



# Consolidated Financial Statement System Survey

U.S. Department of the Interior

Report 1 | Report 2

Date: Tuesday Feb 10, 2009

Time: 4:39:14 PM

Fiscal Year: 2009

This survey has been taken by 45 people.

## 1. The system helps you meet your financial statement preparation deadlines?

Strongly Agree	26.7%
Agree	48.9%
Disagree	2.2%
Strongly Disagree	0%
Not Applicable	8.9%
No Basis for Response	13.3%

## 2. The system is easy to navigate?

Strongly Agree	8.9%
Agree	53.3%
Disagree	11.1%
Strongly Disagree	4.4%
Not Applicable	4.4%
No Basis for Response	17.8%

## 3. The questions/issues are responded to in a timely manner?

Strongly Agree	11.1%
Agree	51.1%
Disagree	6.7%
Strongly Disagree	0%
Not Applicable	6.7%
No Basis for Response	24.4%

## 4. The system is available, when I need it?

Strongly Agree	13.3%
Agree	62.2%
Disagree	8.9%
Strongly Disagree	0%
Not Applicable	6.7%

No Basis for Response	8.9%
<b>5. The NBC Hyperion support team always notifies us when there is a problem with the network?</b>	
Strongly Agree	22.2%
Agree	62.2%
Disagree	2.2%
Strongly Disagree	0%
Not Applicable	0%
No Basis for Response	13.3%
<b>6. The NBC Hyperion support team always notifies us when there is a problem with Hyperion?</b>	
Strongly Agree	17.8%
Agree	66.7%
Disagree	4.4%
Strongly Disagree	0%
Not Applicable	0%
No Basis for Response	11.1%
<b>7. The NBC Hyperion support team notifies us when the issue/problem has been resolved with the network?</b>	
Strongly Agree	28.9%
Agree	60.0%
Disagree	2.2%
Strongly Disagree	0%
Not Applicable	0%
No Basis for Response	8.9%
<b>8. The NBC Hyperion support team notifies us when the issue/problem has been resolved with Hyperion?</b>	
Strongly Agree	26.7%
Agree	64.4%
Disagree	0%
Strongly Disagree	0%
Not Applicable	0%
No Basis for Response	8.9%
<b>9. The NBC Hyperion support team resolves my problems within an acceptable timeframe?</b>	
Strongly Agree	13.3%
Agree	51.1%

Disagree	13.3%
Strongly Disagree	0%
Not Applicable	2.2%
No Basis for Response	20.0%
<b>10. The performance of the network meets your expectations?</b>	
Strongly Agree	4.4%
Agree	73.3%
Disagree	4.4%
Strongly Disagree	2.2%
Not Applicable	2.2%
No Basis for Response	13.3%
<b>11. The performance of the Hyperion Enterprise meets your expectations?</b>	
Strongly Agree	4.4%
Agree	68.9%
Disagree	4.4%
Strongly Disagree	2.2%
Not Applicable	2.2%
No Basis for Response	17.8%
<b>12. NBC Hyperion support team provides adequate avenues to gain support and information from them?</b>	
Strongly Agree	8.9%
Agree	53.3%
Disagree	8.9%
Strongly Disagree	0%
Not Applicable	0%
No Basis for Response	28.9%
<b>13. Hyperion has the capability to control individual user access to specific transactions/functions?</b>	
Strongly Agree	4.4%
Agree	60.0%
Disagree	2.2%
Strongly Disagree	2.2%
Not Applicable	0%
No Basis for Response	31.1%
<b>14. Adequate training is provided which addresses the</b>	

<b>users entering the data into the system? (For example, Journals)</b>	
Strongly Agree	0%
Agree	31.1%
Disagree	33.3%
Strongly Disagree	0%
Not Applicable	2.2%
No Basis for Response	33.3%
<b>15. The system is flexible and can meet the changing OMB reporting requirements?</b>	
Strongly Agree	2.2%
Agree	42.2%
Disagree	6.7%
Strongly Disagree	4.4%
Not Applicable	0%
No Basis for Response	44.4%
<b>16. Hyperion provides audit trails that identify document input, change, approval and deletions by originator?</b>	
Strongly Agree	4.4%
Agree	40.0%
Disagree	8.9%
Strongly Disagree	0%
Not Applicable	0%
No Basis for Response	46.7%
<b>17. The system failure rate is low?</b>	
Strongly Agree	2.2%
Agree	55.6%
Disagree	8.9%
Strongly Disagree	0%
Not Applicable	0%
No Basis for Response	33.3%
<b>18. The system log-on is simple and not too time-consuming?</b>	
Strongly Agree	4.4%
Agree	77.8%
Disagree	11.1%

Strongly Disagree	0%
Not Applicable	0%
No Basis for Response	6.7%
<b>19. The data stored in the system is reliable?</b>	
Strongly Agree	6.7%
Agree	68.9%
Disagree	2.2%
Strongly Disagree	2.2%
Not Applicable	0%
No Basis for Response	20.0%
<b>20. The system assists in producing timely and accurate Financial Statements?</b>	
Strongly Agree	17.8%
Agree	51.1%
Disagree	2.2%
Strongly Disagree	2.2%
Not Applicable	2.2%
No Basis for Response	24.4%
<b>21. The system provides modern financial tools that allow you to produce Financial Statements in an effective and efficient manner?</b>	
Strongly Agree	4.4%
Agree	51.1%
Disagree	4.4%
Strongly Disagree	2.2%
Not Applicable	2.2%
No Basis for Response	35.6%
<b>22. What is your overall satisfaction with the Hyperion system?</b>	
Exceeds	6.7%
Satisfied	71.1%
Unsatisfied	6.7%
Not Applicable	15.6%
<b>23. Does the reliability of the Hyperion system meet your expectations?</b>	
Exceeds	8.9%
Satisfied	66.7%

Unsatisfied	6.7%
Not Applicable	17.8%
<b>24. Does the overall service you receive from NBC Hyperion support team meet your expectations?</b>	
Exceeds	15.6%
Satisfied	64.4%
Unsatisfied	2.2%
Not Applicable	17.8%

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