

The Data Warehouse team has as one of its primary objectives the continual improvement of the data warehouse. We need your help. Would you give us your candid assessment of the data warehouse and your use of it.

Name _____

Department _____

I consider myself: A power user _____

Quite capable with the query tool and the data _____

A casual user _____

Report recipient _____

Executive _____

I am accessing the _____Enterprise Data Warehouse

_____ SAP BW

_____ other

I use SQL _____

Impromptu _____

Powerplay _____

Siebel Analytics _____

Reportnet _____

SAS _____

Excel _____

Access ____

Other _____

I write _____ of my own queries/reports/ month (indicate the number)

I launch _____ parameterized queries/canned reports / month (indicate the number)

I run _____ regularly scheduled reports/ month (indicate the number)

On the average, my response time is

(give the number of) _____seconds

_____minutes

_____ hours

My impression of the query/report tool is: Excellent ____

Very good ____

Good ____

Poor ____

Very poor ____

Impossible to use ____

What don't you like about the tool?

1.

- 2.
- 3.
- 4.
- 5.

What additional functions would you like to have?

- 1.
- 2.
- 3.
- 4.
- 5.

My impression of the web-delivery is: Excellent ____

Very good ____

Good ____

Poor ____

Very poor ____

Impossible to use ____

What don't you like about the web-delivery?

1.

2.

3.

4.

5.

During the last month, I experienced _____ minutes downtime when I could not access the system.

I attended the following classes:

I found the training to be:

Excellent ___

Good ___

Average ___

Needs improvement _

If you have any comments on the training, please tell us.

I rate my BI Team support as Excellent ____

Good ____

Fair ____

Poor ____

I didn't know I had support ____

What could be done to improve support?

1.

2.

3.

4.

5.

I find the quality of the data in the data warehouse to be

Excellent ____

Good ____

Fair ____

Poor ____

Terrible ____

If the quality of the data is anything but “Excellent” or “Good,” would you provide specifics.

1.

2.

3.

4.

5.

What three things should we do to improve the data warehouse?

1.

2.

3.

Give us your name, phone number, and email address, if you would like us to respond directly to your comments.

Name:

Phone:

Email:

Thank you for your time. Respondents to this questionnaire will have their names automatically entered in a drawing for _____.

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