Department of Family Medicine
Information Technology Services
2007 ITS Survey Executive Summary & Action Updates

- Response rate 35%
- 91% respondents indicate they have a reliable computer
- 91% respondents indicate amount of spam is manageable
- 87% respondents indicate they have needed software to do their job
- 87% respondents indicate server uptime is appropriate
- 84% respondents indicate timely service from ITS staff
- 82% respondents indicate they receive helpful service from ITS staff

- 44% respondents indicated the need for fewer password to manage
  Action update: Passwords are now synchronized for residency sites between UWMF and DFM

- 30% respondents indicated the need for more technology training
  Action update: End user training plan is slated as a FY2008 Deliverable
- 18% respondents indicated the need for more access to reliable peripheral(s)
  Action update: Gathering more information.

- 17% respondents indicated the need for remote access
  Action update: Remote access is a standard configuration option on DFM laptops. As a result of merging Novell file services with UWMF (Fall 2007), a larger population of DFM faculty/staff will have remote access availability to Novell files via the use of Metaframe.

Summary Themes of Open-Ended Questions

Q9. What do you value about current technology services at DFM?
   1. ITS Staff are easy to work with – very friendly
   2. Help Desk and Clinic Support
   3. Available & knowledgeable
   4. Increased support with the addition of new staff

Q10. How can technology better support your role?
    1. Improve Web Site
        Action update: Current deliverable for FY2007 is to obtain sign-off approval for the new external web site design and to begin the process of obtaining new content. For more updates, please refer to the March & April 2007 ITS Project Status Report.
    2. Increase End User Training
    3. Fewer Passwords to Manage

Q12. How can technology better support the research mission?
    1. More attention to database needs
2. More attention to research technology. Define expectations, outcomes, and resources.

Action update:
Eric Schoville, Michelle Wood and Mary Beth will meet to further review research survey feedback.

Q14. How can technology better support the education mission?
1. Address web site needs
2. Continue with New Innovations focus
3. Provide more technology training
4. Implement on-line resources to support medical education

Action update:
Survey results were shared with the Statewide Education Committee. A subgroup was formed and is meeting to determine online interactive learning priorities for FY08. Priority recommendations from this sub group will be shared with the Education Statewide Committee in June & July 2007.

Q16. How can technology better support the patient care mission?
1. Complete the implementation of EpicCare (Phase 3, LIS)
2. Frustrations with EpicCare and time required
3. Develop chronic disease registries
4. Provide for more functions in EpicCare

Action update:
Sue Kaletka and Michelle Wood will meet with UWMF to share EpicCare feedback from the ITS survey.