

Importance of High Quality Technical Information

The purpose of this survey is to collect data on the importance of quality technical information. Technical information is defined here as the technical content of the products and solutions that you access through mechanisms such as information centers, embedded help in the user interface, *[insert your list of sources here]*. This questionnaire takes only a few minutes to complete. When you finish, click Submit Survey to send your responses.

The fields indicated with an asterisk (*) are required to complete this survey; other fields are optional. If you do not want to provide us with the required information, click Back on your browser to return to the previous page, or close the window or browser session that is displaying this page.

1) * For the products and solutions that you use in your job, rate the importance of quality technical information on the following items:

	Very Important	Important	Somewhat Important	Little Importance	No Importance at All
*Your initial purchase decision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Your perception of product quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Your overall satisfaction with the product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Your perception of the company that produced it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2) * Which of the following roles best describes your activities with respect to the products and solutions you use at work? (Select all that apply.)

- Purchase decision maker
- Purchase decision influencer
- Technical support
- User
- [your company]* employee
- Other (please specify)

If you selected other please specify:

3) If you make or influence purchase decisions for product hardware, software, or solutions, what percentage (0 - 100) of your purchase decision is based on the quality of technical information?

 %

4) Of the value that you get from a product or solution, what percentage (0 - 100) of that value do you assign to having quality technical information?

 %

5) How important to you is each of the following aspects of quality technical information? Rate each aspect from 0 (not at all important) to 10 (extremely important). Try to give no more than two aspects the same rating.

	0	1	2	3	4	5	6	7	8	9	10
Accurate - free from mistakes and errors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear - presented so that you understand the information the first time you read it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complete - includes all necessary information, and only that information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistent in style - uses consistent writing conventions (such as highlighting, grammar, spelling, and tone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to find - enables you to find specific information quickly and easily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Includes examples - includes appropriate examples and scenarios, and uses specific language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Task focused - focuses on helping you do the tasks you need to do	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visually effective - uses graphical devices (such as layout, illustrations, color, and icons) that enhance the meaning of the information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Well organized - is organized in a way that makes sense to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6) Which of the following selections best describes your role at work? (Select all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> Business strategist | <input type="checkbox"/> Marketing representative |
| <input type="checkbox"/> Hardware/software support | <input type="checkbox"/> Procurement/purchasing agent |
| <input type="checkbox"/> IT administrator | <input type="checkbox"/> Resource/project manager |
| <input type="checkbox"/> IT analyst | <input type="checkbox"/> Sales representative |
| <input type="checkbox"/> IT architect | <input type="checkbox"/> Solution/business user |
| <input type="checkbox"/> IT deployer | <input type="checkbox"/> Test engineer |
| <input type="checkbox"/> IT developer | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> IT operator | |

If you selected other please specify:

7) How frequently do you expect the technical information to be updated for the products that you use at work?

- Weekly
- Monthly
- Every release
- Other (please specify)

If you selected other please specify:

8) How important is your ability to customize technical information in the following ways?

	Very important	Important	Somewhat important	Little importance	No importance at all
Change an existing page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create a new page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group pages together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9) How important is your ability to see the following user-contributed technical information?

	Very important	Important	Somewhat important	Little importance	No importance at all
Topic ratings from other users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments about topics from other users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10) How widely do you want to share the technical information you customized or contributed?

- For personal use only For team/company use For public use

By submitting this form, you agree that *[your company]* can process your data as described in *[your company's]* privacy policy.