

Activity reports and satisfaction survey

Activity reports

For the purpose of transparency, the FBM IT Service publishes its activity report each year.

- [2020 Annual report \(fr\)](#)
- [2019 Annual report \(fr\)](#)
- [2018 Annual report \(fr\)](#)
- [2017 Annual report \(fr\)](#)
- [2016 Annual report \(fr\)](#)

Satisfaction survey

Regularly, a satisfaction survey is sent to users who can evaluate IT at the FBM. Then the results (summary) are published on the IT Service's website. The full evaluation report may be requested to the FBM IT Service.

- [2020 Survey report \(fr\)](#)
- [2018 Survey report](#)
- [2017 Survey report](#)
- [2016 Survey report \(fr\)](#)