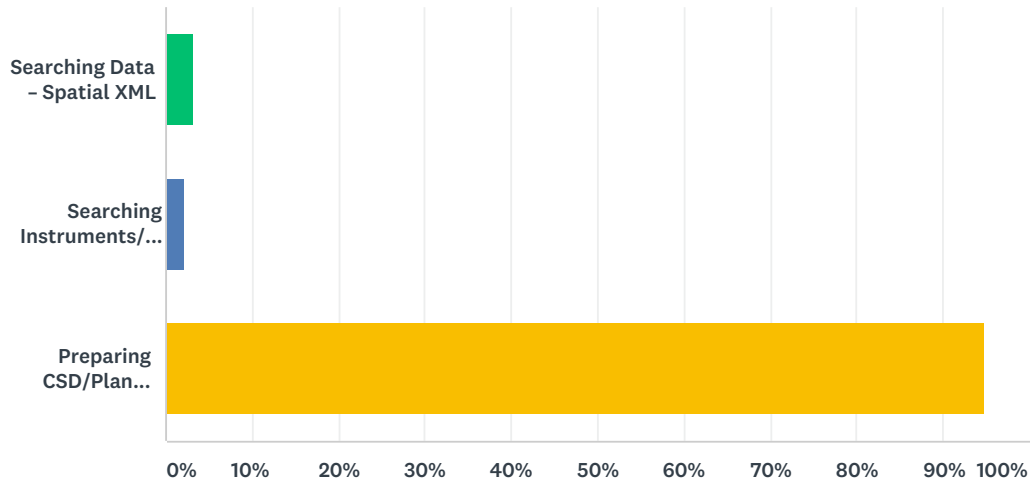


# Q1 So we can differentiate between user types please identify the use of Landonline that informs your responses to this questionnaire:

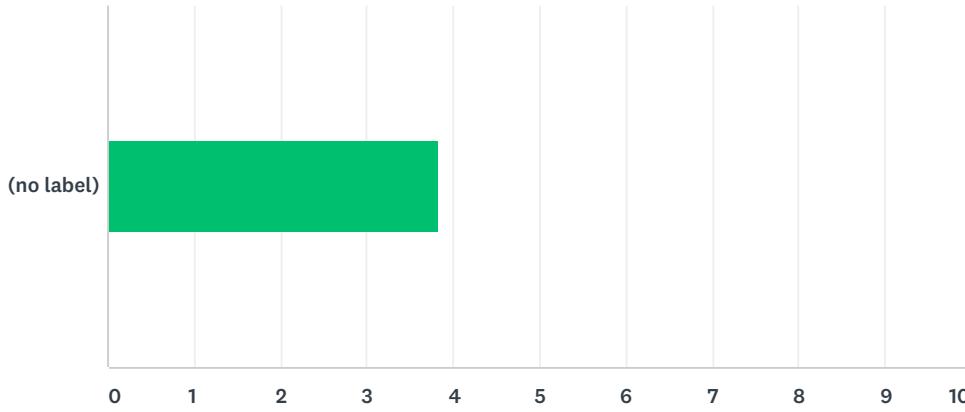
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Searching Data – Spatial XML	3.13%	3
Searching Instruments/Titles	2.08%	2
Preparing CSD/Plan Drafting	94.79%	91
TOTAL		96

**Q2 Over the last 6 months what has been your experience of LANDONLINE running speed? (1=Happy with the speed, 5=Dissatisfied/Significant Delays)**

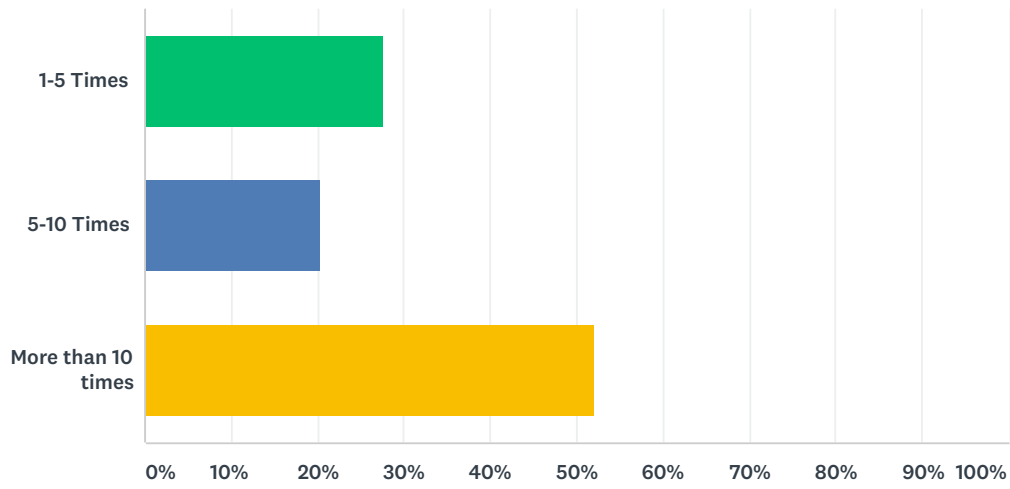
Answered: 95 Skipped: 1



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	11.58% 11	24.21% 23	33.68% 32	30.53% 29	95	3.83

### Q3 Has Landonline dropped your connection while processing?

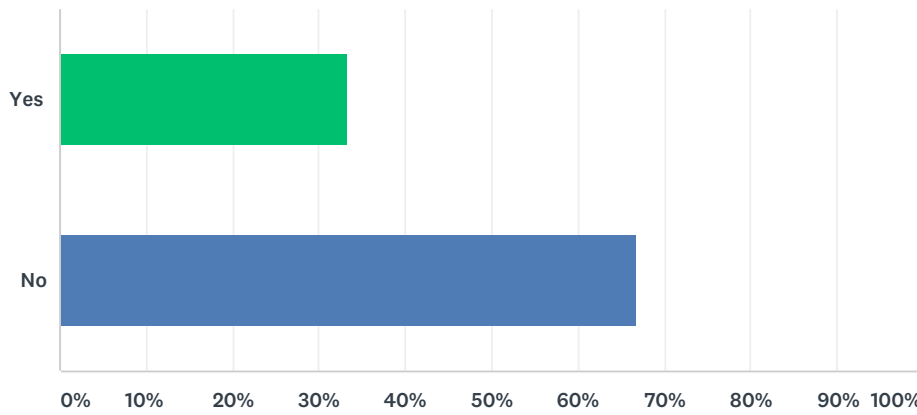
Answered: 94 Skipped: 2



ANSWER CHOICES	RESPONSES	
1-5 Times	27.66%	26
5-10 Times	20.21%	19
More than 10 times	52.13%	49
TOTAL		94

### Q4 Have you lodged a call with Landonline if you have noticed decreased performance?

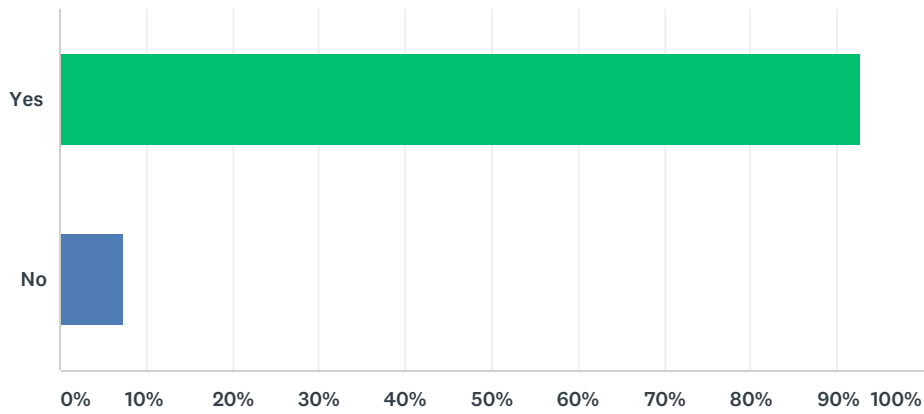
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	33.33%	32
No	66.67%	64
TOTAL		96

### Q5 Do you find Landonline hangs for no apparent reason?

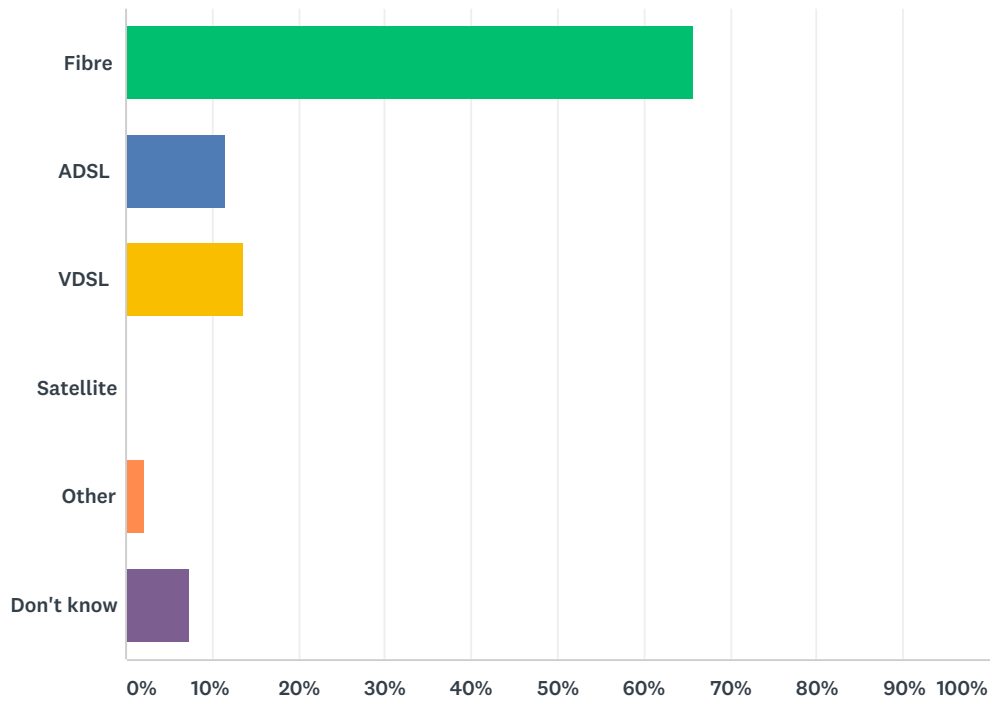
Answered: 95 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	92.63%	88
No	7.37%	7
<b>TOTAL</b>		<b>95</b>

## Q6 What type of internet connection do you have?

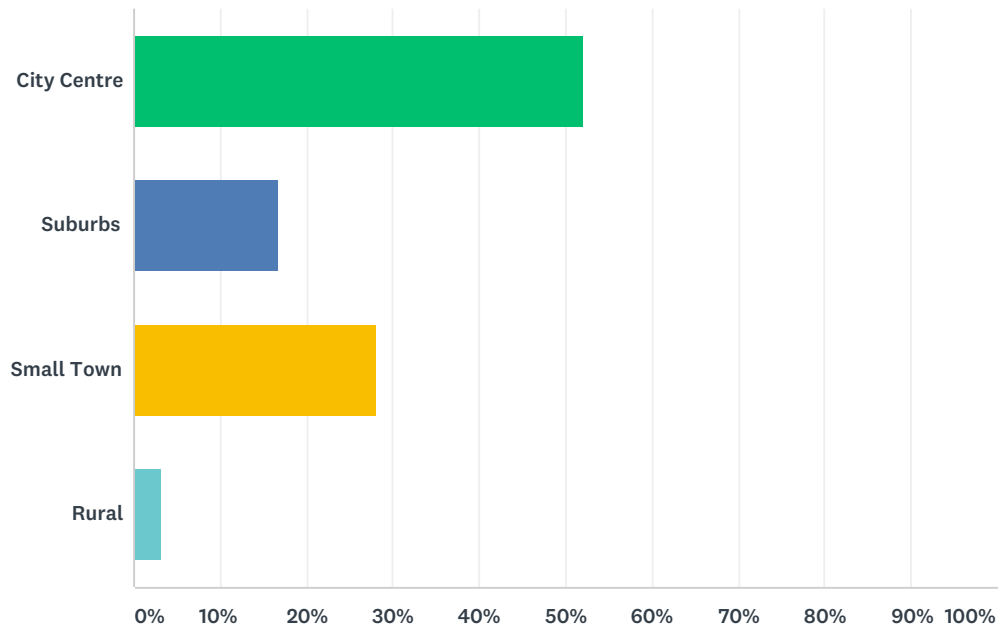
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Fibre	65.63%	63
ADSL	11.46%	11
VDSL	13.54%	13
Satellite	0.00%	0
Other	2.08%	2
Don't know	7.29%	7
<b>TOTAL</b>		<b>96</b>

## Q7 Your Location?

Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
City Centre	52.08%	50
Suburbs	16.67%	16
Small Town	28.13%	27
Rural	3.13%	3
<b>TOTAL</b>		<b>96</b>

## Q8 Any other comments about Landonline?

Answered: 38 Skipped: 58

#	RESPONSES	DATE
1	Most problems are during plan generation of title and survey diagrams. Lag occurs for 10 seconds - 5 minutes or so.	4/24/2018 3:49 PM
2	The test is very small.	4/20/2018 8:11 AM
3	I am not often lodging a call because I am on hold for too long.	4/19/2018 2:57 PM
4	These outages are a major disruption to our firm, causing significant delays and lost time and income that can't be recovered, affecting our bottom line significantly.	4/19/2018 1:39 PM
5	Not enough of a delay with connections to notify LINZ. The time it would take to raise a call with LINZ the system would fix itself anyway. Still a 'world first' system.	4/19/2018 12:35 PM
6	Switching from Chrome to Edge seems to have resolved dropping issue	4/19/2018 9:41 AM
7	Thanks for the link below. My recent advice from helpdesk was to log a call each time but the link is much quicker. Perhaps the helpdesk should be promoting this feature too!	4/19/2018 9:37 AM
8	There needs to be a easier way to communicate the problems than ringing/emailing. I have already wasted time on LoL freezing, I don't have time to explain this to someone on the phone. Most software, when it has problems, automatically asks if a response should be sent to record this. Your link to problems (I have never seen this before) should be embedded within LoL.	4/19/2018 8:51 AM
9	Some days are better than others. After 5pm the speed is significantly faster, I'm picking when not so many people are using it!! Our company has made a weeks log of drop outs, hangs and interruptions including some screen shots. Hope this issue gets resolved soon as it is not a new problem it has been happening for months.	4/19/2018 8:33 AM
10	These interruptions to the Citrix connection have been happening since our firm started using Windows 10 from June 2017 but have been worse (almost constant ) in the last week	4/19/2018 8:27 AM
11	possible occurs more often during times of shutting down/saving i.e. 10am, 12, 5pm	4/19/2018 8:18 AM
12	The majority of the disconnections occur during the middle of the day which is likely times of peak usage on LOL.	4/19/2018 8:13 AM
13	Hanging or freezing is tkme consuming and expensive. Sometimes i have to give up and do something else which is not good productively.	4/19/2018 7:57 AM
14	Aaaaarrgh!	4/19/2018 7:51 AM
15	Happens a lot when trying to load supporting documents	4/19/2018 7:33 AM
16	we have complained about this citrix issue and have been working with landonline previously on this issue. Glad to hear its now being looked into.	4/19/2018 7:31 AM
17	It seems to go in waves. It will run smoothly for say 20 minutes, and then stall for 20-30 seconds several times in a row.	4/19/2018 7:19 AM
18	Whilst the user support team are generally helpful, most do not seem to be able to help with this issue and the call usually ends with the comment "sorry we cant help you, you need to contact an IT specialist"!!	4/19/2018 6:29 AM
19	Performance is OK most times. Just on the odd occasion that performance drops, and you have to wait 10, 20, 30 seconds (or more) just to get a keyboard response from LOL. I only use LOL part-time, so do not have a full picture of what is going on.	4/18/2018 9:50 PM
20	Speed is fine but the freezes can, at times be so bad it becomes unusable. Regularly have to crash right out (ctrl-alt-del) to start again.	4/18/2018 7:58 PM
21	Internet connection works fine for everything else! Its all very well to provide a link to report problems - more time for surveyors to repeatedly report. Just fix the bloody thing!	4/18/2018 7:12 PM
22	bring on ASATS!	4/18/2018 6:54 PM
23	Have had issues when adding an additional easement parcel, and relinking, all existing diagrams drafted in plan generation become severely distorted and need to be redrafted.	4/18/2018 6:34 PM
24	I thought it was only our business with the problem as we were made to feel that when reporting the problem. I am glad to see some action about this.	4/18/2018 6:19 PM

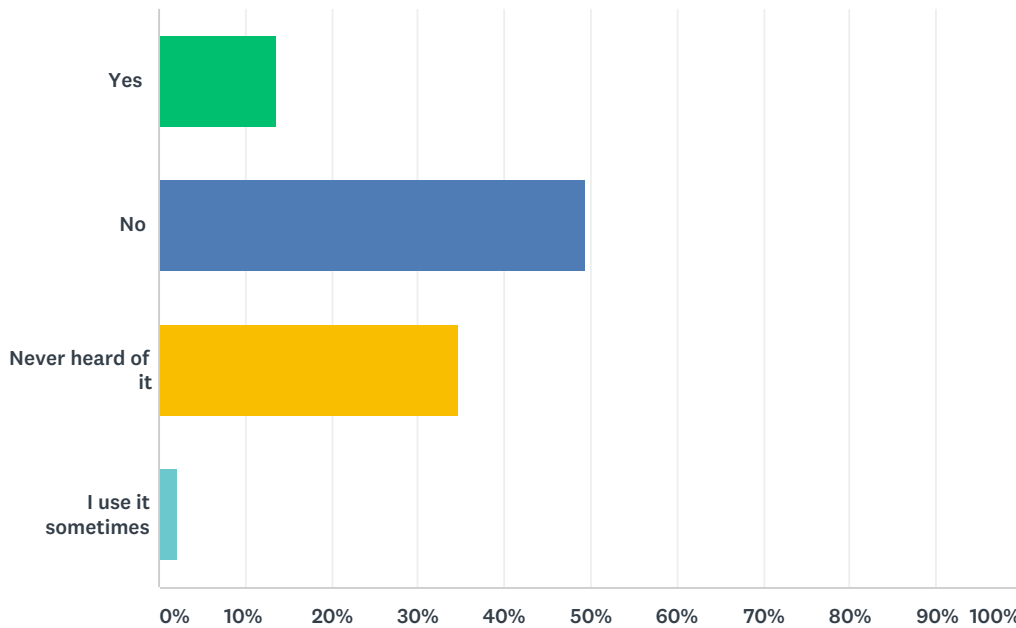


25	I'm not on Landonline a huge amount as I generally log on to check work and try to do the majority of my checks on hard copy (partly because of these issues). Because I get interrupted during work a lot its not always possible to call Landonline helpdesk to report especially when you know there is nothing they can do. Waiting on hold for what seems like ages to let me know something they can't seem to fit. By the time I get interrupted and login again I don't usually have the same problem. It is only when the frustration is significant that calls to the helpdesk are made. Most try to resolve the issue themselves first. (Just noticed question 9 which I obviously wasn't aware of. Needs more publicity.	4/18/2018 5:48 PM
26	Lots of Citrix disconnection are really annoying	4/18/2018 5:47 PM
27	Landonline has always been an inappropriate tool that has always had deficiencies despite the good intent when it was first thought of. It continues to disappoint and the speed, long pauses, unpredictability and dropped connections have genuinely had an affect on our costs and our ability to lodge plans on due dates at times.	4/18/2018 5:43 PM
28	Question 1 only permits one response but the issue has occurred across all 3 response options. The connection issue has not been as frequent of late and I haven't had to use the link below	4/18/2018 5:37 PM
29	Otherwise good	4/18/2018 5:27 PM
30	Since refreshing current version of Citrix (4.9) have noticed an improvement but still drops-out more than is tolerable.	4/18/2018 5:14 PM
31	no	4/18/2018 5:13 PM
32	I have only had this landonline hanging issue in the last couple of weeks.	4/18/2018 5:13 PM
33	They were not helpful - suggested we check our connection.	4/18/2018 5:11 PM
34	Have recently shifted from ADSL to Fibre. Hasn't made any noticeable difference to speed issues.	4/18/2018 5:08 PM
35	It work fine on Saturdays.	4/18/2018 5:08 PM
36	As much as LINZ would like us to, we don't have the time to call them to log it every time it happens, as the time waiting for them to answer costs money.	4/18/2018 5:08 PM
37	Any increase in performance and stability will be welcomed.	4/18/2018 5:06 PM
38	Extremely unstable during normal business hours. A lot better after hours.	4/18/2018 5:04 PM

**Q9 This is the link to the linz connection issue**

report: <https://www.linz.govt.nz/report-citrix-connection-issue>It means people can report connection issues without having to waste the time it takes to call up the help desk. You should make a concerted effort to report every time you have one of these types of issues over a one week period. It is much easier to use than phoning up the help desk. Hopefully having made it easier to report will help linz get enough data to figure out what the issue is. Were you aware of this feature?

Answered: 95 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	13.68% 13
No	49.47% 47
Never heard of it	34.74% 33
I use it sometimes	2.11% 2
<b>TOTAL</b>	<b>95</b>