

DTIC Web Hosting Services Feedback

This data collection is authorized by: RCS DD-NII(AR)2051 & OMB 5CFR 1320.5(b) OMB 0704-0403, Expires 09/30/07.

This web-based assessment is voluntary. However, your input is essential to improving our continuing operations and helping us better serve your information needs. The average response time to complete this survey is about 1-3 minutes. Please read each question carefully before responding.

Thank you for participating.

1. How would you rate your overall satisfaction with Web Hosting services at DTIC during the past year?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

2. In your experience(s) with Web Hosting services at DTIC, how would you rate the services on each of the following?

	Excellent	Very Good	Good	Fair	Poor
Availability of your content on DTIC Servers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of publishing content to your website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in responding to new requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please rate your satisfaction level with your DTIC point(s) of contact.

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Very Dissatisfied	Very Dissatisfied
Knowledge of website design and development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Did you request a custom developed feature for your web site? If not skip to question 8.

- Yes
- No

5. How satisfied were you with your customer developed feature?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

6. How satisfied were you that the customer development feature met your business requirements?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

7. How satisfied were you with the timeliness of completion of your custom developed feature?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

8. Based on your experience, do you intend to continue to have DTIC provide support at your current level?

- Yes
- No

9. Would you recommend DTIC to for other web support activities for your organization?

- Yes
- No

10. Please rate the following elements on importance when working with a Web Hosting services partner.

	Extremely Important	Very Important	Important	Somewhat Unimportant	Not at All Important
Security/DoD accreditation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for custom applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer point of contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for both NIPRNET & SIPRNET products at one location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content management tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usage statistics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Full text search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Do you have a need for .NET applications hosting support?

- Immediate
- 3 to 9 months
- 9 to 12 months
- Possible future need
- No need at this time

12. Please provide any additional comments that you feel will help us improve our web hosting services.

Thank you for participating in this important survey.

	<input type="button" value="Submit Query"/>	<input type="button" value="Clear"/>
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