

From: Shelton Waggener <shelw@berkeley.edu>  
Sent: Tuesday, February 20, 2007 5:42 PM  
To: istsurveyresults2006@lists.berkeley.edu  
Subject: IST Survey Results Now Available

Dear UC Berkeley Community Member,

I am writing to thank you for your participation last fall in the 2006 Information Services & Technology (IST) Customer Satisfaction Survey, and to let you know that a summary and the survey results are now available online at <http://ist.berkeley.edu/surveys/>.

We received almost 800 responses from the randomly selected faculty, students, and staff who we asked to participate in the survey. We are committed to understanding your needs and improving the campus community's computing experience by enhancing the services and responsiveness of the Information Services & Technology organization. Having such a large response was very helpful in providing sound, factual data on what services you believe are working well and which services you believe need improvement.

Since the survey was conducted in November, we have made, or will shortly implement, a number of improvements to several of the most pressing concerns identified by the survey including:

- 1) Implementation of a new spam filtering system that, in testing, is currently reducing spam loads which now exceed two million per day, by an additional 40% over the more than one million we are already blocking. The new filters went into production as of February 16, 2007. Spam management is a major challenge that we will need to continue to invest in and constantly adjust to this growing threat.
- 2) Expanded storage for email. Current email accounts on CalMail are provided at no cost to all students, faculty, and staff and include 100 megabytes of mailbox storage-- larger box sizes are available for a nominal fee. Later this spring, we will be expanding storage options across the board, including larger size mailboxes for all base-level accounts. Combined with the reduced spam loads, this should provide greater mailbox flexibility for all users. Watch for more details later this spring.
- 3) Backup services. The dramatic growth of electronic storage across the campus has created expanded demand for reliable backup services. Effective this spring, UC Backup, a backup service that works over the campus network and is available to all departments at a cost of \$0.50 per gigabyte, will be available to researchers backing up research data at a reduced rate of 50 percent of the recharge rate. See details at: <http://ucbackup.berkeley.edu/>

Thanks to your input, we have also identified several other key areas on which to focus improvement efforts in the year ahead, including wireless coverage (AirBears), remote access, and general support.

The survey results web page listed above will be updated with links to these and other initiatives as they are published.

Again, thank you very much for your participation. Our goal is to continue to strive to provide the best services commensurate with the excellence UC Berkeley represents, and your feedback is instrumental to our planning process.

Shelton Waggener  
Chief Information Officer  
UC Berkeley