Government of Saskatchewan

Integrated Resource Information System (IRIS)
Ministry of Energy and Resources

Industry Tip

IRIS User Experience Survey Results

Date	Module/Application/Functionality	Notes
October 19, 2018		Initial Release

1.0 Background

As part of the commitment of the Ministry of Energy and Resources (ER) to continually improve The Integrated Resource Information System (IRIS) and its customer service to industry, ER Petroleum and Natural Gas (PNG) division conducted an online IRIS user experience survey between June 11 and June 22, 2018, to:

- Gauge industry's perspective on how well IRIS is assisting them to meet their regulatory and business requirements with the Government of Saskatchewan; and
- Measure industry's level of satisfaction with the services provided by the PNG division as a regulator.

2.0 Acknowledgement

ER thanks industry members for taking time to complete the survey and for providing thoughtful comments and suggestions on IRIS and ER's regulatory services.

3.0 Summary of Results

The survey results indicate industry's overall experience using IRIS and with ER's performance as a regulator as positive.

- 56.7 per cent of respondents rated their overall experience using IRIS as either 'positive' or 'somewhat positive'. This is a slight decrease from 58.3 per cent in 2016; however, the number of 'negative' or 'somewhat negative' responses improved from 25.2 per cent in 2016 to 17.7 per cent this year.
- 53.1 per cent of respondents ranked ER's service to the oil and gas industry as either 'excellent' or 'good' compared to the other regulators they work with. This is a decrease from 59.4 per cent in 2016; however, the number of 'negative' or 'somewhat negative' responses improved from 14.6 per cent in 2016 to 10.7 per cent this year.

3.1 What ER is doing well with IRIS

- Customer service: As in the 2016 survey, comments in this year's survey clearly indicate that customer service is by far ER's biggest strength as a regulator. "We appreciate the assistance given from PNG. They are all very knowledgeable and ready to help, when they can."
- Access to data available in IRIS: Respondents are generally satisfied with the data available in IRIS, stating that it is valuable and useful in their business activities.
- Assistance in meeting regulatory reporting requirements and completing business activities with the Government of Saskatchewan: When asked how well IRIS helps to meet regulatory reporting requirements and completing business activities, 40.6 per cent of respondents said 'extremely well' or 'very well', an increase from 35 per cent in 2016.

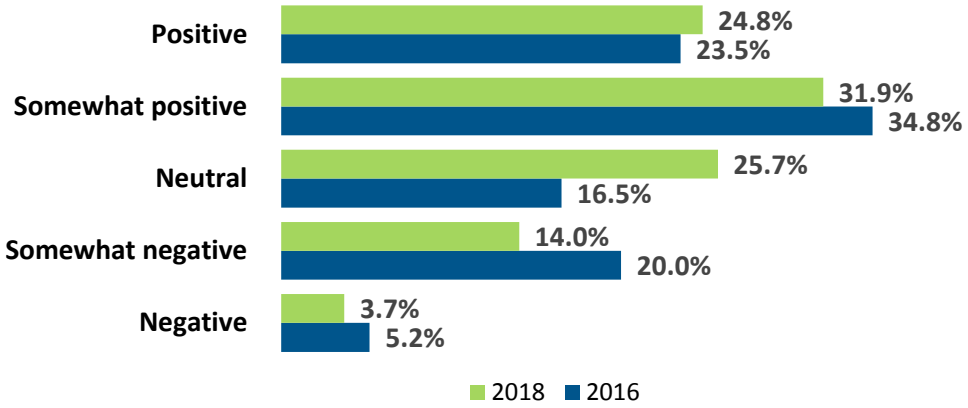
3.2 What ER can improve with IRIS

- General functionality, specifically the login process: The biggest pain point for industry is IRIS's security process to log into the system. The use of a captcha image, in particular, was noted as an excessive security measure.
- Instructions and guidance for using the system: Respondents expressed frustration over the absence of step-by-step instruction guides for IRIS. They stated their dissatisfaction for navigation within the system and the need for online training materials to help with the steep learning curve required to understand how to use IRIS.
- Directives and guidelines: Respondents feel that the directives and guidelines prepared by ER are both hard to find and hard to understand. Respondents feel that they are missing key information and could be more written more precisely.
- Expertise within ER: While overall customer service was noted as a strength throughout the survey, respondents shared concerns about the shift to a central support line. They commented that they used to be able to use the ministry as a resource to discuss alternatives with people who were well versed and experienced with the regulations, but feel that has been lost.

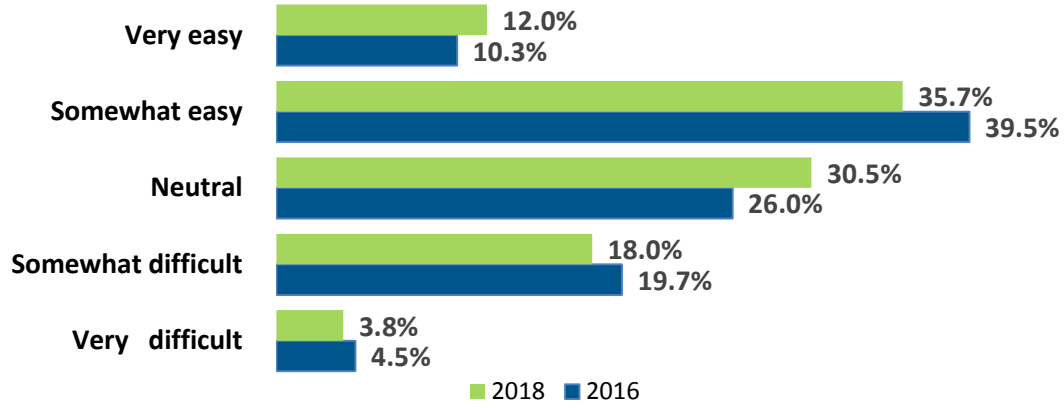
4.0 Overall Survey Results

The survey was distributed to 4,287 individual users. With 635 completed surveys, the response rate is approximately 14.8 per cent. In 2016, the survey was distributed to 1,182 users, with 231 surveys completed and a completion rate of 19.5 per cent.

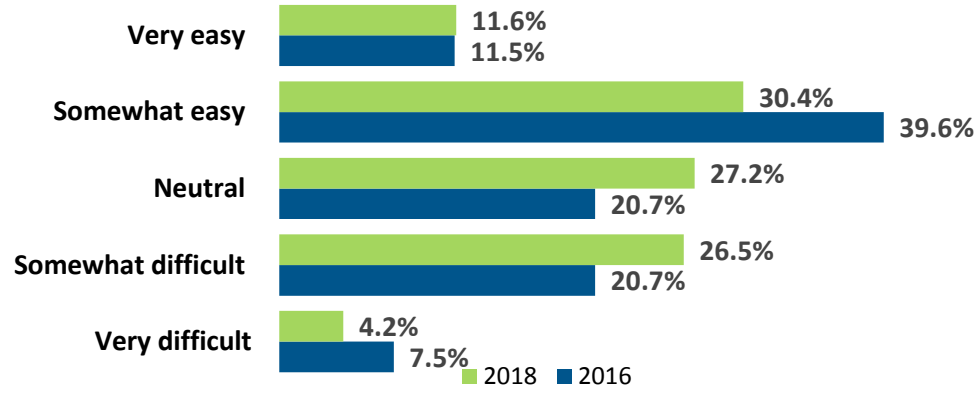
1. Overall, how would you rate your experience using IRIS?



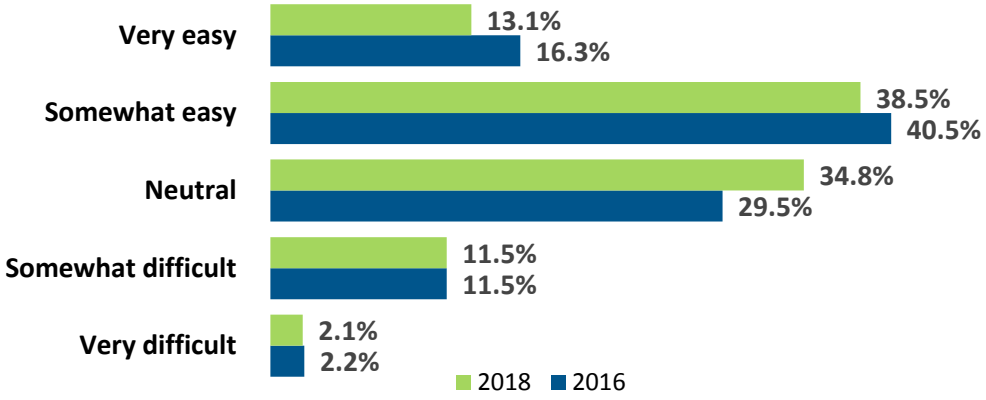
2. If you use IRIS to complete business and regulatory activities, how easy is it for you?



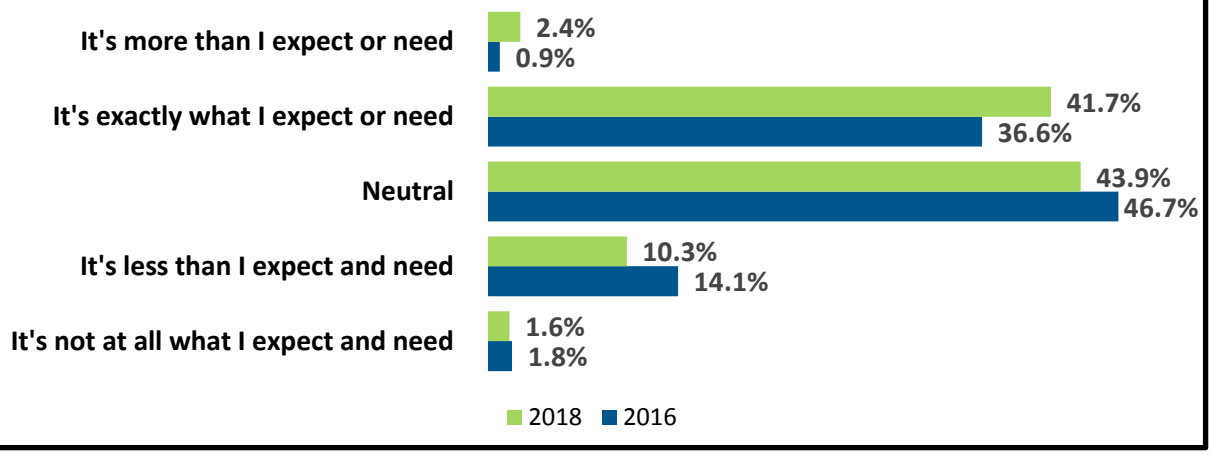
3. If you use IRIS to access information or data, how easy is it for you to find what you're looking for?



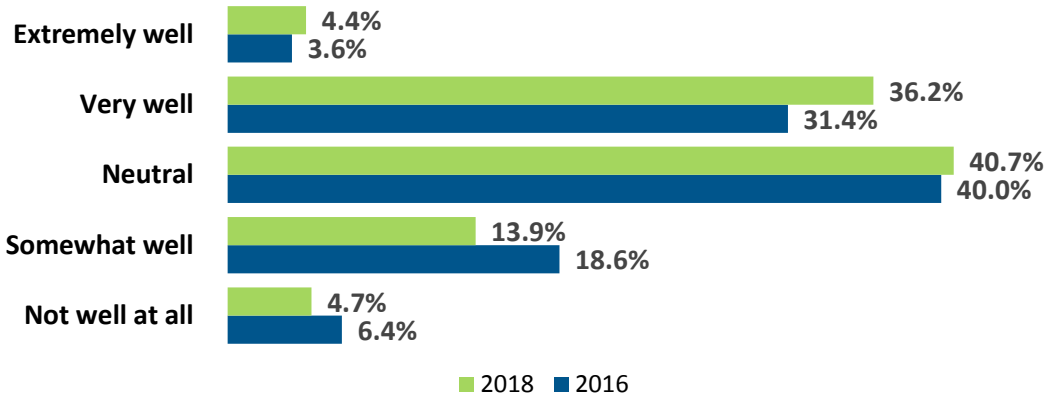
4. If you use IRIS to access information or data, how easy is it to understand and consume?



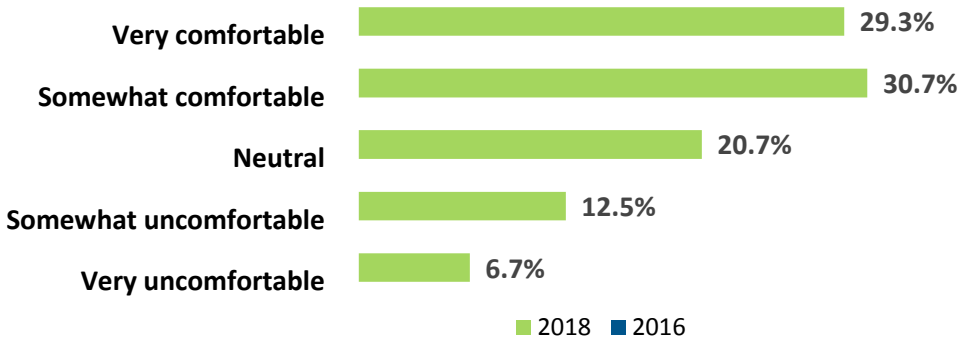
5. **If you use IRIS to access information or data, is the data or information you retrieve what you expect and need?**



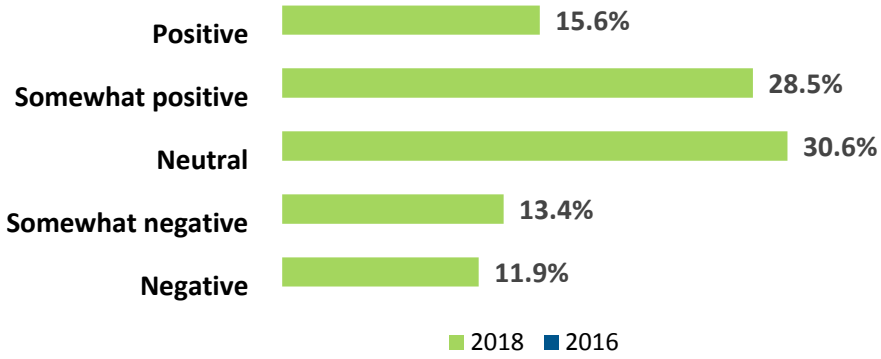
6. **How well does IRIS help you meet your regulatory reporting requirements and complete your business activities with the Government of Saskatchewan?**



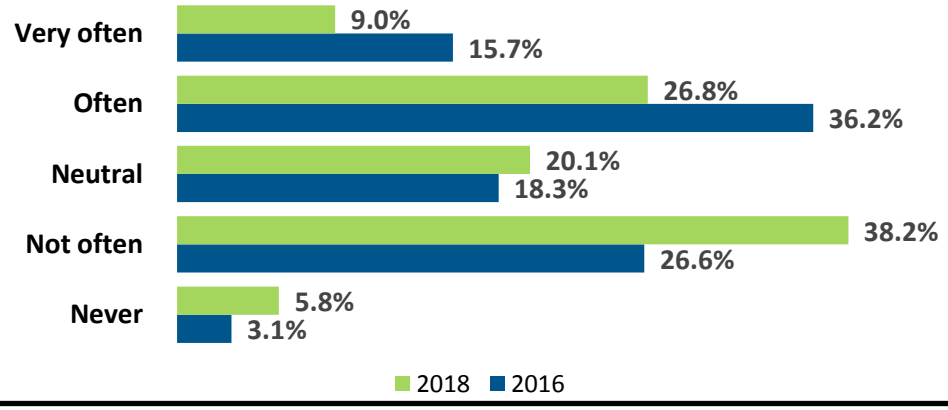
7. **How comfortable do you feel with the overall IRIS login and security features currently in place?**



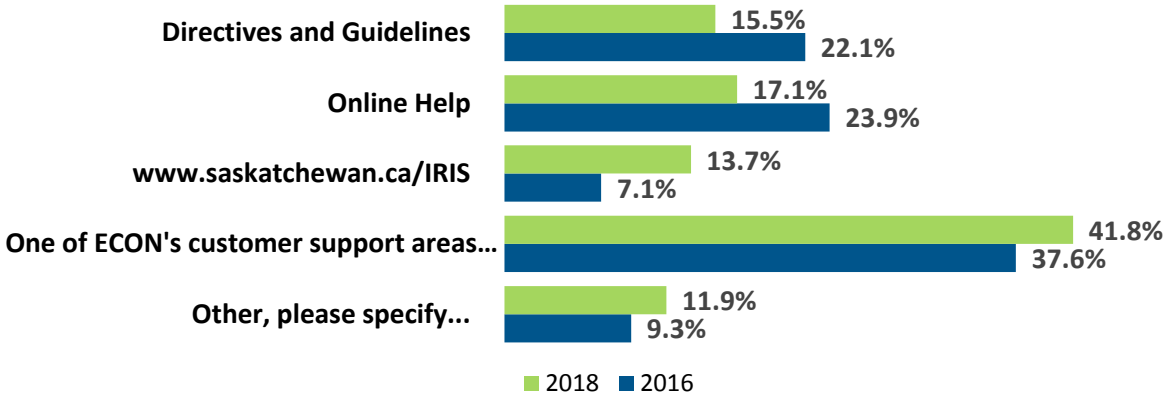
8. **How would you rate the current IRIS log in and user management/access management?**



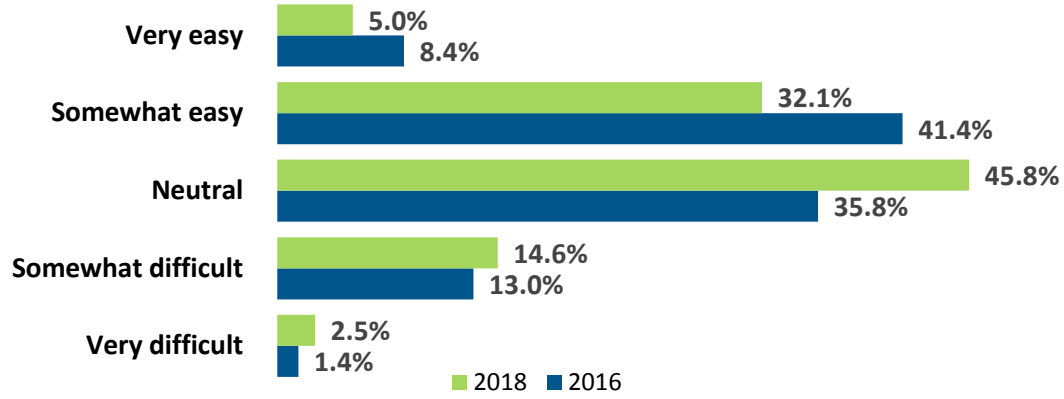
9. How often do you access and use the various support resources available to help you use IRIS? Resources include: Directives, Guidelines, Help or the IRIS page on the Government of Saskatchewan's website (www.saskatchewan.ca/IRIS**)?**



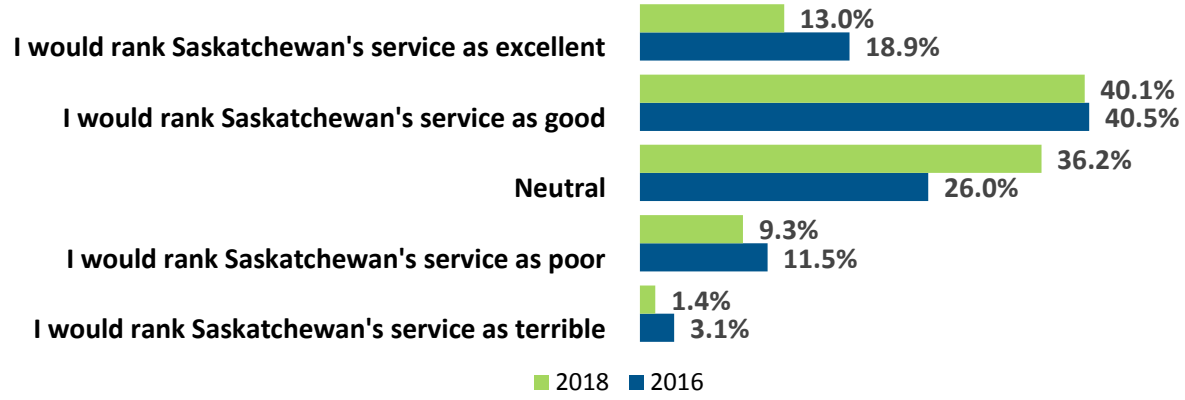
10. When you're stuck completing an activity in IRIS, what is the first support resource you access?



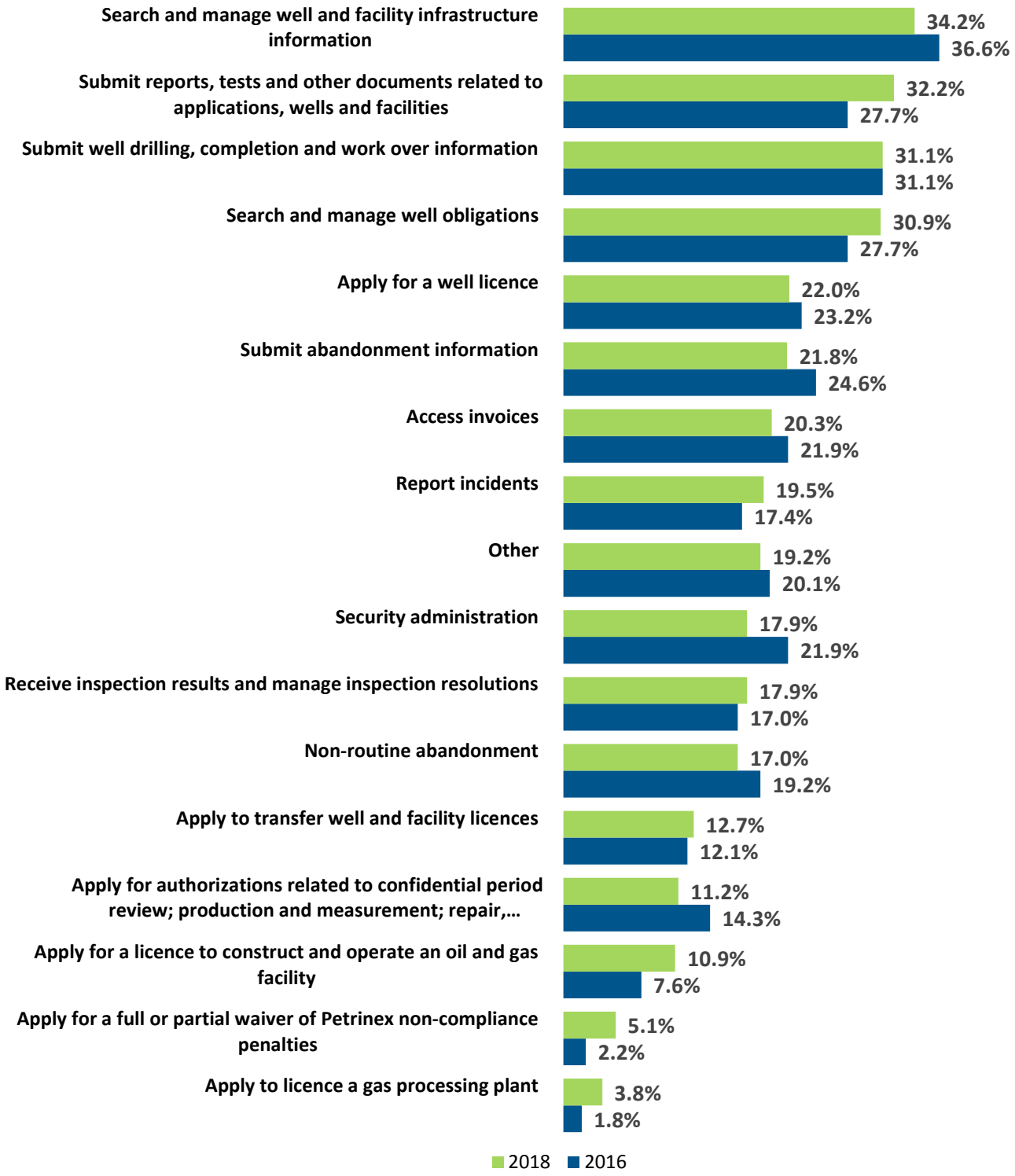
11. If you use the Directives, Guidelines, online Help or IRIS page on the Government of Saskatchewan's website (www.saskatchewan.ca/IRIS), how easy are these resources to understand?



12. Compared to other regulators you work with, how would you rank Energy and Resources' service to the oil and gas industry?



13. What functionality do you regularly use in IRIS? Click all that apply:



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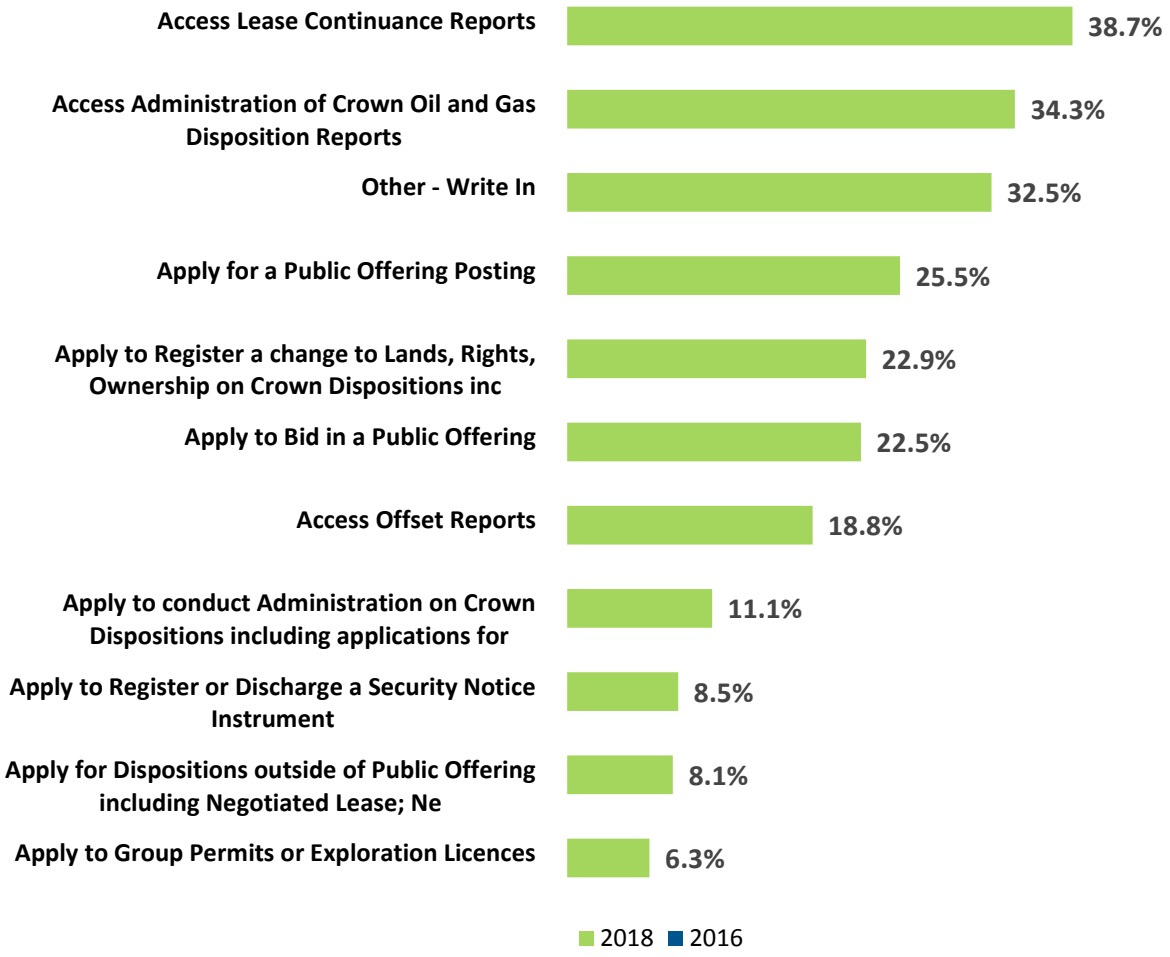

5.0 Questions?

If you have any questions or concerns contact PNG Support at 1-855-219-9373 or ER.servicedesk@gov.sk.ca.