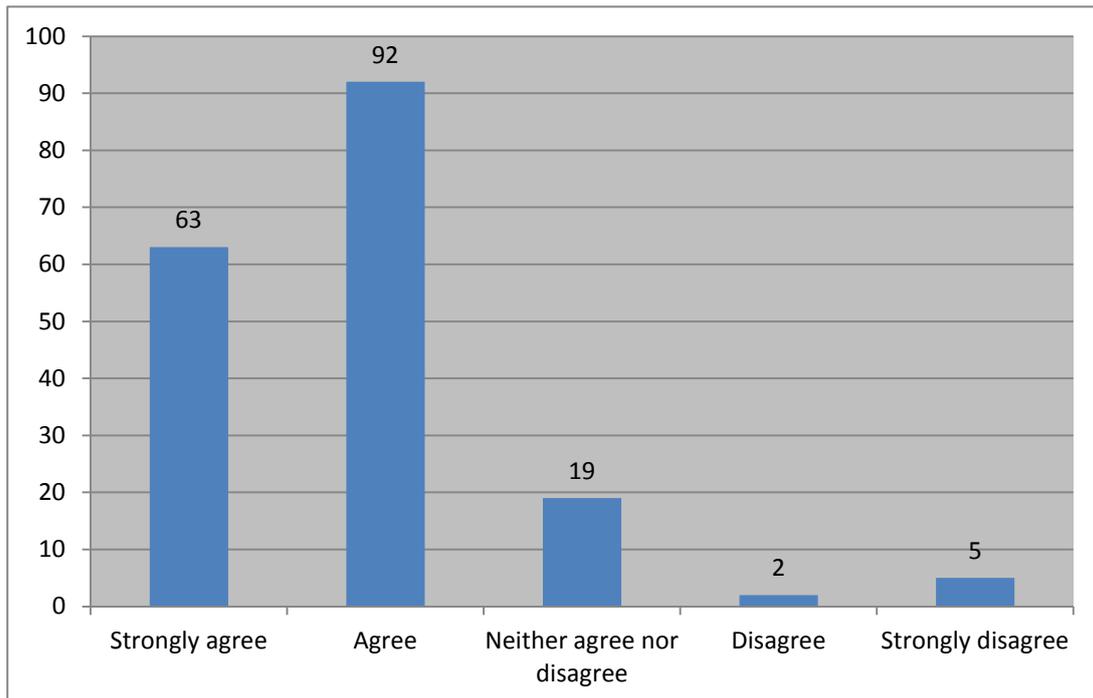

n=201

Chart 1b: Overall satisfaction of respondents with the service received from the INDIGO Help Desk by user type (Count)

n=198

Chart 2a: Response to the statement 'The INDIGO Help Desk staff **understood** my query or problem' (Count)

n=181

Chart 2b: Response to the statement 'The INDIGO Help Desk staff were able to **answer or resolve** my query or problem' (Count)
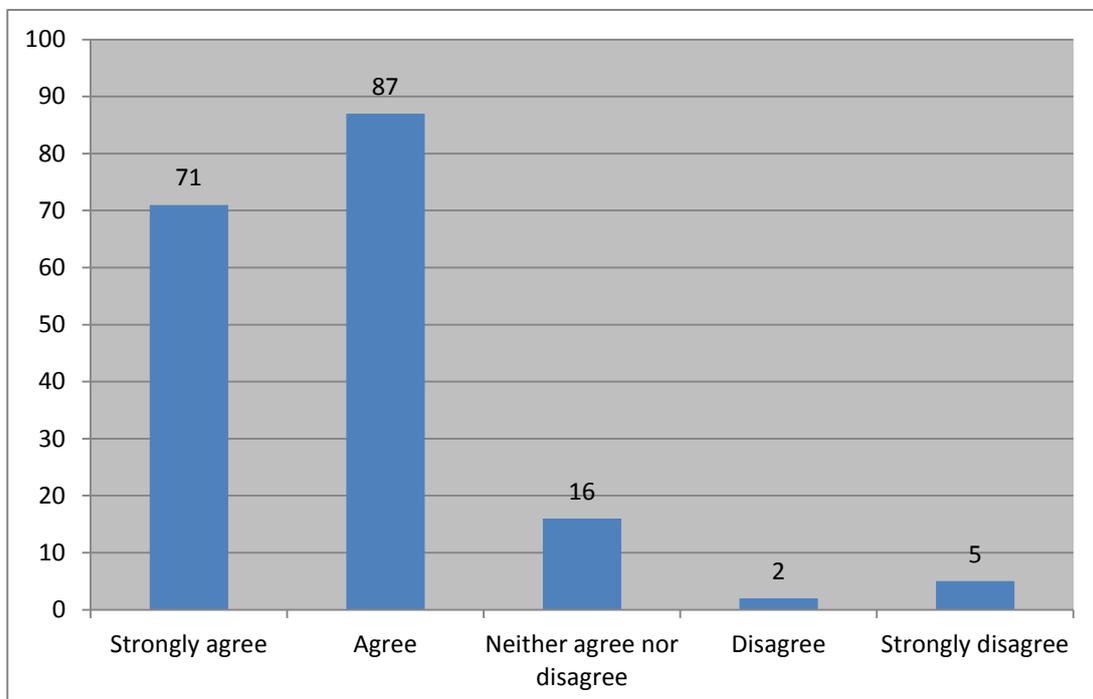
n=181

Chart 2c: Response to the statement 'The INDIGO Help Desk staff were **knowledgeable** about INDIGO' (Count)
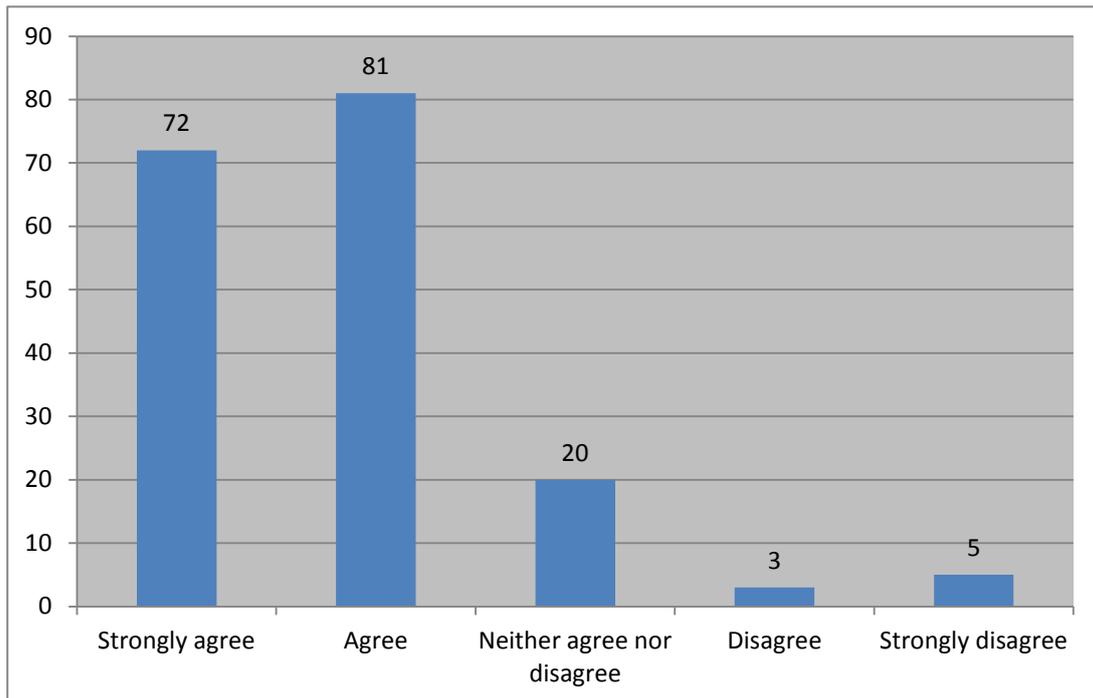
n=181

Chart 2d: Response to the statement 'The explanation I received from the INDIGO Help Desk staff was **easy to understand**' (Count)
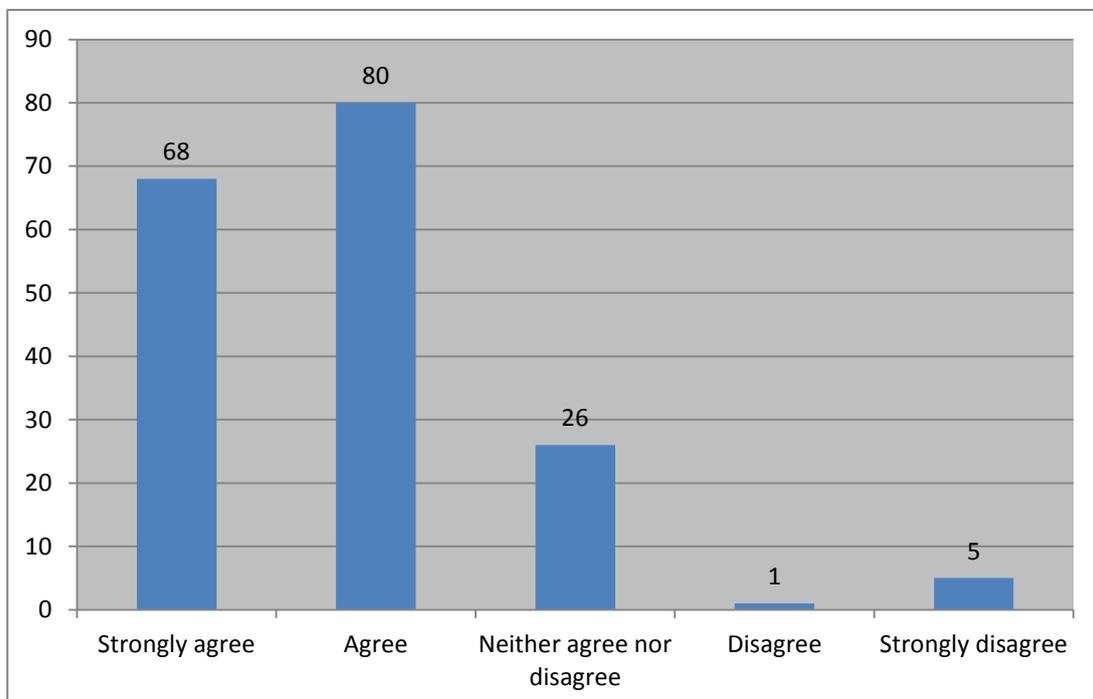
n=180

Chart 2e: Response to the statement 'My INDIGO Help Desk problem or query was resolved in a **timely manner**' (Count)
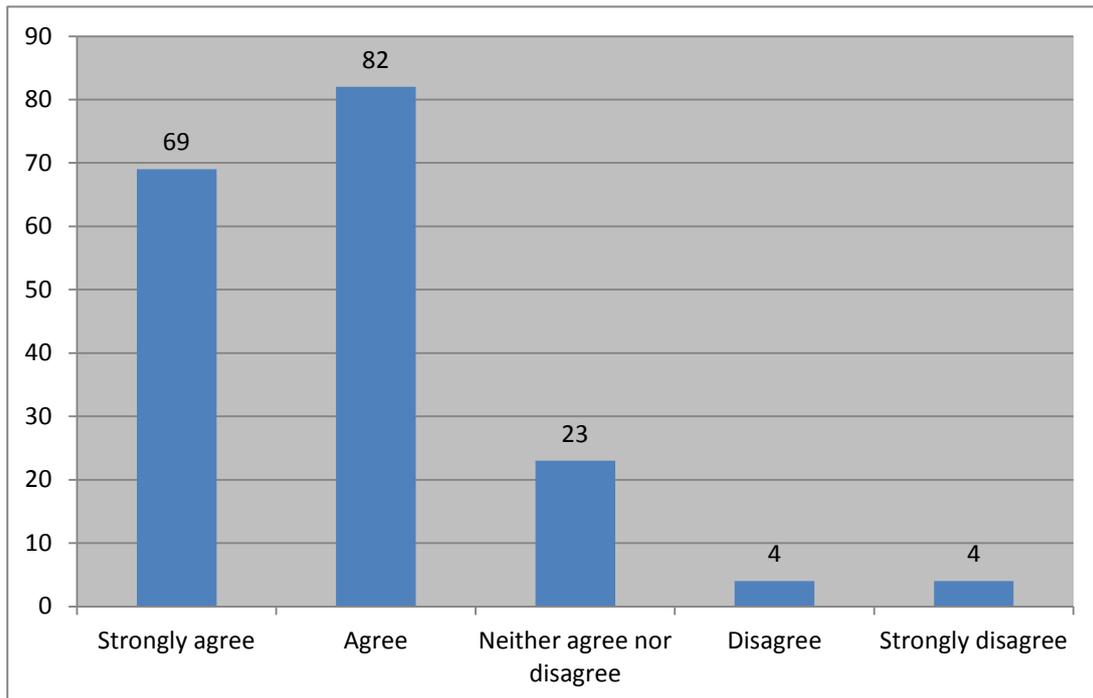
n=182

Chart 2f: Response to the statement 'The INDIGO Help Desk staff were **courteous** when dealing with me' (Count)
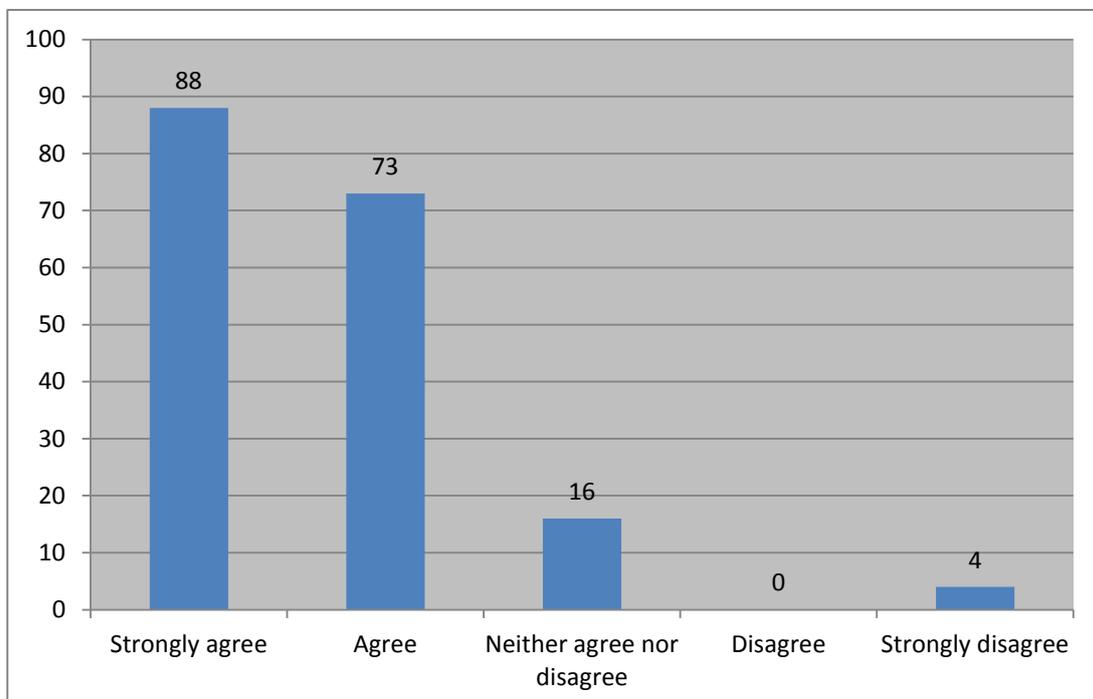
n=181

Chart 2g: Response to the statement 'I generally **achieved my original objective** when contacting the INDIGO Help Desk'

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Value	74	80	18	3	4

n=179

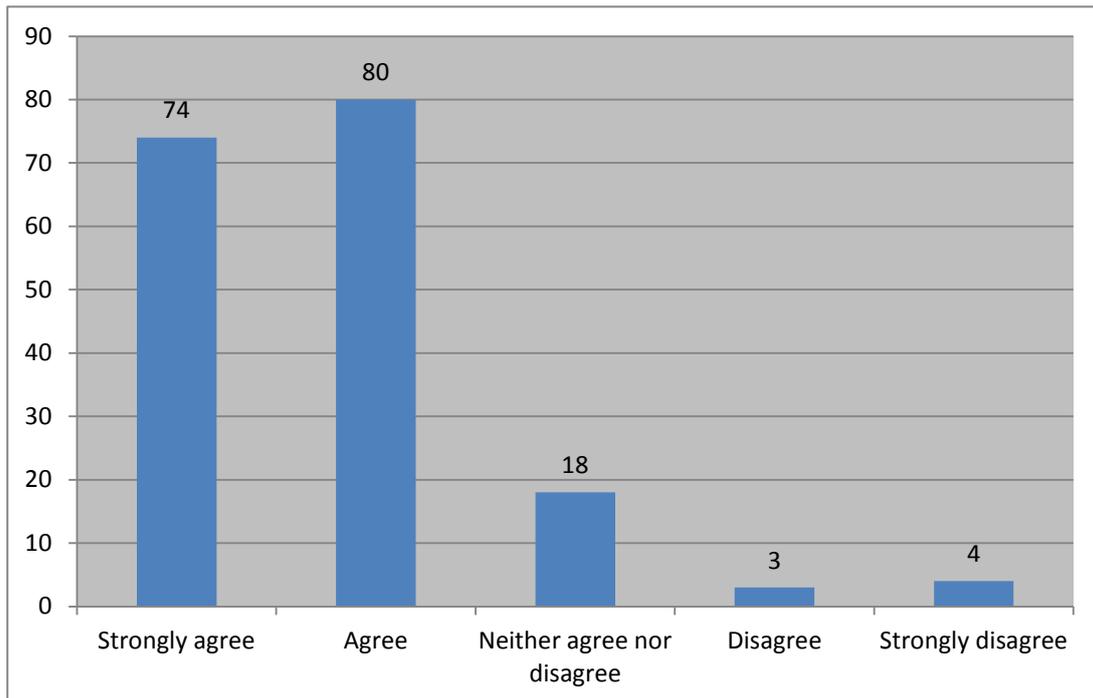| Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO Help Desk Response	job log numbers published standard response times	Performance Reporting Provider	The INDIGO Help Desk implemented a new phone system in the second half of 2010 to better manage the enquiries received on the INDIGO Help Desk. Where a Help Desk Operator is not available users are given an option to leave a voice mail message. Currently there are two full-time Help Desk Operators, with support provided by other team members on a part-time basis. The Help Desk aims to respond to all enquiries on the day received or at least within 1 business day, as stated in the Help Desk auto-response email that acknowledges receipt of an email/voice mail. Where response times are likely to be longer (e.g. due to the nature of the enquiry, complexity of the issue, or staff absences), a notification will be sent (via email or phone) to the user. Ongoing updates on the progression of the issue are provided until the matter has been resolved. The INDIGO Help Desk keeps a record of all Help Desk enquiries through an internal record keeping system so job identification numbers can be provided to users upon request.	No further action
	Maybe have better answering services	DEEWR officer		
INDIGO Help Desk Response	staff could work on being more contactable as at times we as a service had trouble firstly reaching someone and then getting them to return the call	Performance Reporting Provider	The INDIGO Help Desk implemented a new phone system in the second half of 2010 to better manage the enquiries received on the INDIGO Help Desk. Where a Help Desk Operator is not available users are given an option to leave a voice mail message. Currently there are two full-time Help Desk Operators, with support provided by other team members on a part-time basis. The Help Desk operating hours	4

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	Yes they need to be able to answer the phone especially when it is time for our reports to be in.		are 8.30 am to 5.00 pm (AEST) Monday to Friday and is not routinely closed at lunch time. The Help Desk aims to respond to all enquiries on the day received or at least within 1 business day, as stated in the Help Desk auto-response email that acknowledges receipt of an email/voice mail. Where response times are likely to be longer (e.g. due to the nature of the enquiry, complexity of the issue, or staff absences), a notification will be sent (via email or phone) to the user. Ongoing updates on the progression of the issue are provided until the matter has been resolved.	
INDIGO Help Desk Response	At times when i rang the service i was not rang back to the following day. This was an inconvienece as i work in a preschool and only have certain times in the office to get things done. Time is very important and when it taked a whole day for someone to assist me with my query it can be frustrating better timed responses Be more prompt	Performance Reporting Provider	Currently there are two full-time Help Desk Operators, with support provided by other team members on a part time basis. The Help Desk operating hours are 8.30 am to 5.00 pm (AEST) Monday to Friday and is not routinely closed at lunch time. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day, as stated in the Help Desk auto-response email that acknowledges receipt of an email/voice mail. Where response times are likely to be longer (e.g. due to the nature of the enquiry, complexity of the issue, or staff absences), a notification will be sent (via email or phone) to the user. Ongoing updates on the progression of the issue are provided until the matter has been resolved.	1

Suggestion Category	Suggestion	User Type	Response	Action Item No.
Contract information for Providers	Continued support of schools and provided up to date information on what is going on	Performance Reporting Provider	DEEWR Contract Managers are responsible for advising Providers of any issues relating to their contract, and Providers are responsible for managing their contractual requirements. Queries relating to your contract should be directed to your DEEWR Contract Manager who can run reports from INDIGO to identify any compliance issues on request. INDIGO is configured to send correspondence reminders for Performance Reports for some programs. This correspondence is sent to Provider users 30 days, 14 days and 1 day before the Performance Report is due and 14 days after the Performance Report is due. If you do not currently receive this alert for your program you should contact your DEEWR Contract Manager to discuss.	2
	Monitoring the annual budget I am still having trouble with however I am not sure of any improvements			
	It would be helpful if we were sent more reminders for Performance Reporting prior to the closing date			
INDIGO Information Sharing Practices	send or email more information regarding the process for logging the paperwork	DEEWR officer	Task Cards (step-by-step guides) are published on both the external DEEWR website and our intranet (dnet) for Provider users on how to complete online Performance Reports.	8
INDIGO Information Sharing Practices	The INDIGO working group will be a useful way for staff based in State and Regional offices to give feedback on INDIGO and what is working and what needs to be looked at.	DEEWR officer	User Group Meetings are scheduled bi-monthly.	3
INDIGO Help Desk Operating Hours	To be able to contact the help desk during the hours that are stated the the help desk is available	Performance Reporting Provider	Help Desk Operators stagger their lunch breaks to try and cover the Help Desk as much as possible during our core operating hours (8:30 am to 5:00 pm (AEST) Monday to Friday). Unfortunately, due to reduced staff resources across the department, it is not always possible for a Help Desk Operator to be available. The INDIGO Help	4

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	have the service desk pph operating all day including time differences for central and west time.	DEEWR officer	Desk aims to respond to all enquiries on the day received or at least within 1 business day, as stated in the Help Desk auto-response email that acknowledges receipt of an email/voice mail. Voice mail messages are always treated as a high priority for response. In acknowledgement of time differences, especially in summer, emails and messages left after INDIGO Help Desk hours by WA users are given priority the next morning to ensure that all users receive a response within one business day wherever possible.	
INDIGO Help Desk Operating Hours	Be aware and supply the needs of different time zones e.g. WA	Performance Reporting Provider	In acknowledgement of time differences, especially in summer, emails and messages left after INDIGO Help Desk hours by WA users are given priority the next morning to ensure that all users receive a response within one business day wherever possible.	No further action
INDIGO Passwords	Password last for at least one year	Performance Reporting Provider	User passwords for INDIGO and a range of departmental applications are managed through a central system. This system does not allow for INDIGO to specify a different password expiry time than other applications. The INDIGO Help Desk reviewed the timeframe for password expiry and found that it is not possible to extend the expiry to 12 months. The current password expiry is 6 months.	No further action
Staff Resources	Keep it human, I prefer to still talk to persons over the phone	Performance Reporting Provider	The INDIGO Help Desk is aware of the peak periods of work for DEEWR Officers and Provider users. Unfortunately, due to reduced staff resources across the department, there are only two full-time Help Desk Operators, with support provided by other team members on a part time basis. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day, as stated in the	4

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	just be there for us		Help Desk auto-response email that acknowledges receipt of an email/voice mail. Where response times are likely to be longer (e.g. due to the nature of the enquiry, complexity of the issue, or staff absences), a notification will be sent (via email or phone) to the user. Ongoing updates on the progression of the issue are provided until the matter has been resolved. The Help Desk Operators appreciate the importance of being able to speak directly over the phone about queries and endeavour to support this service through our core operating hours 8:30 am to 5:00 pm (AEST) Monday to Friday.	
	More staff for peak periods.	DEEWR officer		
	Only the usual issue of lack of staff when you ring with a query and this has been over a long period of time and an issue becoming increasingly difficult to resolve.			
	I prefer phone contact rather than email and sometimes this can be difficult depending on demands I suppose that the Indigo Help Desk Staff have at any given time.			
Staff Resources	More staff for the INDIGO help desk team.	DEEWR officer	We acknowledge that more staff would be well received. Unfortunately, due to reduced staff resources across the department, there are only two full-time Help Desk Operators, with support provided by other team members on a part time basis. The INDIGO Help Desk aims to respond to all enquiries on the day received or at least within 1 business day, as stated in the Help Desk auto-response email that acknowledges receipt of an email/voice mail. Where response times are likely to be longer (e.g. due to the nature of the	No further action
	More staff			
	Additional staff if possible			

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	See question 13. The only way to improve any Help Desk service is to have it staffed all the time and only go to answering service if all operators are busy. This may mean more staff are required as I understand Help Desk staff don't just answer the phone and our queries. ALL Help Desk staff over many years have always been very good at providing solutions to sometimes very basic queries.		enquiry, complexity of the issue, or staff absences), a notification will be sent (via email or phone) to the user. Ongoing updates on the progression of the issue are provided until the matter has been resolved.	
Staff Resources	Maintain your experienced staff	DEEWR officer	The INDIGO Business Support Team will continue to invest in the ongoing development of training documents and staff training to ensure that our team members are well equipped, knowledgeable and able to provide a quality Help Desk service.	5
INDIGO System	The actual system could be easier to use.	Performance Reporting Provider	The INDIGO Business Support Team (IBST) constantly reviews the system functionality and seeks advice/input from DEEWR User Group members at the bi-monthly meetings on ways to improve the user interface for DEEWR users and Provider users. Changes to the system are limited by staff numbers and budget resources. Users are encouraged to call or email any ideas/suggestions to the INDIGO Help Desk on (02) 6240 8852 or email INDIGOHelpDesk@deewr.gov.au	No further action

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO System	Allow the up load of additional information as attachements where necessary to validate programs	Performance Reporting Provider	The Comments facility in Performance Reports allows for tables and other formatted data to be copied and pasted or entered and formatted directly. Text can be spell-checked in Word before copying and pasting into INDIGO. The facility to upload attachments would require a significant change to the system and put pressure on database space, so the proposal is not currently supported by the INDIGO Business Support Team (IBST) given the existing functionality, our limited staff and budget resources.	No further action
	Not the help desk but the program itself If the Indigo program could include a spell check and to be able to bold font			
	It would be helpful if there was a way of uploading statistical data from our student management system AVETMISS files or similar rather that sorting data manually			
INDIGO System	There would be less work for the helpdesk if the errors in INDIGO that create incorrect payments were fixed.	DEEWR officer	Incorrect payments in INDIGO can only be attributed to the Agreement Schedule or Initiative being set up incorrectly by the Contract Manager. The INDIGO Business Support Team can investigate any system errors if further details are provided.	No further action

Suggestion Category	Suggestion	User Type	Response	Action Item No.
INDIGO System	This suggestion isn't so much about improving the service more so a suggestion with regards to a possible automatic transfer of data/details from INDIGO to the Grants Register. Maybe a tick in the box system which allows the information to be automatically linked to the Grants Register	DEEWR officer	This request will be implemented in the July 2012 production release as part of addressing the IETA Business Process Re-design Consultancy recommendations.	6
INDIGO System	My only concern was that I was unable to print the reports from Indigo.	Performance Reporting Provider	Performance Reports can be printed from the Provider Performance Reporting module in INDIGO. To-date there have been no issues raised with this functionality for users using Internet Explorer. The INDIGO Help Desk is happy to investigate any issues with printing reports if further details can be provided.	No further action
INDIGO Training / User Documentation	On-going training seminars please	IYLP Provider	The program areas are expected to provide training to Provider users on performing actions in INDIGO related to their program. The INDIGO Help Desk can assist program areas to provider webinar training sessions upon request. Provider users should liaise with their contract manager regarding training needs.	No further action
	Train regional staff/contract managers about INDIGO. training be provided for new users on page help or examples of how to answer the questions	Performance Reporting Provider	Performance Reports are designed in line with the program requirements outlined by Program Managers. The program areas are expected to provide training to Provider users on performing actions in INDIGO related to their program. Task Cards (step-by-step guides) and Video simulations are published on the DEEWR Intranet (dnet) to assist Performance Reporting Provider users to complete their online	8

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	New Director should be able to use business email for password contact. Provide training days for Report and data entry at the end of 2011.		Performance Reports in INDIGO. These videos can be emailed to Providers upon request. The Task Cards are also available on the DEEWR website. Performance Reporting Provider users should contact their relevant Contract Manager if they have any queries regarding questions in the Performance Reports. Other training documentation is also available to DEEWR users on our DEEWR intranet. The IBST also provides training sessions throughout the course of the year for DEEWR users on how to use INDIGO. Users are encouraged to contact the Help Desk for any additional assistance. Note: PaCE Proposal Briefs are completed by DEEWR Officers (this functionality is not linked to Performance Reporting Provider users)	
	more information on how to use the system. It was very difficult to navigate for the first time			
	More refreshing training for user as we don't use INDIGO every day. When it is time to do reporting I forget some of the steps and need to contact the Help Desk, but if we have refresher training i may not need to contact the INDIGO help desk.	IYMP Provider user	The program areas are expected to provide training to Provider users on performing actions in INDIGO related to their program. The INDIGO Help Desk can assist program areas to provider webinar training sessions upon request. Provider users should liaise with their contract manager regarding training needs.	No further action

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	I think it would be very helpful for ACT schools to receive an email detailing all the videos (e.g. how to draft a PACE proposal) and online "How Tos" to available services. I had no idea that this valuable, comprehensive list of resources was available until I participated in this survey.	DEEWR officer	The PaCE Proposal Brief functionality in INDIGO is restricted to DEEWR Officers as a DEEWR Officer should draft the proposal (in consultation with the proponent) and submit it to their delegate. As such, training materials regarding this process are not available for external users (e.g. "ACT schools" as requested).	No further action
INDIGO Training / User Documentation	Indigo to do come out into community/regions to do workshops with organisations, contractors and parents re: Indigo reporting. Annual INDIGO workshop to State Office to develop, refresh knowledge. Allow for hands on interaction for INDIGO staff, and exposure reciprocated around issues concerned with system.	DEEWR officer	The INDIGO Business Support Team is continually developing training materials (Task Cards and Videos) that are published on the DEEWR Intranet (dnet) to assist DEEWR users to complete the online Performance Reports in INDIGO. A number of INDIGO Webinar Training sessions have also been planned, which can be booked through Connect. We also have the capacity to use remote access to logon to DEEWR users PC's and provide on screen training support. Users are encouraged to contact the Help Desk for any additional assistance.	7

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	I like calling with a problem while it's 'hot' operationally, that is, to let me get to the next step. The Help Desk has always assisted to get to the next step. The team makes themselves approachable and easy to communicate with, that's very much appreciated. I also like that they take the time to conduct training updates by visiting annually. That's very valuable because it provides first hand information, helps to set the overall scene, it provides interpersonal interaction, and builds rapport and understanding of each others needs and services. The reference materials are also good. Keep up the good work. As noted above, just keep reinforcing open communication channels.			

Suggestion Category	Suggestion	User Type	Response	Action Item No.
	online INDIGO training			
	I havent been along to the training and feel maybe that would help my knowlege base of the INDIGO system. There are gaps in my understandings of the INDIGO system			