

## 2007 - 2008 Biennial Review

{DD-DA and M(BI)2025}

of Defense Agencies and DoD Field Activities

## ID: DLSA00418759

You have been nominated to help us with the Biennial Review of Defense Agencies and DoD Field Activities. With your help, we'll be able to determine how well the products and services provided by agencies and field activities meet the needs of the organizations they serve. Each agency and activity has organized their mission into one or more business lines. You have been nominated as a person knowledgeable about the following business line:

Agency/Activity: Defense Legal Services Agency

**Business Line:** Adjudication of Disputes for DoD Component Organizations (Defense Office of Hearings and Appeals) **This business line includes these products and services:** 

- Waiver of debt owed to DoD
- Transportation claims
- Special education/early intervention disputes
- Process for denial or revocation of security clearance
- Claims involving pay and allowances
- TRICARE benefit disputes
- Alternative dispute resolution

Please continue...

## **Background Questions:**

ose one of the following that best describes your organization's relationship with the Defense Legal Services ncy for this business line.
<b>Traditional</b> They produce and deliver the product or service with minimal input from us.
Support We give them our requirements, then they produce and deliver the product or service to us.
Partner We work together jointly in defining, producing and delivering the product or service.
Oversight We provide guidance or direction to this organization about the products or services.
ose one of the following that best describes your organization's relationship with the Defense Legal Services ncy for this business line.
<b>Command</b> One or more organizations under my control use products or services from this business line.
<b>Coordinator</b> I coordinate my organization's use of products or services in this business line with the Defense Legal Services Agency.
Program Manager I manage missions or functions that use this product or service.
Resource Manager I manage the support of mission functions that use this product or service.
<b>Direct Customer</b> I work with a mission or mission support function that uses this product or service.
Oversight I provide guidance or direction to the agency or activity, or I review their performance.
None I have no relationship with my organization's use of this product or service.

Tell us about your organization and this business line.

1A. How important are the associated products and services to your organization?							
☐ Essential							
Very important							
[ Important							
Somewhat important							
Not important							
No opinion							
1B. How strong is your organization's continuing need for the products or services in	this busi	iness line?					
Strong continuing need							
Moderate continuing need							
Slight continuing need							
No continuing need							
No opinion							
Tell us about your organization and this business line.							
	Yes	No	I don't Know				
1C. Does your organization pay for the products or services received from this business line?	0		0				
1D. Does your organization influence the level of funding for this business line?							
1E. Are these products or services available from another source?							
1F. If these products or services are available elsewhere, is this agency/activity your supplier of choice?							
1G. Are these products or services something that your organization could do better itself?							
1H. Are you aware of performance standards this agency or activity has for this business line?							
1I. If yes, have the performance standards been met?							

How satisfied are you with how Defense Legal Services Agency responds to your organization in providing the	
products or services in this business line?	

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
2A. Considers our issues						
2B. Resolves our issues						
2C. Understands our priorities						
2D. Follows our priorities						
2E. Knows our requirements						
2F. Meets our requirements					•	
How satisfied are you with how Defense Legal Serv	vices Agen	ıcy coordii	nates with	your organiz	zation?	
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
3A. Opportunities for oversight						
3B. Opportunities for feedback						
3C. Input on budgets and resource allocation						
3D. Support from customer service representative						
3E. Support from dedicated liaison						
3F. Holding joint exercises						
3G. Having joint boards or panels						
3H. Other method						
Specify other						
How satisfied are you with the overall quality of the	e products  Very Satisfied	and service Satisfied	Neutral	business lin	Vory	Does Not Apply
4A. Effectiveness (meets requirements)						
4B. Quality (is free of defects)						
4C. Efficiency (is easy to use)						
4D. Cost effectiveness (good value)						
4E. Timely (available when needed)						

## How satisfied are you with these specific products and services in the business line?

Note - please rate only those products and services		Very	Satisfied	Neutral	Dissatisfied	Very	Cannot
you are familiar with.		Satisfied	Saustieu	Neutrai	Dissausticu	Dissatisfied	Judge
5.1	Waiver of debt owed to DoD						
5.2	Transportation claims						
5.3	Special education/early intervention disputes						
5.4	Process for denial or revocation of security clearance						
5.5	Claims involving pay and allowances						
5.6	TRICARE benefit disputes						
5.7	Alternative dispute resolution						

Please give us your comments	
Please elaborate if you said your organization could provide these products and services for itse	:lf
Please elaborate on your organization's ability to provide these products and services for all of I	DoD
Please elaborate if you can on any "very dissatisfied" answers	
Specific suggestions you have for improving particular products or services	
Related products or services that you would like to have provided	
Other comments	

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Sharing your results (please select one):
You may share my comments directly with no editing.
My comments contain no identifying information - they do not need to be edited.
Please edit any identifying information out of my comments before sharing it with Defense Legal Services Agency
If you are not the person who this survey was addressed to, please tell us who you are. We will save your name and contact information but the original name will not change.
Full name:
Email:
Phone:

You may reply using the method that is most convenient for you.

- Mail it in the enclosed envelope (Send to Westat, 1650 Research Boulevard, Rockville, MD 20850)
  Visit the Biennial Review web site: https://biennialreview.osd.mil

Enter your Access code: **C096-A021-F080** to complete the survey online. Questions? Call us toll free: 1-888-663-9084