



# **Software Developer Customer Survey July 2011 Results**

HM Revenue & Customs (HMRC) provides support to in excess of 1,000 Software Developers to enable them to 'prove' their software to receive data from and send data to a variety of HMRC Online Services. HMRC support starts with consultation on new services and proposed changes to existing services through to the provision of testing environments and ultimately online filing.

The introduction of a Software Developer survey enabled the measurement and analysis of Software Developer Satisfaction with the support provided by the Software Developer Support Team and HMRC and facilitates continuous improvement in this support. The first survey was conducted in January 2007 and provided a bench mark against which all future surveys were to be measured

Surveys are sent by email to a random selection of Software Developers that have recently communicated with the Software Developer Support Team. The survey only takes a few minutes to complete and the results help us improve the service we provide to help meet the needs and requirements of our developers

Our thanks go to all of the Software Developers that took part in the July 2011 survey.

## Survey Results

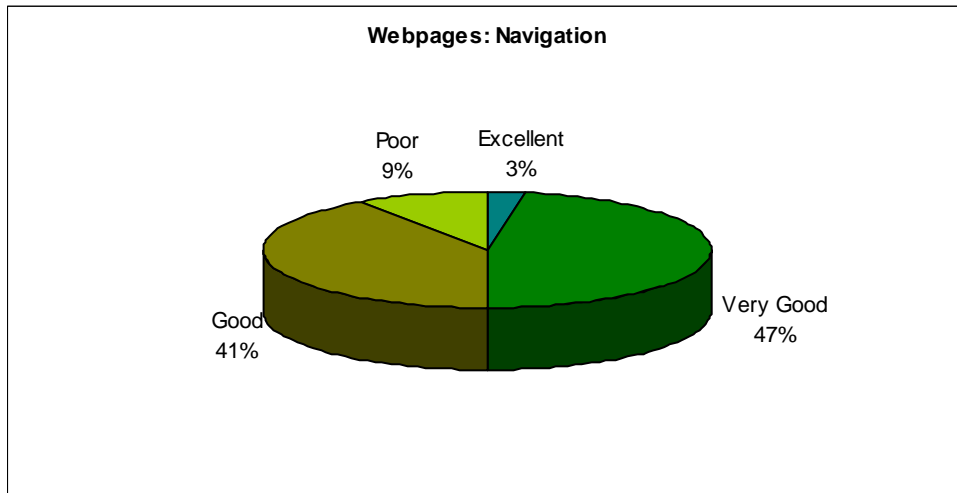
We asked which of the services they support with their software:

Agent Authorisation Online	2%
Alcohol & Tobacco Warehouse Declarations	2%
Child Trust Fund	2%
Construction Industry Scheme	9%
Corporation Tax	8%
Employee Share Scheme	2%
EMCS	5%
ICS	2%
New Computerised Transit System	2%
Outgoing Data Provisioning Service	2%
Pay As You Earn (Electronic Data Interchange)	13%
Pay As You Earn (Internet)	28%
Pensions	9%
Self Assessment	5%
Stamp Duty Land Tax	2%
VAT & EC Sales List	7%

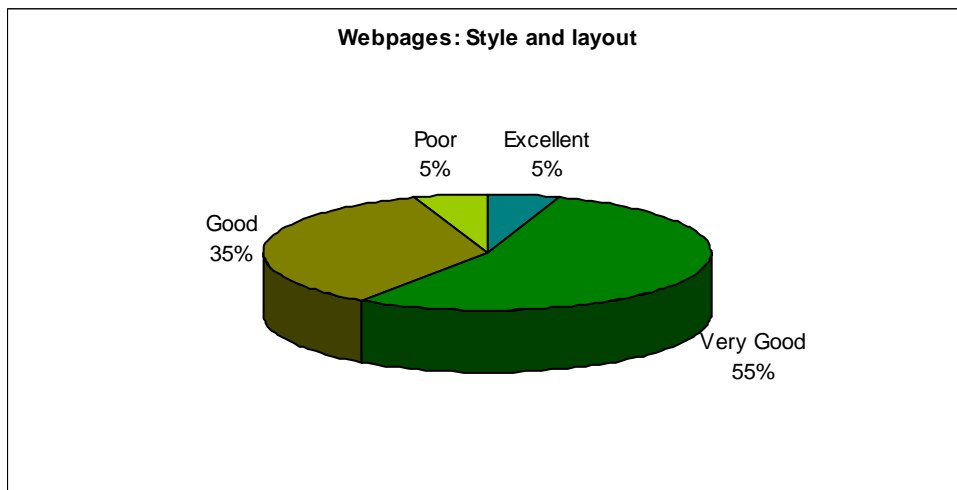
Some respondents reported developing software for more than one online service.

## Web Pages

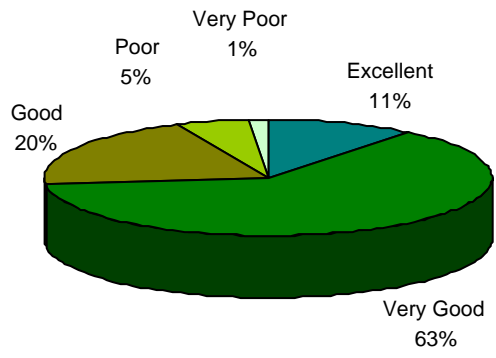
The Software Developer Support Team provide technical and service information on the [HMRC website](#) to support the development of third party software for the submission and receipt of HMRC forms and returns. It is important to understand how many of the respondents use the web pages and how user friendly the pages are. We asked software developers how easy/difficult it is to navigate to the web pages within the existing format of the HMRC website.



And we asked the software developers to rate the software developer web pages for style and layout and content.

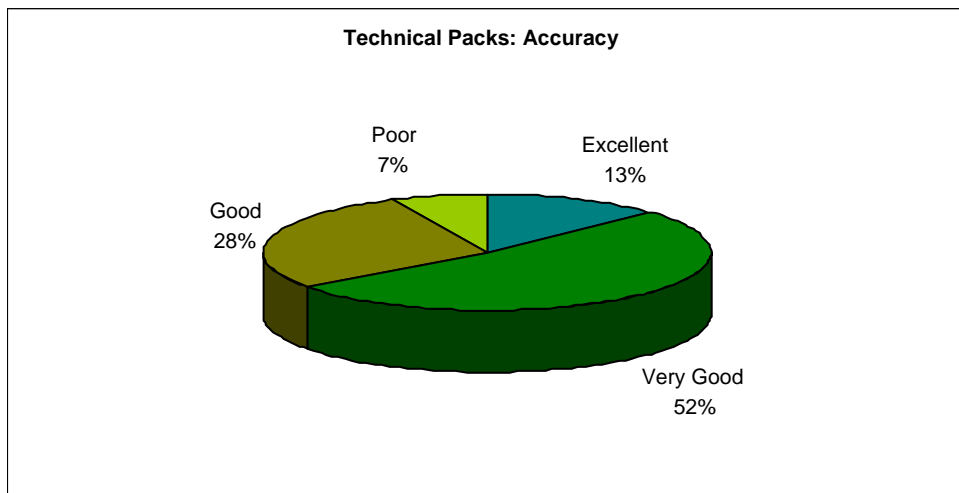
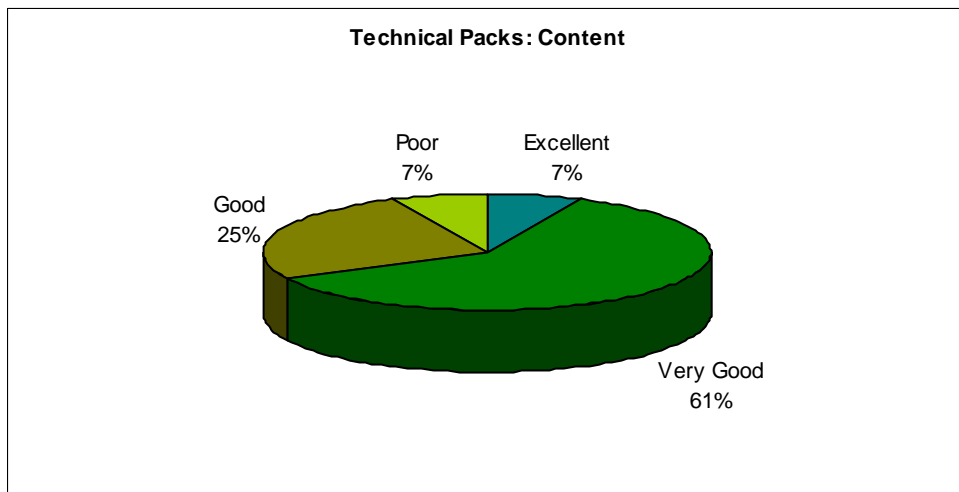
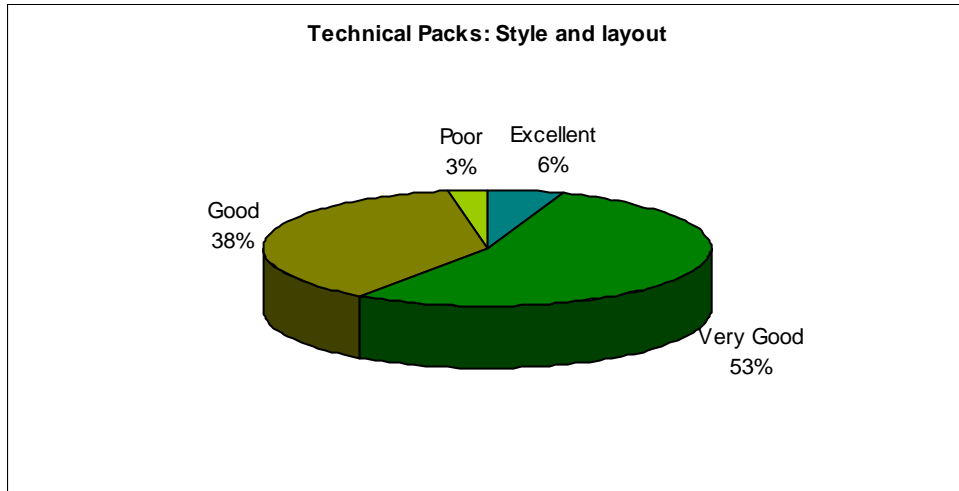


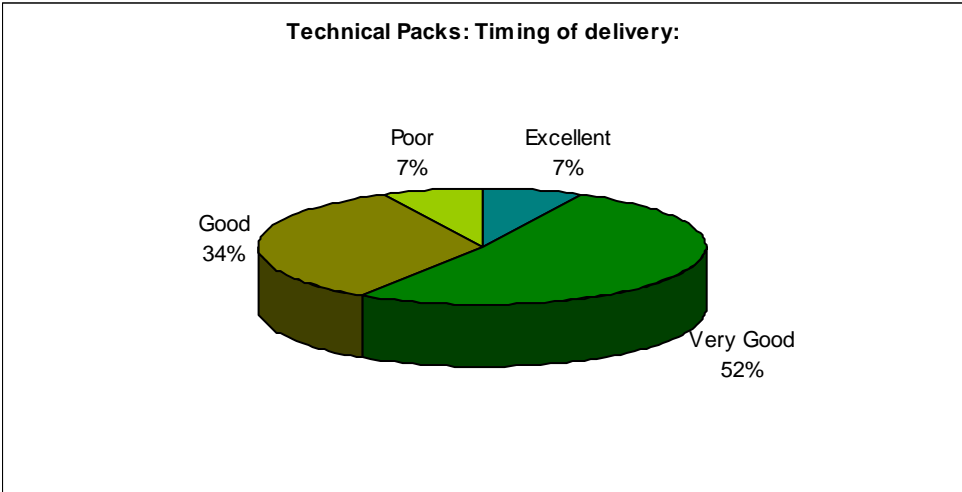
**Webpages: Content**



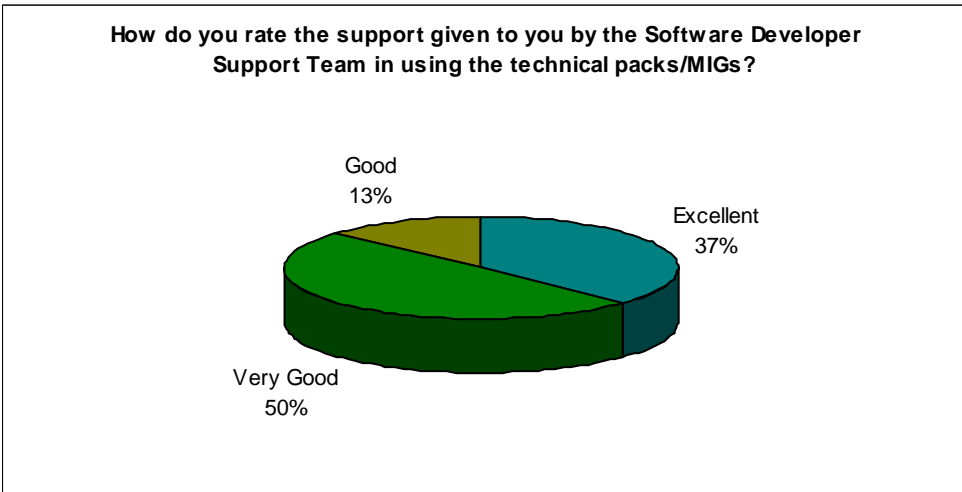
## Technical Packs

The Internet Technical Packs and the Electronic Data Interchange (EDI) Message Implementation Guides (MIGs) are made available through the Software Developer web pages. These Technical packs and MIGs contain the business rules, schema, and other relevant technical information to support the development of Third Party software. We asked the software developers to rate the technical packs and MIGs for style and layout, content, accuracy and timing of delivery.



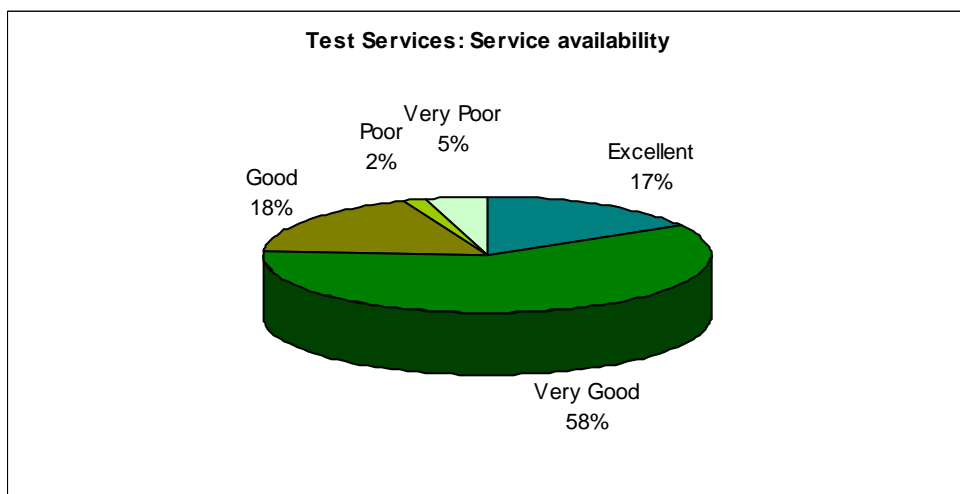
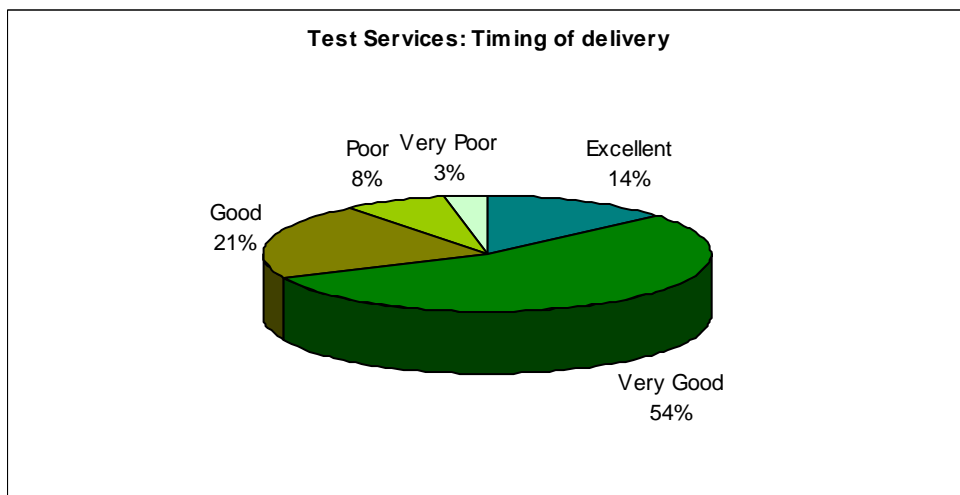
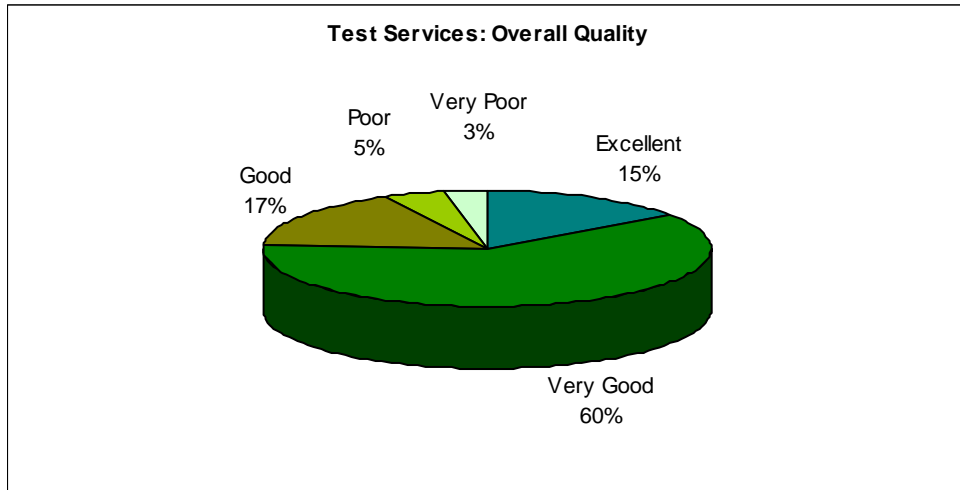


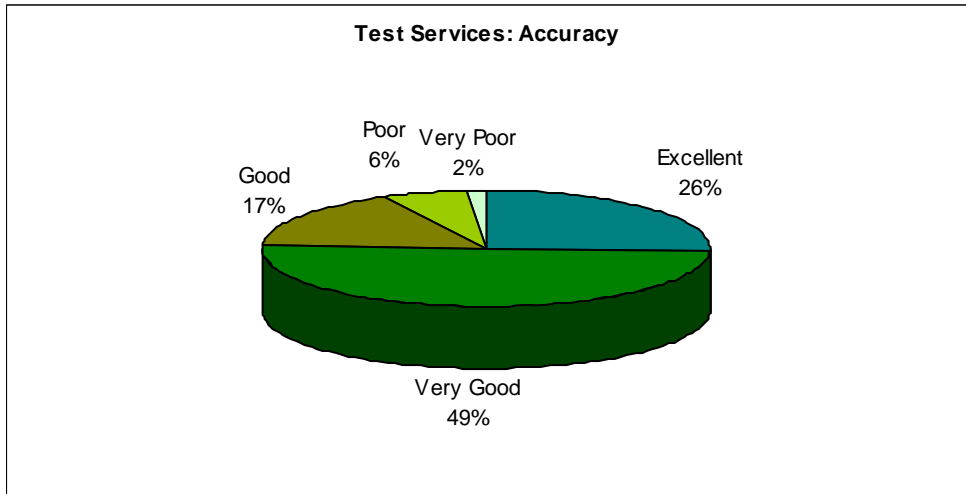
And we asked the software developers to rate the support given to them by the SDST in using the technical packs and MIGs.



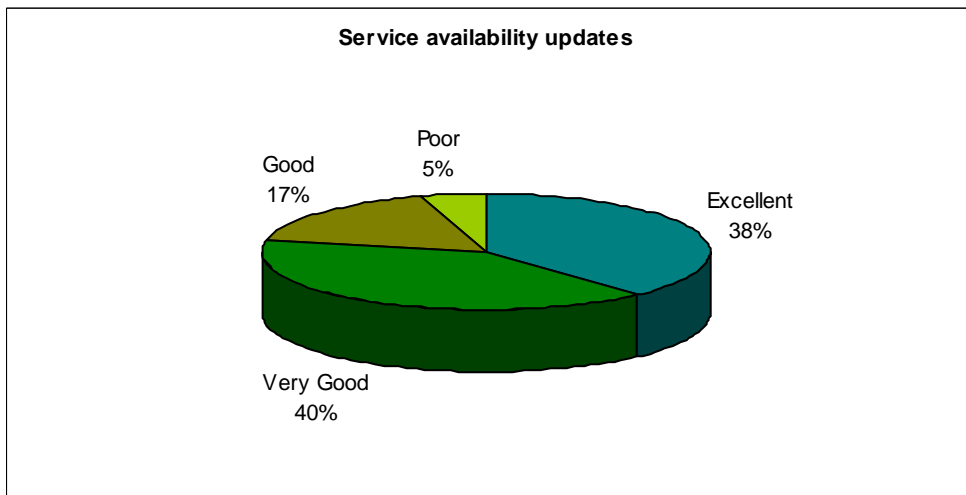
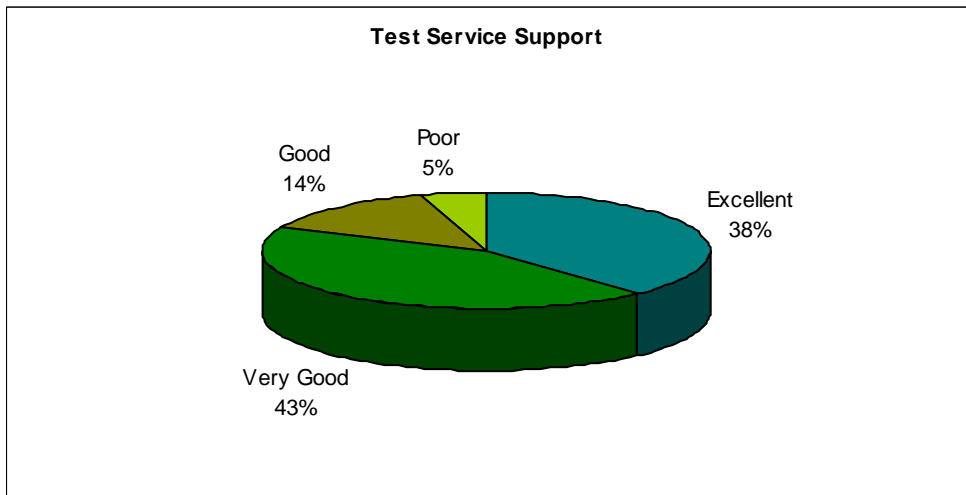
## Test Services

HMRC provide a number of test services for testing third party software products: The Electronic Data Interchange (EDI) Test service; the Third Party Validation Service (TPVS); the Vendor Single Integrated Proving Service (VSIPS); and the Outgoing Data Provisioning Service (DPS). We asked software developers to rate the test services for overall quality, timing of delivery, service availability and accuracy.

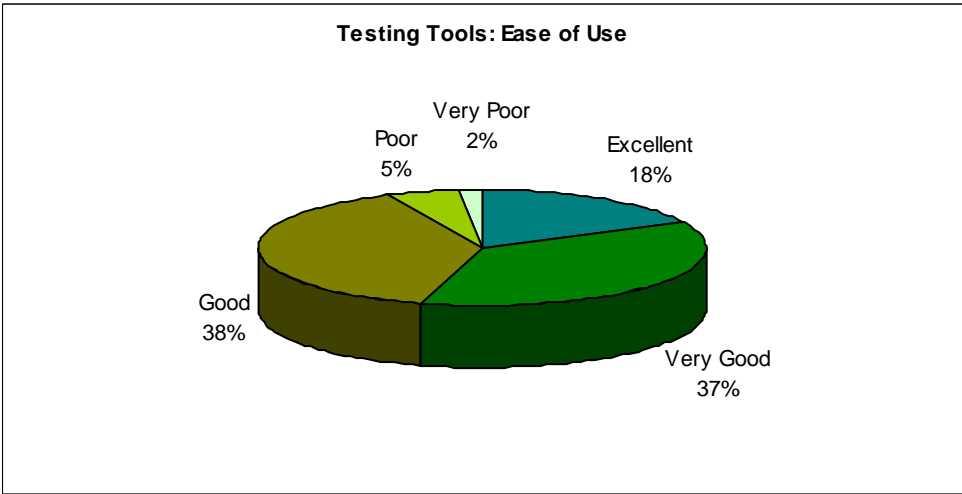
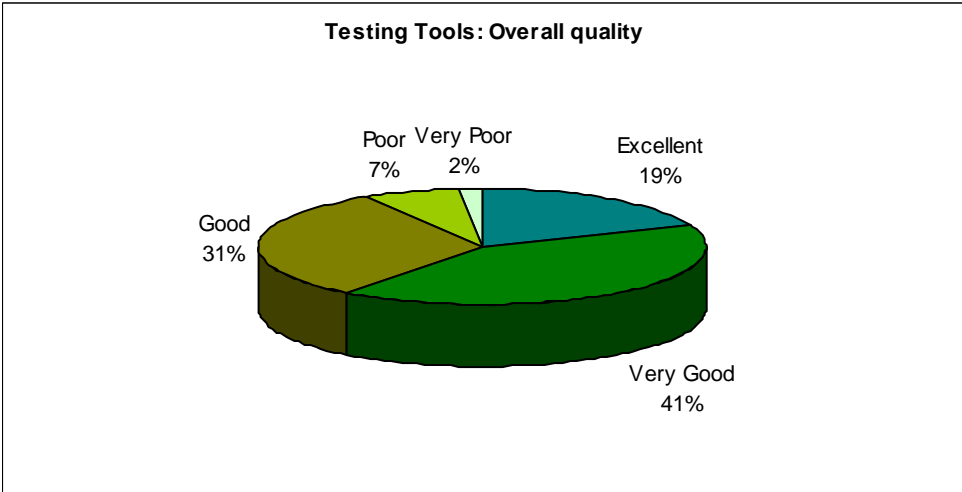




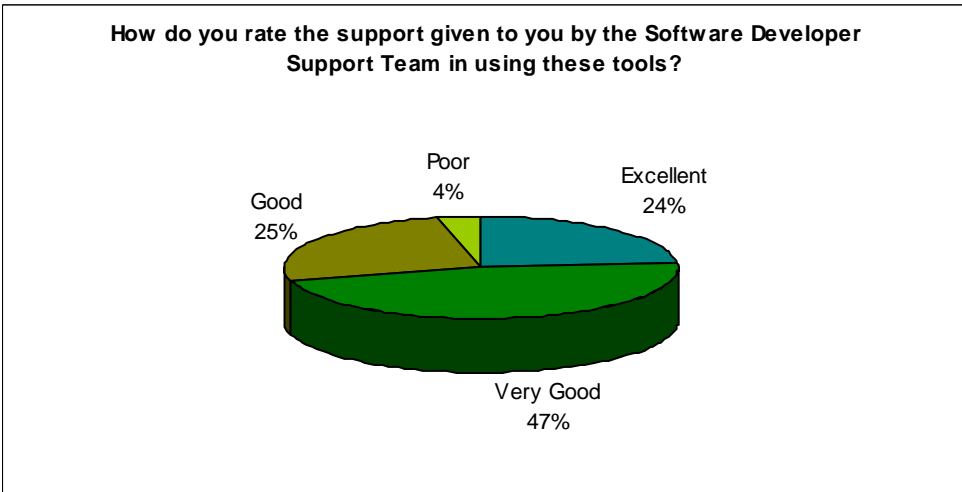
And we asked the software developers to rate the support given to them by the SDST in using the test services.



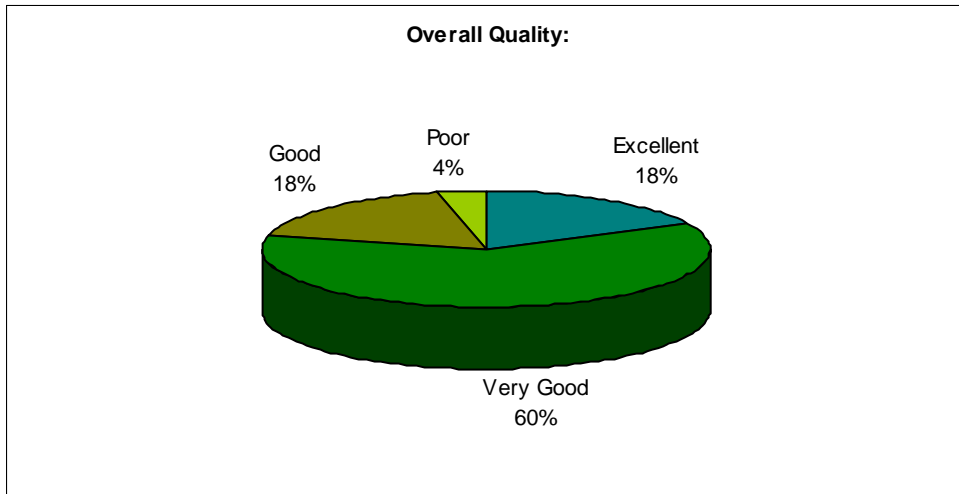
The Software Developer Support Team provide additional tools to support the testing of third party software, the Desk Top Checker and the Local Test Service (LTS). We asked software developers to rate these tools for overall quality and ease of use.



And we asked the software developers to rate (where applicable) the support given to them by the SDST in using these tools.

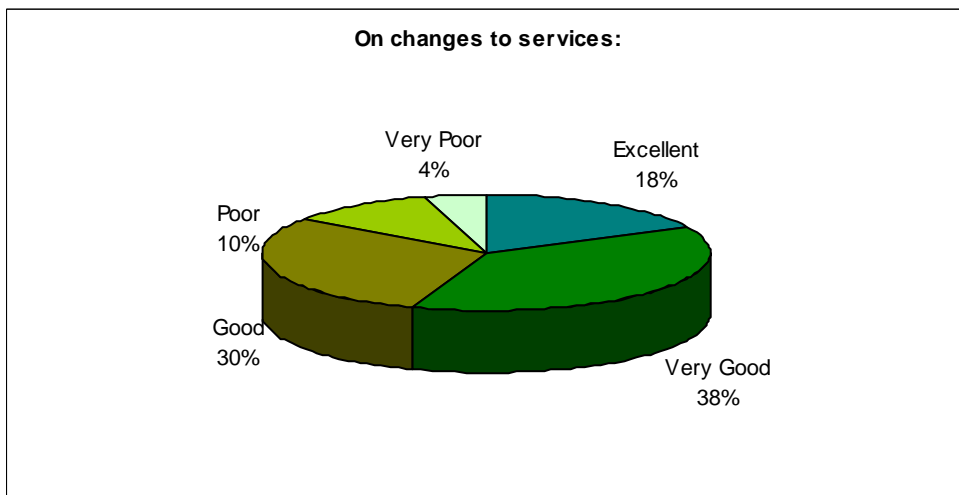
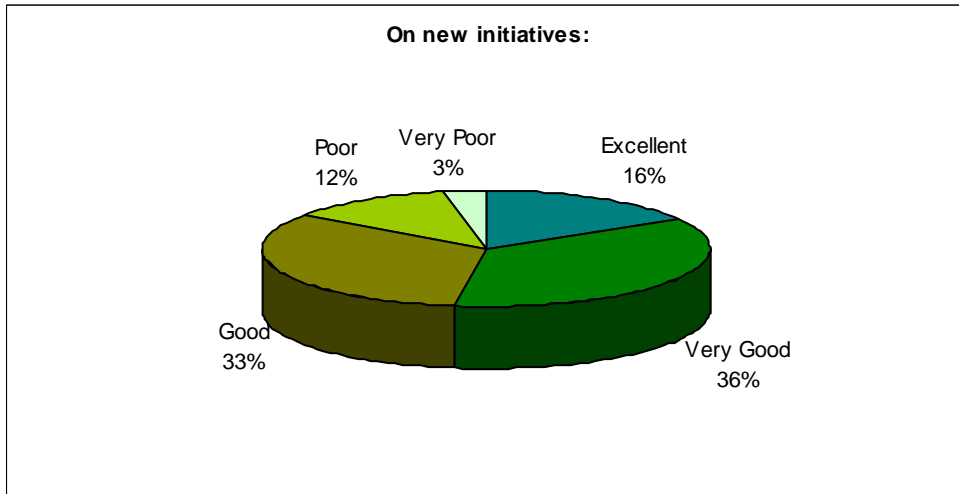


We also asked the software developers to rate (where applicable) the Payroll Standard Accreditation Scheme provided by SDST.

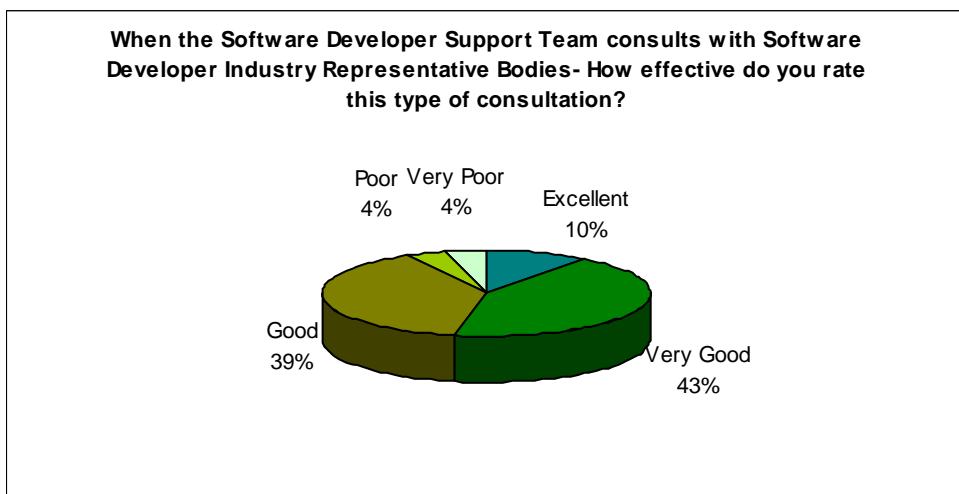


## Consultation

We asked software developers to rate how well the SDST consult with them on new initiatives and on changes to services.

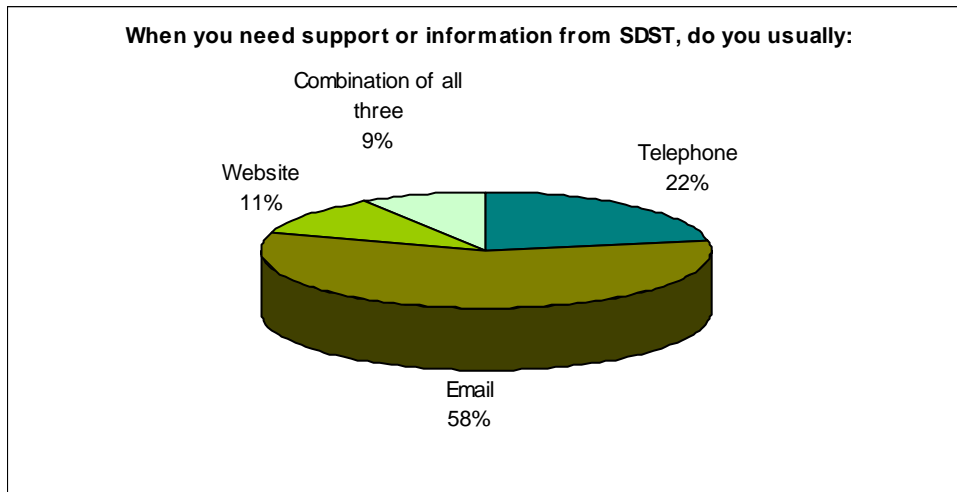


And we asked the software developers to rate how effective the consultation with the Software Industry Representative Bodies is.

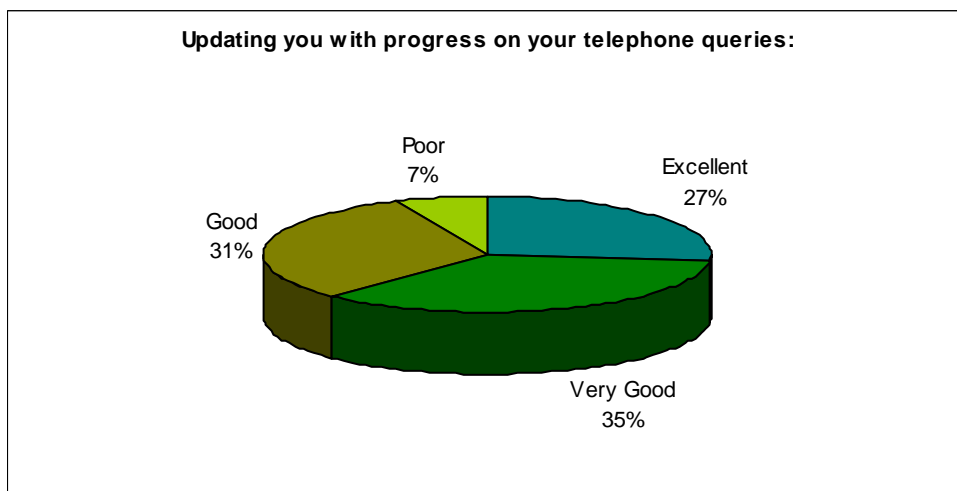
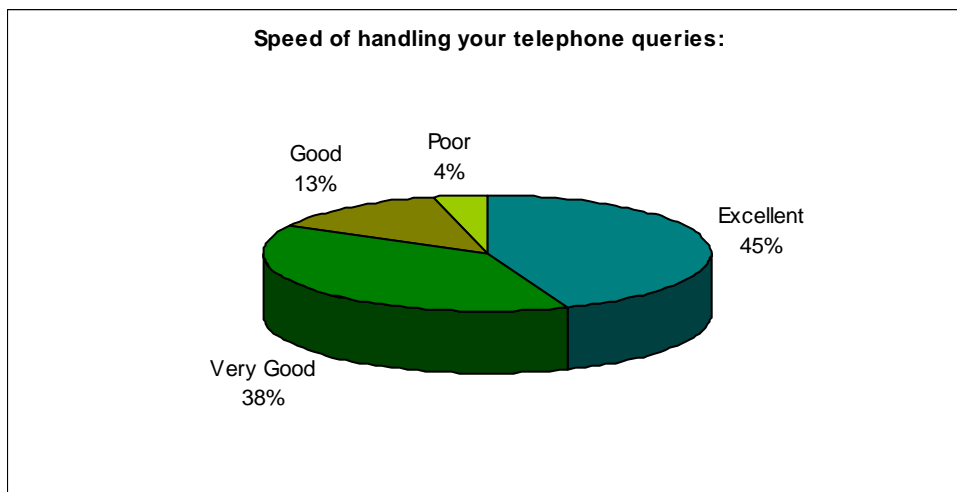


## General Support

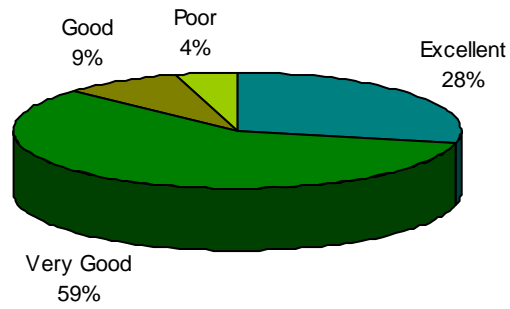
We asked Software Developers, when they need support or information from the SDST, what method of communication do they usually use.



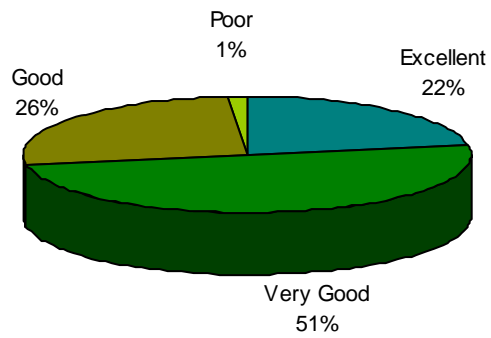
We asked software developers to rate the support they receive from the SDST in answering their telephone and email queries.



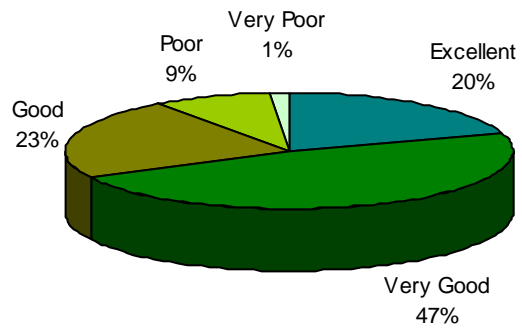
**Clarity and ease of understanding of telephone responses:**

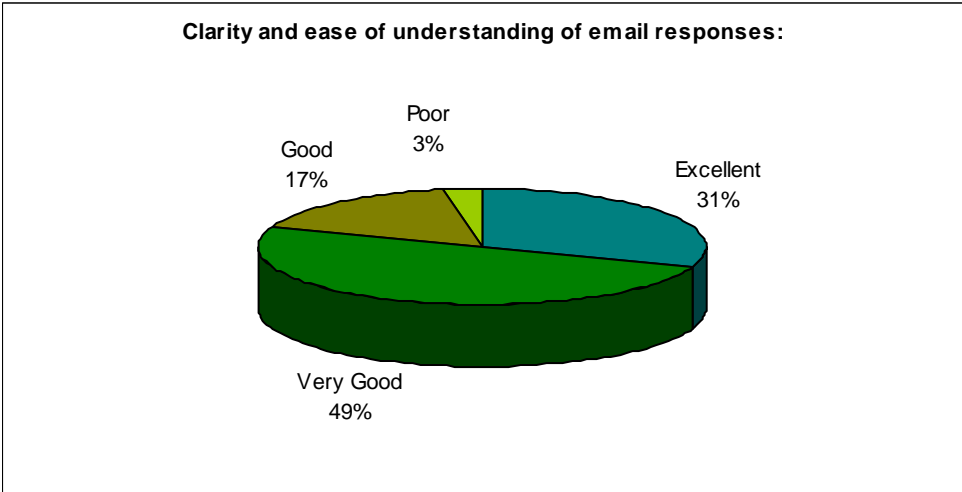


**Speed of handling your email queries:**

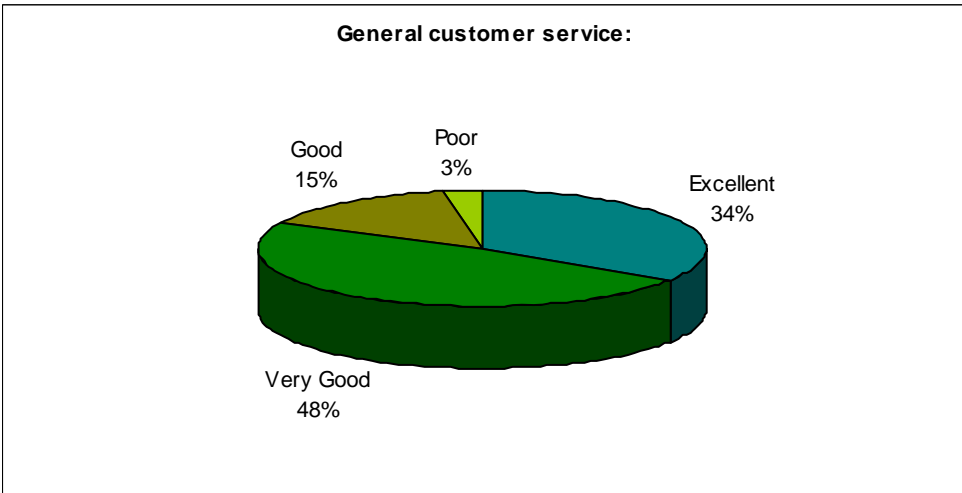


**Updating you with progress on your email queries:**

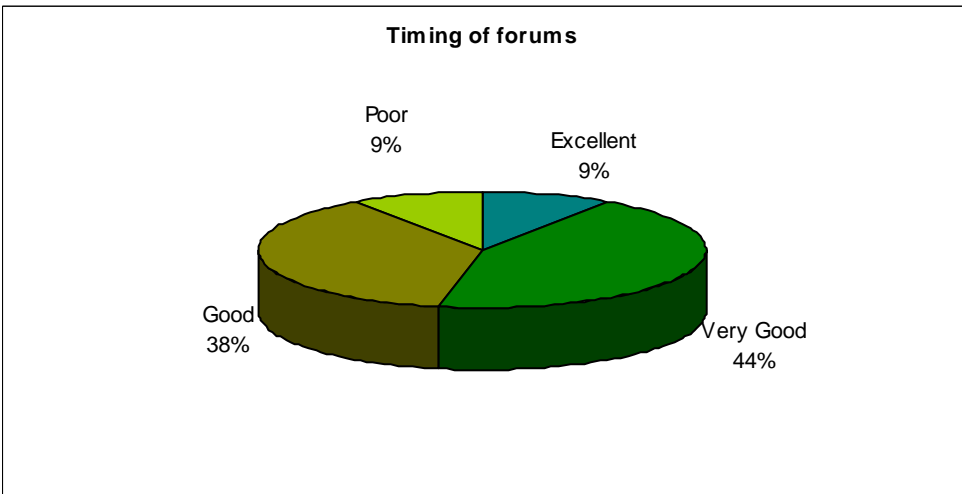




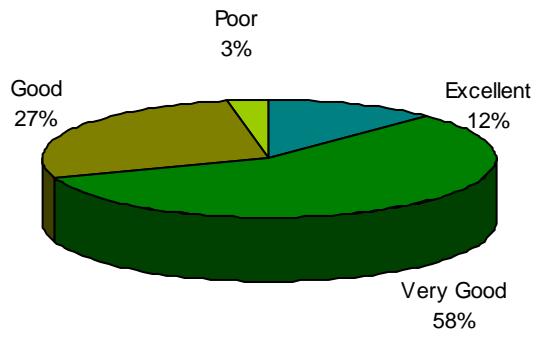
And we asked the software developers to rate the SDST for general customer service.



The Software Developer Support Team host service specific forums to consult with Software Developers and keep them informed of any issues or changes that might affect them. We asked software developers to rate the SDST sponsored Software Developer forums for timing, content and overall effectiveness



### Content of forums



### Effectiveness of forums

