



Post Migration Feedback

In order to continue to provide the best possible customer service, the Shared Services Email Project team requests that you answer the following questions about our procedures, documentation, process, and overall performance. Your feedback will help us improve how we collaborate with agencies in planning for and migrating to the Shared Services Email offering, as well as the planning for Vault and Secure Email migrations. For each of the following questions, please add comments as applicable.

1. Do you have any recommendations for improving the written documentation of the Shared Services Email Project? (See list below.) When answering, consider the following questions: Did the documents clearly articulate tasks and goals? Was the purpose of the documentation clear? Did you find some documents more useful than others? Please be specific in your feedback.
 - a. Agency Pre-Cutover Readiness Guide
 - b. Agency Cutover and Post Cutover Guide
 - c. End User Training Guide
 - d. Pre-Cutover Task Planning Tool
2. Do you have any recommendations for improving our project meetings? (See list below.) Were you satisfied with the meetings in terms of timeliness, frequency, and content? Were the meetings outcome-driven and useful? Please detail your thoughts.
 - a. Weekly Agency Status meetings
 - b. Monthly Agency Implementation Coordinator meetings
 - c. ETAG meetings
 - d. Technical meetings
3. Is there anything you would have the Shared Services Email Project Client Liaison do differently to prepare agencies for migration?
4. Did you feel ready when it was time to migrate? Do you have any recommendations for improving the training classes (e.g. Delegated Administration, Vault Basics, etc.) or information posted on our website?
5. Is there anything you would have the Shared Services Email Technical Team do differently to support agencies during migration?
6. Do you have any recommendations for improving customer support options the day/night of your cutover(s)?
7. What feedback can you provide about improving the post migration period? Did communication flow seamlessly between your internal agency Help Desk and the CTS Service Desk?
8. If you were to migrate again, what could be done differently to ease you through the process?
9. What part of the migration preparation process was the most helpful to you?