







Survey Results -- Overview

SPP Request Management System Survey		General Inquiry, Q4	
Respondents: 46 displayed, 46 total	Status: Closed		
Launched Date: 11-10-2017	Closed Date: 01-03-2018		
Display: <input type="text" value="Display all pages and questions"/>	Manage Filters		

1. Satisfaction		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		1	2%
Somewhat Satisfied		3	7%
Very Satisfied		42	91%
Total Respondents			46

2. Resolved?		Response Total	Response Percent
Yes		45	98%
No		1	2%
Total Respondents			46

3. Resolution Comment		Full Response
1.	N/A.	VIEW
2.	There needs to be a change to the RMS system to allow people to add additional E-Mail addresses to individual RMS tickets. Adding users to my account in general for all of my RMS tickets is not an acceptable solution. For one thing it will result in people getting unneeded and distracting information that they may not be involved with. Additionally, since we are a vertically-integrated utility that includes Marketing personnel, it is not appropriate nor allowed that certain people be able to see all of my RMS tickets, yet specific tickets may directly involve them.	 VIEW

4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	17% (8)	83% (38)	46
b. Exhibiting a professional attitude	0% (0)	0% (0)	7% (3)	93% (43)	46
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	11% (5)	89% (41)	46
d. Delivering a timely solution	2% (1)	2% (1)	13% (6)	83% (38)	46
e. Delivering a quality solution	2% (1)	2% (1)	7% (3)	89% (41)	46
f. Resolving your issue	2% (1)	2% (1)	7% (3)	89% (41)	46
Total Respondents					276




5. Do you have any suggestions for improving our service?		Full Response
1.	None	VIEW
2.	Lorie is GREAT!! Thanks so much.	VIEW
3.	No!	VIEW
4.	No	VIEW
5.	None	VIEW
6.	Take the suggestion to the CWG to see if any one else supports it, then if they do, modify the RMS product.	VIEW
7.	I've asked to speak with a subject matter expert several times and have only been able to email. Sometimes a conversation can take a much shorter time to describe complex issues.	VIEW
8.	Keep up the good work!	VIEW
9.	The quality of responses varies depending on who deals with the ticket. Sometimes it seems the recipient just wants to close the ticket as quickly as possible. If everyone answered tickets as well as Brad answered this one, there would be nothing to improve.	VIEW



6. Please provide any additional comments about your service experience.		Full Response
1.	Lori Baily and Cory Fontenot are always very helpful, professional and knowledgeable in the job duties. I appreciate them very much.	VIEW
2.	As always, Ms. Lorie Bailey was very helpful and she answered all my questions in timely fashion regarding my project, Post Rock Wind Project, LLC. I commend SPP for having people very knowledgeable, professional and always willing to help. Sergio Gonsales Regulatory Analyst, Asset Management Pattern Energy Group Inc.	VIEW
3.	Sonya always does a great job at researching my questions and getting back to me very promptly. She is a great asset to SPP.	VIEW
4.	Lorie and my IT worked the BEST together. Thanks so much.	VIEW
5.	Lori Bailey was GREAT to work with on this issue. This ended up being a complex issue with multiple parts at the heart of it. Lorie was patient and provided the guidance we needed to track down the issues and resolve them.	VIEW
6.	Love the RMS system. I recommended to ERCOT that they start something similar. They weren't aware of how awesome SPP was! ;)	VIEW
7.	Lorie was fantastic. She was quick, especially considering that she was out of the office. And, she knew who at Southwestern I needed to work with by name. I really appreciate her helpfulness and willingness to find what I needed to address my question.	VIEW
8.	Lorie Bailey is extremely helpful and knowledgeable. I so appreciate her timely responses.	VIEW
9.	Julia Sites is wonderful as usual.	VIEW
10.	Lorie Bailey, Once again went above and beyond in assisting us with coordinating a call with the SPP SMEs in order to receive input to specific questions. We appreciate the time from SPP Staff and their excellence support as always. Thank you, Ella	VIEW
11.	Very timely response.	VIEW

12.	I was also surprised to hear that if I any issues that need immediate attention after hours that I need to call an operating desk. I would have expected RMS to provide that capability. For one thing, the person answering the RT phone may not be proficient in the required technical area. Additionally, I think I could provide better information to SPP if allowed to document it in writing rather than try to describe it verbally over the phone.	VIEW
13.	My use has been fairly limited to Z2 inquiries, so may not be fully reflective of all RMS issue types. The response time related to the Z2 questions was slow. However, my team uses RMS for other questions and are answered in a quick and adequate manner.	VIEW
14.	Lorie Bailey is always available to assist me in a timely and professional manner. Outstanding employees and I wish other ISO had the professionalism and friendliness that Lorie displays. Thanks Lorie	VIEW
15.	The customer service has been responsive. However, several issues have been repeatedly entered into RMS before a fix has occurred. Again, this is not a customer service issue, rather a overall SPP systems issue.	VIEW
16.	Lori was great. Very helpful for some self inflicted access issues on my part. Keep up the great customer service. thanks	VIEW
17.	This issue was also self inflicted, as I did not pass on my renewed certificate from Webcares. Thanks for the help and the patience.	VIEW
18.	excellent support!	VIEW
19.	Brad understood exactly what I was asking and he took the time to reflect on it, and he provided the best response possible. He gave me links to documents for further info and told me how to proceed formally with the issue. No follow up exchanges were needed. I would prefer to have all my tickets answered by Brad in the future.	VIEW

Survey Results -- Overview




SPP Request Management System Survey		No First Call, GI, Q4	
Respondents: 33 displayed, 33 total	Status: Closed		
Launched Date: 10-02-2017	Closed Date: 01-03-2018		
Display: <input type="text" value="Display all pages and questions"/>			<input type="button" value="Manage Filters"/>


1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		1	3%
Somewhat Satisfied		5	15%
Very Satisfied		27	82%
Total Respondents			33

2. Resolved?			
		Response Total	Response Percent
Yes		32	97%
No		1	3%
Total Respondents			33

3. Resolution Comment		Full Response
1.	Dislike the over complicated system. Spent many hours attempting to set up myself and a department supervisor to receive a single annual invoice at an excessive price for security certificates. I would like a paper invoice in regular U.S. mail or even email but I do not think we should be forced to pay for expensive certificates when we only receive a small billing.	<input type="button" value="VIEW"/>
2.	NA	<input type="button" value="VIEW"/>
3.	The ticket was closed before we were able to verify that the issue had been corrected in the resettlement.	<input type="button" value="VIEW"/>



4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	3% (1)	0% (0)	24% (8)	73% (24)	33
b. Exhibiting a professional attitude	0% (0)	0% (0)	9% (3)	91% (30)	33
c. Demonstrating sufficient knowledge	0% (0)	6% (2)	9% (3)	85% (28)	33
d. Delivering a timely solution	6% (2)	9% (3)	12% (4)	73% (24)	33
e. Delivering a quality solution	0% (0)	6% (2)	15% (5)	79% (26)	33
f. Resolving your issue	0% (0)	6% (2)	15% (5)	79% (26)	33
Total Respondents					198


5. Do you have any suggestions for improving our service?		Full Response
1.	Can not get much better	VIEW
2.	-	VIEW
3.	No	VIEW
4.	A kick off presentation was provided but it would have been helpful to have a chart or list with all the requirements or things that needed to be completed with a timeline with an explanation the steps needed to complete them. Many times we were told something needed to be done right away without understanding what needed to be done. It would have been nice to have a manual with all the activities and actions instead of just being provided the SPP reference document. A more user friendly onboarding specific document would be helpful.	VIEW
5.	Send our annual invoice in U.S. mail please. 	VIEW
6.	Not at this time.	VIEW
7.	Could it be possible for us to change the SLA to extend it further out from 5 days? Would be a nice feature, since we have some employees that are shift workers and work unusual hours. 	VIEW
8.	I have never been able to close a request. I open the request and hit "close". Then I hit "close request". I get a pop up message that says "All tasks must be completed before closing the Request." I can't close it. What am I doing wrong. This happens every time I try and close a request.	VIEW
9.	This ticket fell through the cracks a few times. Would like to see tickets not get overlooked, in the future.	VIEW
10.	Do not close out RMS tickets until both parties agree that the issue has been resolved. 	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	Thanks for taking care of this for Chanute.	VIEW
2.	Wonderful	VIEW
3.	Doug did a lot of detailed research to answer a complex question. Documentation and a WebEx were provided. Great customer service. I appreciate it.	VIEW
4.	Brad got the information fast - much appreciated	VIEW
5.	Angie did a great job researching the issue and keeping me up to date with the progress. She always is very responsive and provides answers that directly address our queries.	VIEW
6.	ERCOT is horrible SPP is great at the whole question and answer thing!	VIEW
7.	Request for CPO summaries for our wholesale customers took over a week with little response. I often updated the ticket with NO response at all. We did not receive our CPO summaries for our wholesale customers either.	VIEW
8.	The onboarding staff were professional and prompt when information was needed.	VIEW
9.	We are a small system. We ONLY need access to transmission settlement invoicing one time annually. This is one page. We have to purchase two Certificates at several hundred dollars each and the hassle of being set up in a system that is extremely complicated, to access an invoice for \$125 more or less. If we fail to send this timely, we receive very unfriendly and threatening communication on the due date. It is ridiculous for us to not have the option to receive a PAPER invoice through U.S. mail. If this is an option we would like to disconnect from your invoicing system altogether. Although our certificates are still current it would be nice if we did not have to renew them. Mark Epperson, Utility Director, Higginsville MO 660-584-6773 	VIEW
10.	The support and service I receive exceeds expectations. Thank you.	VIEW
11.	My customer relations rep (Sherry Hamilton) is always a pleasure to work with. She handles all my requests in a professional, friendly and timely manner.	VIEW

Survey Results -- Overview

SPP Request Management System Survey		Project Inquiry, Q4	
Respondents: 16 displayed, 16 total	Status: Closed		
Launched Date: 10-02-2017	Closed Date: 01-03-2018		
Display:	Display all pages and questions	Manage Filters	

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied		3	19%
Very Satisfied		13	81%
Total Respondents			16

2. Resolved?			
		Response Total	Response Percent
Yes		16	100%
No		0	0%
Total Respondents			16

3. Resolution Comment		Full Response
1.	n/a	VIEW

4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	6% (1)	19% (3)	75% (12)	16
b. Exhibiting a professional attitude	0% (0)	0% (0)	19% (3)	81% (13)	16
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	25% (4)	75% (12)	16
d. Delivering a timely solution	0% (0)	0% (0)	19% (3)	81% (13)	16
e. Delivering a quality solution	0% (0)	6% (1)	19% (3)	75% (12)	16
f. Resolving your issue	0% (0)	0% (0)	25% (4)	75% (12)	16
Total Respondents					96

5. Do you have any suggestions for improving our service?		Full Response
1.	I have a hard time using RMS since I'm the primary contact, but others in my company sometimes need to be aware of SPP's responses to tickets that I initiate. I wish there was a way to "cc" people in RMS.	VIEW
2.	n/a	VIEW
3.	no	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	Sonya Hall is a wonderful rep.	VIEW
2.	I want to thank Loire Bailey for helping with resolving our 2 factor access issue which occurred at the end of the work day. Lorie is always very professional, friendly, and does her best to resolve the issue at her level before forwarding the issue to another team. The attribute that I appreciate the most from Lorie is "She said what she is going to do and does what she promise" meaning she always communicate with email and phone calls to ensure the issue is working toward resolution. Once again thank you Lorie K. Walker	VIEW
3.	n/a	VIEW
4.	Great job!	VIEW
5.	Thanks for your responsiveness. It was a pleasant experience.	VIEW
6.	I appreciate how quickly the issue was resolved.	VIEW
7.	NPPD was asked to participate in small group testing of SPP Engineering Hub Database. In running through the tests, we have noted a number of instances (like the one referenced in this RMS submission) in which the database functionality has been changed, but the test script was not updated accordingly. As a result, we have had to spend additional time trying to verify if the database is operating correctly. It would have been helpful, and a more respectful use of our time, if SPP staff had made more of an effort in updating the test scripts before asking members to participate in the testing.	VIEW