I was very skeptical when I heard about the switch to ACT, but the ACT folks have been amazing. Really quick, great with email, and very kind to explain rules and reasons. I think everything has been faster than it was before.

Each time I have used the portal, an ACT team member assigned to my "case" has always been courteous, customer friendly and prompt. I appreciate there are no long waits to get services or requests completed, along with great instructions on how to input requests correctly.

Submitting request form is not organized very well. The fields ask redundant information, which is very cumbersome and time consuming. For every request, there are lots of Yes/No action buttons that are unnecessary. Instead, the requests could be classified in different categories such as radioactives, shipping requests, or gases, etc. Response time is very slow.

Great job - very helpful - all staff

I am very pleased with the service ACT has provided. The ACT team are all very friendly, professional, responsive, and efficient with all requests.

I think ACT is doing great! Nice folks, good system, easy to work with. Good follow up.

Having online forms that better match the different types of reimbursement requests would be helpful.

I find that ACT Team is very responsive and very helpful.

Financial reports are still difficult to understand. It would be good to have a training on it.

Love the ACT group!

Those I have interacted with via email have been very helpful.

The ACT Department does a great job. Very customer service oriented.

I have yet to get comfortable with the new system -- much preferred working with school rep, in part because that was what I was used to. As it is, some things I used to submit for reimbursement (e.g., professional memberships, journal subscriptions) are so difficult to deal with via ACT (i.e., they want to pay for me rather than me getting reimbursed) that I’ve simply ate some of the expenses myself to avoid the hassle. As it is, some things I thought I (or did) submitted did not get processed, since I’ve subsequently gotten renewal notices. I MUCH prefer simple reimbursement for such expenses -- I understand working through ACT to purchase supplies and travel, but it’s a super hassle to wok through ACT for things memberships/journals for which there are no "alternatives" that need to be shopped for by ACT.

While I know that there has been a wave of new hires, it is absolutely imperative that orders get placed in a timely manner. When orders drag out or are skipped, it can affect research and daily work.

I have found the purchasing process to be fairly painless and appreciate the help of the staff.
ACT has been an incredible partner and resource; their knowledge of how to get the right information to the right people, all while following the myriad of laws and policies is incredible. I am amazed as to how UCM allows departments to NOT use ACT.

It would be helpful to know who is working on my general request and who is the direct contact so that I do have to reach out to multiple people.

My former department used ACT for a while and I liked it very much. It was convenient and easy. But then our department was absorbed into a larger division that didn’t use ACT. Once I no longer had access, I missed it! I changed jobs at the university and my current department again is served by ACT. I had to get reaquainted with it, but overall, I’m pleased with the service. Thank you, ACT!

As a central office, I am not sure of who covers which departments. When there are changes, central offices are not notified to know which pod provides the services. Pods should be arranged by type of activity. By having the same tasks in multiple pods, you do not always see the expertise for the subject area (purchasing, recharge, etc).

It would be helpful to get some transparency on that status of my order. The Service Now doesn't show very much. Do we have a standard turnaround time for purchasing? That would be helpful to understand for planning.

My only issue with the travel authorization/reimbursement is that I was not told at the time of authorization for travel that there was a new policy about the maximum for a hotel room. UC Berkeley recommended a hotel near the campus, I booked, it was authorized, and then I was told it was $4.00 over the amount allowed. The time I spent going back and forth about this matter was ridiculous -- I ended up just paying the $8.00 overage myself. If there is a maximum for hotel rooms, that should be revealed at the time of approval.

NA

Would like to see the ServiceNow portal function more like the IT version. Consistency in process and procedure between different groups could be improved. Consistent application of established project and source codes is improving.

The surplus tickets have a glitch were it removes the items listed under the Serial Number/Description/Qty. section once the ticket has been submitted.

The only issue I would say it there are times when the response from the ACT team vary on what the outcomes needs to be...so that can be confusing. Other than that - great teamwork!

ACT provides stellar customer service and enables me to focus on my own job. I am grateful for their existence. My only complaint is when a ticket must be referred to someone outside of ACT, I sometimes never hear back - perhaps there could be some better follow up by an ACT member after they have referred our case elsewhere.

Todd Harris is an excellent professional

The limit for 30 days to submit travel reimbursement requests is not ideal. This is mainly because collecting receipts after research travel is tedious. I had often had trouble with my credit card statement not showing up correctly and also trouble acquiring receipts during research outside of the U.S. This has led to delay in submitting receipts. Also, it will be very helpful to have everything outlined on the SSHA website stating exactly where to submit which request and explaining the whole procedure. The constant changes in the system adds even more time to submit requests. It will also be helpful to let us know exactly hick types of receipts are required and which not. Many thanks for your time and help!

I really appreciate the dedicated service. The outreach to departments has been comprehensive. Situations and requests may be unique at times, and the staff provides prompt and thoughtful feedback. I have been very impressed with how direct and supportive the ACT staff have been about any questions, difficulties or planning needs.
The ServiceNow portal just has changed and it's worse than before. Now, it's harder to find/navigate to "My Orders". Why are the updates always for the worse? Recently, the services and turnaround time with ACT has improved. There are still issues to be addressed though. There are many times when we placed our orders through ACT, with all necessary information such as item number, price (UC price as listed in CatBuy), catalog number, vendor, quantity, and url link, and we still get flooded with e-mails asking if the items the ACT staff is about the purchase on our behalf is correct. What is the point of providing all of that information, then? (Honestly, it would be much better if we can just use CatBuy and submit the carts and then the staff can take over from that point on with purchasing. Please really consider this). Lately, there has been less of these incidents, which we see is a big improvement. We often find that the ACT staff cannot provide appropriate answers to many of our questions, including price changes (deviation from CatBuy versus whichever link the ACT staff was looking at) or procedure-related questions. Perhaps more training should be considered for the staff.

I found the onboarding services to be not much help . . . basically I was told to do most of it myself.

I am so grateful that we transitioned to the ACT team. They are wonderful in every way.

Super clunky! Not intuitive or user friendly. Big area for improvement.

All ACT personal have been very professional and gracious not to mention their timelines is the best coordination team I have ever seen put together. Bottom line--this ACT is awesome

This staff and this electronic system are amazing, and it is much easier to track orders than going through old emails, as we used to do. The staff are amazing and work together to make things happen. I highly recommend we all move to ACT. I have worked with Atalie Womble and Sherry Ward, Sarah Anderson and others. They are GREAT

The Mondo Team has been awesome—accurate, knowledgeable and an amazing response time all with superb customer service...I am very thankful

Cindy and her team all deliver excellent customer service. It is very obvious that they are committed to their mission.

The FM ACT pod is a fantastic team and provides excellent customer service and communication.

Great customer service. The only flaw is that user doesn't know what ACT staff is working on what tickets. It would be great to provide users with this information once the RITM ticket is assigned to allow for potential follow ups over the phone as needed.

Purchasing is a significant improvement over CatBuy. I no longer worry that I'm creating problems by not being sure about what code or tax rate to use the 2 or 3 times a year that I use the system. Being able to delegate travel reimbursements is also very pleasant. Travel is less of an improvement, partially because ConneXus is a better system to begin with, but I assume there are advantages on the back end. From a user perspective, I'm not sure how much time is saved by identifying the flights I need and then attaching that information as a file in ServiceNow vs. completing the purchase myself. Also, it can be a bit of a game of telephone, which introduces a risk of error I'm concerned about. Hopefully with time the ACT team will become more familiar with the work they're supporting and more able to flag and double check likely errors. However, I have been impressed by the staff's responsiveness. I would appreciate it if the ACT team would be more aggressive about making sure customers know when there is a problem with an order. It's hard to keep track of all the notifications I receive from the system. My suggestion would be to send a second notification about a problem (via email or by phone - not just in the ServiceNow system) if the customer hasn't acknowledged the first one within 24 hours, or to at least give notifications that tickets are on hold very obviously different subject lines than confirmations. (Currently, I receive emails that say "UC Service Desk - Incid" before the subject line cuts off in my email client. I'd like to be able to tell from the first two works of the subject line whether I need to open the email and take some kind of action, or not.) Also, I'm not sure how to change something on a closed ticket.

Laura Purkey - awesome personality and great team worker Atalie Womble - really sweet and knowledgeable Sherry Ward - kind and resourceful Tracy Aue - very kind and professional Heather Sanchez - very kind and dependable Iyari Ortiz - very diligent and gets request done quickly

ACT has greatly improved since about November 2018. The major issue I continue to have is with setting up an independent contractor. There are too many steps and it takes too long.

Not sure how ACT integrates with OnBase. There is no process built to hand off in a timely way. Not ACT's fault, this is a design error.

The ACT team is a pleasure to work with. Always responsive, friendly and helpful. My job is much easier having ACT as a resource. Thanks ACT!
Although my overall experience with ACT has been super, there were several occasions where ACT closed out the ticket once invoices were uploaded to UCLA for processing; BUT, that doesn't mean the vendor has in fact been paid. We were contacted by very upset vendor several times (I believe 3 or 4 times) regarding invoice payments being overdue. And, there is no way for the requestor or ACT to verify in ServiceNow that a check was actually submitted/paid out. So, I think it's important that ServiceNow has a feature to verify if & when payment has "actually" been submitted to vendors; this way when a vendor calls, we can just verify the status in ServiceNow and provide an update of the status. Thanks for reaching out for input. ;)

ACT services are promptly completed and the personnel is extremely efficient and friendly.

Eli and all of the generalists I work with are amazing and I very much appreciate their attention to detail and their excellent customer service.

I don't have any feedback specifically on ACT services, however I would like to make a suggestion regarding this survey. I found the color of the font hard to read. My eyes were having issues adjusting to the light color on the font against the bright white background. Can I suggest to darken the font color. That's all. Thanks!

1. No training for employees how to use Service Now like "How to do...", no guideline what is required. I honestly do not know any more what they do and when I can use existing systems. It is very confusing for new employees and for someone not using this system every day. They planned a "service desk help desk" like IT right next to IT, but the desk is not being used. (e.g. to purchase chemicals or restricted items. Do we have standard mileage from campus to DCC?) 2. Naming convention of ticket is poor. I like IT tickets better. 3. When I send an email to IT to request a service they automatically convert my email to a ticket or when I go to the service desk they enter a ticket on my behalf. This is convenient, ACT does not offer this service. 4. No control mechanism if funding available and make requester aware. 5. When they do not get the approval right away, they process requests without proper approval. 6. When a Service Now ticket is closed the result (e.g. PO or a snip from the ledger) is not included. So requester still needs an own filing system. 7. Sometimes they close tickets without consulting with the requester if it is okay. (Applies to change orders) 8. When it comes to large purchases with deadlines it gets complicated, because the tickets are not updated frequently, so the customer does not know the status.-No dashboard available for bigger purchases. 9. Due to the nature of complex POs it would be nice to have one contact in case of a change order. This will make it easier for the customer because we do not have to explain it over and over. 10. ACT sometimes change teams and add new people. There is no introduction/communication. 11. Turnaround time is sometimes poor, but this again applies to bigger purchases. 12. No consistent process within ACT. 13. I also have to attach a lot of documents to get a task completed by ACT (time-consuming). It looks like they just process but do not assist/support. By the time I gather all information, I can do it by myself.

ACT Team has done an excellent job processing request. They have always been professional, provide excellent customer service, and proficient in processing request.

I believe I would greatly benefit from having some ServiceNow/ACT training. It would help to understand how ACT processes my requests, including the systems ACT uses. Additionally, it would help to have ServiceNow directions (pdf guide?). I also wish that ServiceNow or ACT would alert me when I'm making a request that could be done easier. It would be nice to have more direct contact with the people processing my requests, especially when it involves more complicated financial requests. I have very little understanding of the budget side of things, so when I make requests I don't always know that I may be making a mistake. One time, I specifically asked for someone to contact me before processing my request, but no one ever reached out to me. Maybe there could be a box in ServiceNow that allows users to decide if they want to speak with someone directly about the request.

I'm generally satisfied and appreciate ACT's services, which are punctual and helpful. ACT staff are also unfailingly friendly. However, the policy is unnecessarily restrictive with regards to certain purchases. For example, if we want to renew a professional association membership or renew our professional, we have to have ACT staff log into our membership account and pay the membership fee within the account. That's very cumbersome! For purchases of this kind, we should be allowed to do the purchasing on our own and have the expenses reimbursed. The current policy is making the process very inefficient.

I really appreciate the helpfulness of the ACT team. They are efficient and effective, and they are always willing to answer questions and work with me to make sure I get what I need. Since they took over purchasing for SSHA they have made my life so much easier. I have heard similar remarks from other faculty.

Improve the time of processing the requests and also I had in some occasion that the order was sent and after a week I realize that the order was not submitted.

The ACT team has been so helpful every time I use the service! I appreciate you all so much!
If there is a page or guide to ACT and when to use ACT, that may be useful. I know HR has changed processes that impacted managers and ACT, but it was not fully communicated. If ACT could coordinate with other departments that make changes and communicate to us, that would be helpful. I also know that ACT gets in the middle of things, such as the new cell phone FTE charges, which again was not fully communicated out to those who needed to know. If ACT can help with communication somehow - maybe a "announcements/changes to procedures" on the ACT portal landing page, that would be a great place to start.

I am glad to see the submission forms get updated. You are working to make the process so much more easier, thank you. Was also been helpful is your staff has the patience to explain how things work. So many times I forget or "I think" it is this one. I use the system, but not enough to remember. The response time has gotten much much better. I am seeing more same day response for sure. Thank you.

It's going to take everyone a while to get used to this system--especially as it came online alongside many other complex systems--but I do think it's basically much more efficient than the former system. Keep up the good work!

End of Report