



# CMPP - ITIL Conference

ITIL - Results Survey

## CMPP - ITIL Conference

Sarasota County Government

January 25, 2008

### Part 1 Registration and Logistics

#### Did you have any problems registering for the conference or completing the IT Measures Survey?

##### IT Measures Survey

##### Registering

Yes, Please explain	0	Yes, Please explain	0
No	8	No	8

#### Would you like to be invited to future CMPP conferences, workshops or events?

Yes	8
No, Thank you	0

#### In what format would you prefer the invitation?

Phone Call	1
eVite	6
No Response	1
Mailer	0
CMPP Web Site	0

#### Were the accommodations at the conference hall adequate:

	Yes	No
Room Size	8	0
Sound Quality	8	0
Seating	7	1
Lighting	8	0

#### Comments:

*Great location. Much easier to get to than previous location.*

*There was plenty of seating, however, for a full day conference, the hard plastic chairs became somewhat uncomfortable.*

**Was there adequate time to socialize and network during breaks and before the conference began?**

Yes 8

No 0

**Part 2 Conference Contents**

**How satisfied were you with the conference materials provided?**

Very Satisfied 6

Satisfied 2

Dissatisfied

Very dissatisfied

**How would you rate the Speakers/Presenters:**

**Ed Holub**

Good 8

Fair 0

Needs Improvement 0

**Comments:**

*Excellent Speaker*

**Dale Ott**

Good 8

Fair 0

Needs Improvement 0

**Comments:**

**Eric Gustafson**

Good 8

Fair 0

Needs Improvement 0

**Comments:**

**Barry Axelrod**

Good 8

Fair 0

Needs Improvement 0

**Comments:**

**Did the agenda of the conference meet your expectations?**

Yes	8
No	0

Please tell us if you agree or disagree with the following statements:

**I would recommend this conference to others?**

Strongly agree	5
Agree	3
Disagree	
Strongly disagree	

**The conference provided a forum for sharing ideas, experiences and knowledge.**

Strongly agree	7
Agree	1
Disagree	
Strongly disagree	

## Part 3 – Future Conferences

### What kinds of sessions would you like to see included at future conferences?

*Finalizing our FBC measures. Cost cutting for local government*

### Would you be interested in being matched with a mentor or mentoring someone in a specific ITIL process:

#### Becoming a mentor

No	6
Change/Release	2
Incident	0
Problem	0

#### Being matched with a Mentor

No	8
Yes	0

### Would you be interested in participating in a forum in the CMPP Web site?

No	7	
Yes, please add your name	1	Terry Brigman

It was suggested to have workshops targeting specific ITIL processes. The workshops would be held in Sarasota County, facilitated by a Process Business Analyst. The workshops would be held in June, August and October with Change / Release (June), Incident (August) and Problem (October). Please provide the Process Owners name and contact information for each of these categories for participation in these workshops

**Process owner – Change/Release**

Yes No  
3 5

**Would someone be joining you?**

3 5

Kathy Small

Robert Burden

Terry Brigman

Lee County Clerk of Courts

Martin

Polk - City of Lakeland

[ksmall@leeclerk.org](mailto:ksmall@leeclerk.org)

[rburden@martin.fl.us](mailto:rburden@martin.fl.us)

[terry.brigman@lakelandgov.net](mailto:terry.brigman@lakelandgov.net)

239-533-2143

772-288-5522

863-834-6051

Systems Administrator 2

Operations Manager

CIO

**Process owner – Incident**

Yes No

3 5

**Would someone be joining you?**

2 6

Karen Brady

Paul Hisel

Lee County Clerk of Courts

Polk - City of Lakeland

[kbrady@leeclerk.org](mailto:kbrady@leeclerk.org)

[paul.hisel@lakelandgov.net](mailto:paul.hisel@lakelandgov.net)

239-533-2133

Customer Service Supervisor

IT Support Manager

**Process owner – Problem**

Yes No

2 6

**Would someone be joining you?**

3 5

Henly Collier

Denise Seegott

Paul Hisel

Lee County Clerk of Courts

Martin

Polk - City of Lakeland

[hcollier@leeclerk.org](mailto:hcollier@leeclerk.org)

[dseegott@martin.fl.us](mailto:dseegott@martin.fl.us)

[paul.hisel@lakelandgov.net](mailto:paul.hisel@lakelandgov.net)

239-533-2159

772-288-5522

Sr. Systems Architech

Desktop Services Manager

IT Support Manager

**Do you have any issue with the proposed workshop dates?**

No 5  
Yes, please explain 1  
No Answer 2

**Comments:**

*Potential October conflict with Gartner's ITXpo/Symposium*

**We are looking at the next proposed conference date for mid January 09. Would this be a good time for you?**

Yes	8
No, please explain	0

**For those of you that would not be able to participate in a workshop, would it be useful to you if we filmed the session and placed it on the CMPP Web Site?**

Yes	5
No	1
No Answer	2

**Would you be interested in speaking or presenting at a future conference?**

Yes	2
No	5
No Answer	1

**May we contact you?**

Yes	4	Toni Bleiweiss	Kevin Kryzda
No	2	NSS Manager	CIO
No Answer	1	Lee County Clerk of Courts	Martin County IT
		tbleiweiss@leeclerk.org	kevin@martin.fl.us
		239-533-2171	772-288-5522
		Yes	No
		Donna Bradbrook	Laura Davisson
		Strategic Performance Manager Alachua County	Budget and Management Analyst Collier County
		dbradbrook@alachuacounty.us	lauradavisson@colliergov.net
		352-264-7066	239.252.8935