

KPM Reporting - Percent of respondents ranking service as Satisfied and Very Satisfied

Division	Service_Name	Timeliness	Accuracy	Helpfulness	Knowledge & Expertise	Treatment	Information Availability	Service Options	Overall Quality
SCD	Statewide Accounting and Reporting Services	78%	88%	78%	79%	84%	72%	69%	79%
	Statewide Financial Management Services	79%	77%	76%	77%	76%	74%	71%	76%
	Accounting and Budgeting Shared Client Services	76%	75%	84%	81%	81%	72%	67%	72%
	Statewide Payroll Services	82%	71%	65%	73%	69%	65%	59%	68%
SCD_Total		79%	79%	75%	77%	78%	71%	67%	75%