ID: DTIC00409683

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 Technical Information Center

Business Line: DoD Web Hosting and Support
This business line includes these products and services:

- Providing integrated information solutions including Web site design, database development, data analysis and collaboration, analysis and dissemination
- Hosting and maintaining Web sites, databases and other applications for DoD Component Organizations

Please continue...

Background Questions:

Choose one of the following that best describes your organization's relationship with the Defense Technical Information Center for this business line.

☐ **Traditional**
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.

Choose one of the following that best describes your organization's relationship with the Defense Technical Information Center for this business line.

☐ **Command**
One or more organizations under my control use products or services from this business line.

☐ **Coordinator**
I coordinate my organization's use of products or services in this business line with the Defense Technical Information Center.

☐ **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.

☐ **Direct Customer**
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 business 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?	☐	☐	☐
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 Technical Information Center 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 Technical Information Center coordinates with your organization?

	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 products and services in this business line?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	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?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Cannot Judge
5.1 Providing integrated information solutions including Web site design, database development, data analysis and collaboration, analysis and dissemination	⬚	⬚	⬚	⬚	⬚	⬚
5.2 Hosting and maintaining Web sites, databases and other applications for DoD Component Organizations	⬚	⬚	⬚	⬚	⬚	⬚

Note - please rate only those products and services you are familiar with.

For DTIC's Website hosting and development services, how satisfied are you with:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Does not apply
6a. System availability	☐	☐	☐	☐	☐	☐
6b. Timeliness in resolving problems	☐	☐	☐	☐	☐	☐
6c. Timeliness in developing information solutions	☐	☐	☐	☐	☐	☐
6d. Support for custom applications	☐	☐	☐	☐	☐	☐
6e. Development costs	☐	☐	☐	☐	☐	☐
6f. Hosting costs	☐	☐	☐	☐	☐	☐
6g. Full text search tools	☐	☐	☐	☐	☐	☐
6h. Content management tools	☐	☐	☐	☐	☐	☐
6i. Collaboration tools	☐	☐	☐	☐	☐	☐
6j. Usage statistics	☐	☐	☐	☐	☐	☐

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Please give us your comments

Please elaborate if you said your organization could provide these products and services for itself

_____
_____
_____
_____
_____
_____

Please elaborate on your organization's ability to provide these products and services for all of DoD

_____
_____
_____
_____
_____
_____

Please elaborate if you can on any "very dissatisfied" answers

_____
_____
_____
_____
_____
_____

Specific suggestions you have for improving particular products or services

_____
_____
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_____
_____
_____

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 Technical Information Center

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 orginal 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: **BFDE-83D8-AA9E** to complete the survey online.
Questions? Call us toll free: 1-888-663-9084