



Dealership Service Bay IT Questionnaire

Please take a moment to fill out the questionnaire below. Completed questionnaire can be sent back to GMDE at (586) 578-7205 or (248) 426-9922.

About You

Dealer _____ E-mail _____

Name _____ Phone _____

Title _____ Size (units/yr) _____

City, State, ZIP _____

Network Service

How is your service bay connected to the Internet?

- T1 Line
- Fractional T1 Line
- DSL or Cable
- Other
- I don't know

How much time remains on your Internet connection contract?

- 0-6 months
- 6-12 months
- 1-2 years
- 2+ years
- I don't know

What is the speed of your current Internet connection?

- 512kb or lower
- 768kb or lower
- 1.5mb or lower
- Greater than 1.5mb
- I don't know

Do you have a firewall? Is it managed and monitored?

- We have a firewall. It is managed.
- We have a firewall. It is not managed.
- We don't have a firewall.
- What Model _____
- I don't know.

Computers and Wireless

Do you have wireless connectivity in your service bay?

- Yes
- No
- What Model _____
- I don't know

How many computers do you have in your service bay?

- 1- 4
- 5-10
- 11 or more
- I don't know

Who primarily services your service bay computers and wireless?

- Internal dedicated IT staff
- External dedicated IT staff
- Internal dealership employees
- No one
- I don't know

Are you interested in learning more about GM's new service equipment guidelines?

- Yes
- No

Network Satisfaction (please rate from 1 – 10, with 10 being satisfied and 1 being dissatisfied)

Are you satisfied with your Internet connection speed?	N/A	1	2	3	4	5	6	7	8	9	10
Are you satisfied with your wireless connection?	N/A	1	2	3	4	5	6	7	8	9	10
Are you satisfied with the speed of you service bay computers?	N/A	1	2	3	4	5	6	7	8	9	10