7/24/17

Cherwell IT Staff Focus Group (The Good, the Bad, and the Ugly)

State Farm Hall of Business 149

We’re taking a hard look at the Cherwell user experience. This session will be an open forum to solicit your feedback as IT staff on Cherwell. We will also be releasing a survey to customers to gauge their opinions of their interaction with Cherwell. There are things we really like about Cherwell, and things we really don’t… we need your candid feedback to help us improve the tool without removing the features you find useful. Your feedback will be used to help guide future development as we move to Cherwell 9.x in Fall 2017.

**Opening:** This session will be an open forum to solicit your feedback as IT staff on Cherwell. As we walk through this, please keep in mind there are no wrong answers. This is intended to be an open discussion, please be as candid as possible.

1. What do you find useful about Cherwell?
2. What are some things that can be improved in Cherwell?
3. What do you find confusing about Cherwell?
4. Did you get enough training?
5. Do you reference knowledge base articles?
6. Are you putting knowledge in Cherwell? If not, why not?
7. Are you doing any reporting? What do you wish you could report on?
8. Are there new features that would make Cherwell more useful to you? (wishlist)
9. Do you use the Tasks functionality?
   1. If yes, how do you use Tasks, what are they used for?
   2. Are you using Tasks independently from Service Requests?
   3. Are you creating Tasks for other IT groups?
10. If you’re using the web version instead of the desktop version of Cherwell, why?

**Closing:** As a takeaway, we just want to remind you that on every record there is a provide feedback link, and the responses are anonymous, so please utilize this mechanism to help us improve the tool.