

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:

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I found the training to be:

Excellent \_\_\_

Good \_\_\_

Average \_\_\_

Needs improvement \_

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

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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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