



OIRM Update

May 18, 2010

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Topics

- 2009 Customer Satisfaction Survey Results
- NSF Ambassador Program
- The Great NSF Flood of 2010

Coming up later, updates on:

- Information Technology
- Future NSF Headquarters Project



2009 Customer Satisfaction Survey Results



Overview and Results

Overview

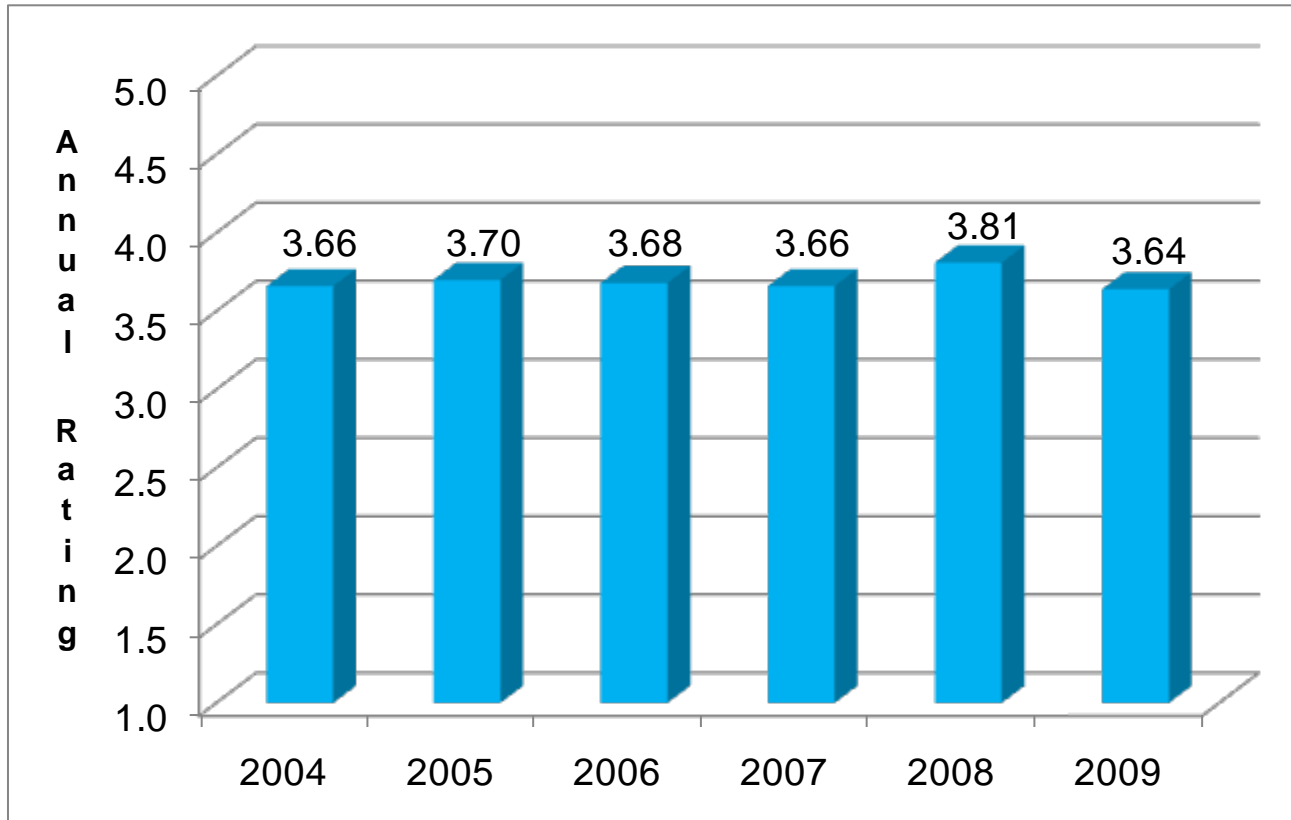
- 6th Consecutive Year Customer Satisfaction has been surveyed
- Solicited input on 3 New IT-Related Services

Results

- Overall Average Rating: 3.64
- 281 Respondents
- 589 Comments
- Consistent Results Across Demographic Data
- Most Significant Changes:
 - Improvements: Library and Help Desk
 - Reductions: Meeting Services and Executive Recruitment

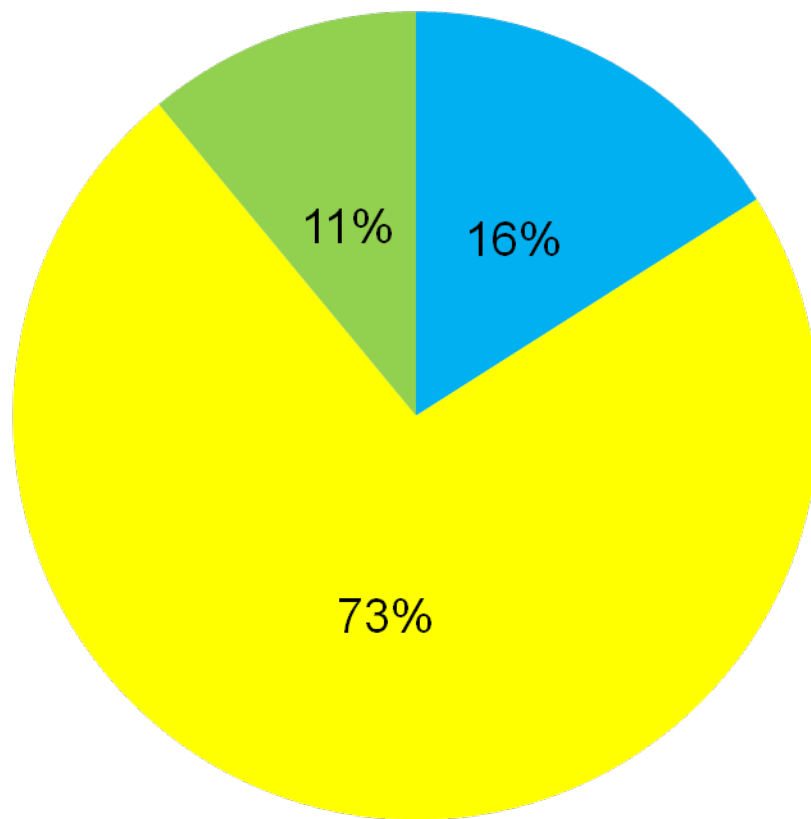


Yearly Comparison of Results





Distribution of Ratings



■ Satisfied ■ Neutral ■ Dissatisfied



NSF Ambassador Program



NSF Ambassador Program

- Rotators - good ambassadors and potential recruiters
- The best ambassadors are...
- Objectives



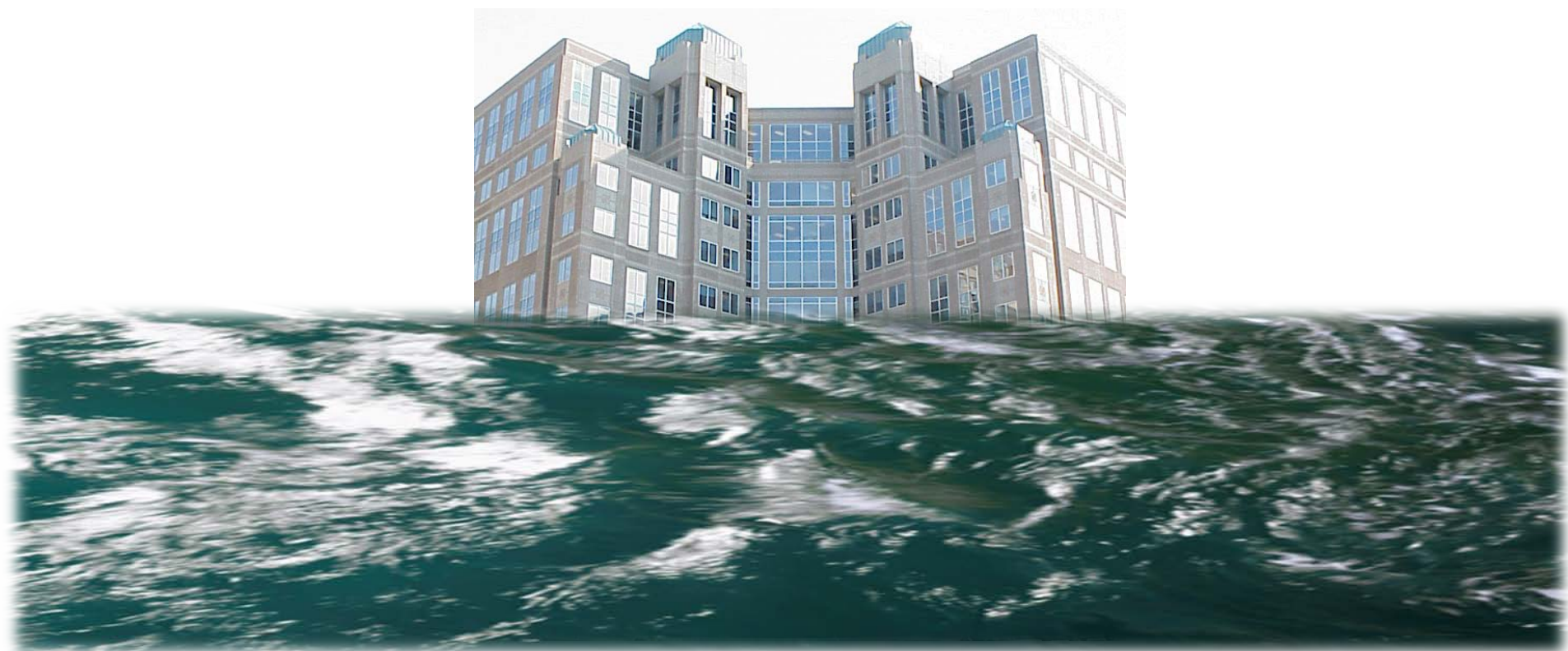
Ambassador Working Group

- Rotator focus groups will inform “the message”
- After content is finalized, the pilot will begin





The Great NSF Flood of 2010



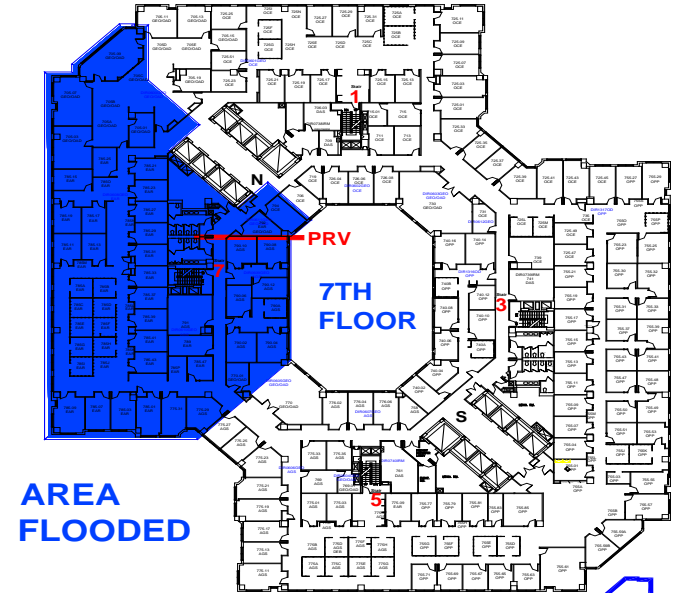


Timeline

- **When:** On February 20, 2010, between 12:01AM and 5 a.m.
- **Where:** Stafford I- 7th Floor down to 1st Floor
- **Impacted...**
 - **space:** 27,000 square feet (6% of building)
 - **work stations:** 163
 - **CPU's:** 182
- **Amount of water:** thousands of gallons

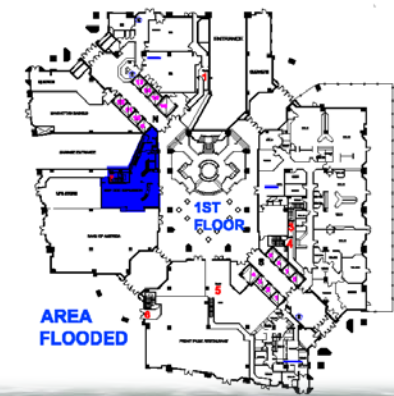
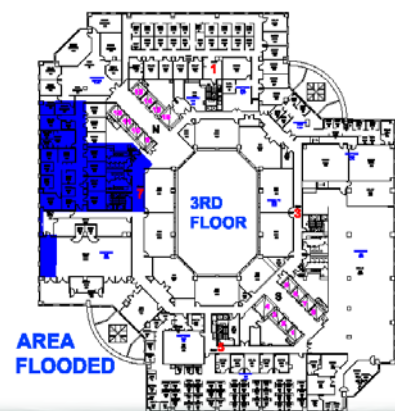
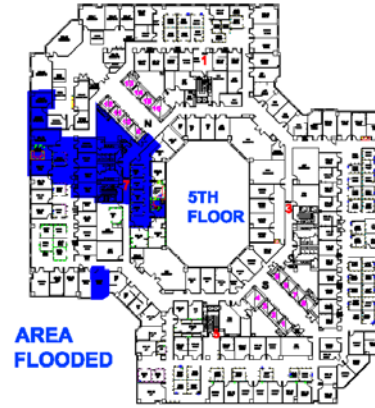
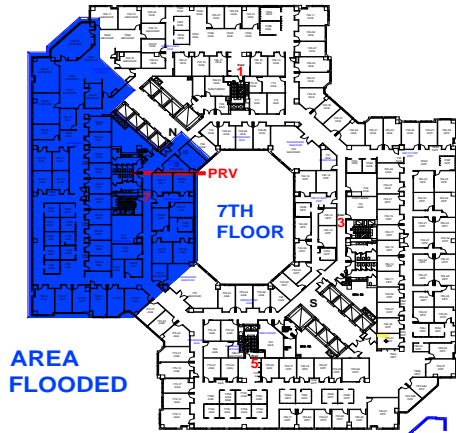


The culprit...



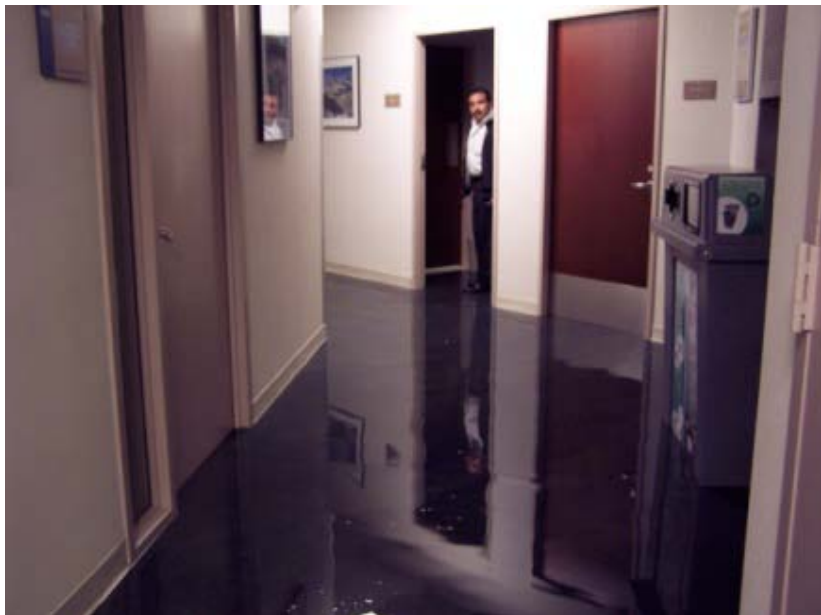


Where did the water travel?



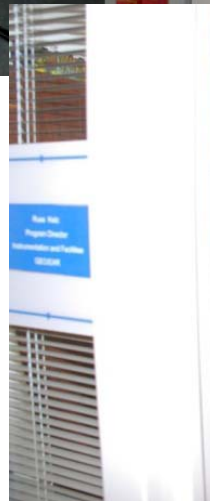


Through the hallways...



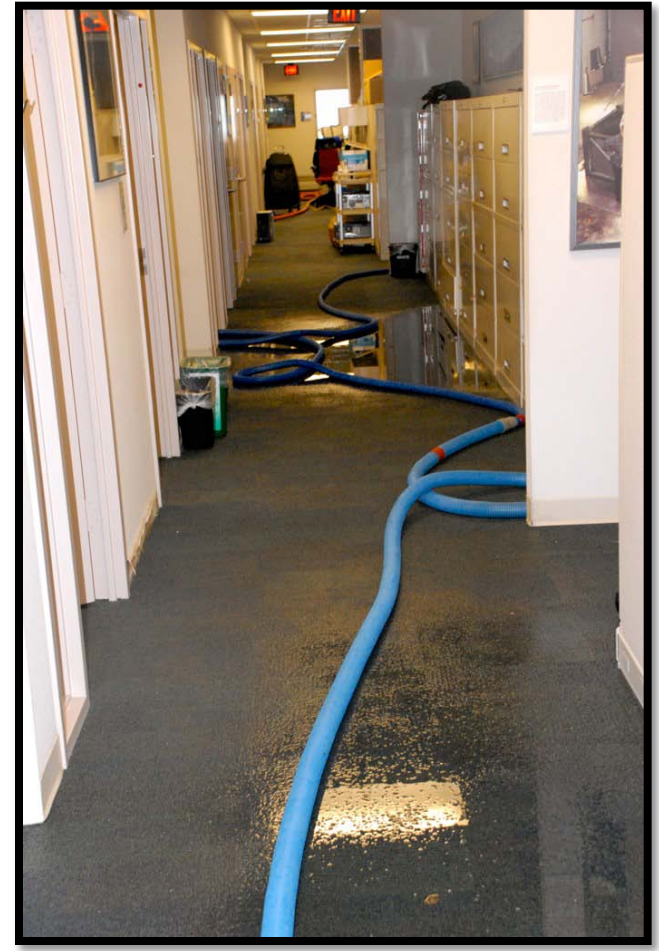


Through offices...



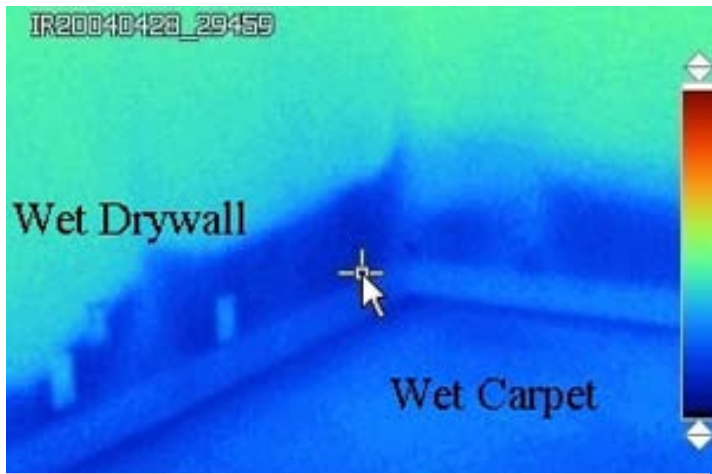


Clean-up begins





Thermal imaging, drying the drywall





Before and After



2-21-10



3-12-10



What went well?

- **ORGANIZATION**
- **COMMUNICATION**
- **DECISION MAKING & SUPPORT**



Why it went well...

