2007 - 2008 Biennial Review

of Defense Agencies and DoD Field Activities

ID: NGA00408812

> 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: National Geospatial-Intelligence Agency

Business Line: Provide Timely, Relevant and Accurate Geospatial-Intelligence in Support of National Security
This business line includes these products and services:

- Geospatial-Intelligence products: Imagery, imagery intelligence, maps, geospatial information (digital products, data, etc.), imagery intelligence products (cables, briefing boards, research papers, etc.)
- Development and Operation of the National System for Geospatial-Intelligence: Development of tasking, processing, exploitation, and dissemination and production systems; operations and maintenance of NGA provided systems such as RMS, NES, IESS, IEC, NIL, CIL, IPL and software tools
- National Geospatial-Intelligence Agency (NGA) training: NGA College, resident training and mobile training teams
- Information Services: NGA web pages and gateway services, Remote Replication System, NGA Libraries
- Customer Outreach Services: NGA support teams, exercises, demonstrations, liaisons, technical representatives
- Future development of Geospatial-Intelligence information services
- Functional Management for Geospatial-Intelligence: Serves as the functional manager for Geospatial-Intelligence across the intelligence and DoD communities to include requirements management, programs, assessment management, integration activities, policy and standards
- Advancing GEOINT Capabilities: Programs, systems, teams and working groups associated with advancing GEOINT capabilities, e.g., Data Center Migration Program, Exploitation Service Program, GeoSpatial Service Program, GeoScout and the Acquisition Coordination Team

Please continue...

Background Questions:

Choose one of the following that best describes your organization's relationship with the National Geospatial-Intelligence Agency 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 National Geospatial-Intelligence Agency 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 National Geospatial-Intelligence 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.

☐ **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 National Geospatial-Intelligence 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 National Geospatial-Intelligence Agency 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?

Note - please rate only those products and services you are familiar with.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Cannot Judge
5.1 Geospatial-Intelligence products: Imagery, imagery intelligence, maps, geospatial information (digital products, data, etc.), imagery intelligence products (cables, briefing boards, research papers, etc.)	☐	☐	☐	☐	☐	☐
5.2 Development and Operation of the National System for Geospatial-Intelligence: Development of tasking, processing, exploitation, and dissemination and production systems; operations and maintenance of NGA provided systems such as RMS, NES, IESS, IEC, NIL, CIL, IPL and software tools	☐	☐	☐	☐	☐	☐
5.3 National Geospatial-Intelligence Agency (NGA) training: NGA College, resident training and mobile training teams	☐	☐	☐	☐	☐	☐
5.4 Information Services: NGA web pages and gateway services, Remote Replication System, NGA Libraries	☐	☐	☐	☐	☐	☐
5.5 Customer Outreach Services: NGA support teams, exercises, demonstrations, liaisons, technical representatives	☐	☐	☐	☐	☐	☐
5.6 Future development of Geospatial-Intelligence information services	☐	☐	☐	☐	☐	☐
5.7 Functional Management for Geospatial-Intelligence: Serves as the functional manager for Geospatial-Intelligence across the intelligence and DoD communities to include requirements management, programs, assessment management, integration activities, policy and standards	☐	☐	☐	☐	☐	☐
5.8 Advancing GEOINT Capabilities: Programs, systems, teams and working groups associated with advancing GEOINT capabilities, e.g., Data Center Migration Program, Exploitation Service Program, GeoSpatial Service Program, GeoScout and the Acquisition Coordination Team	☐	☐	☐	☐	☐	☐

Thinking generally of your dealing with Geospatial Intelligence products over the past two years, how would you rate the overall products for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6a. Credibility (providing information that is credible and accurate)	☐	☐	☐	☐	☐	☐
6b. Value (making a "value-added" contribution to your organization)	☐	☐	☐	☐	☐	☐

Thinking generally of your dealing with NGA Information services over the past two years, how would you rate the overall services for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6c. Credibility (providing information that is credible and accurate)	☐	☐	☐	☐	☐	☐
6d. Value (making a "value-added" contribution to your organization)	☐	☐	☐	☐	☐	☐

Thinking generally of your association with NGA's Future Development of Geospatial Intelligence information services over the past two years, how would you rate the overall association for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6e. Credibility (incorporating concepts that are credible and accurate)	☐	☐	☐	☐	☐	☐
6f. Value (making a "value-added" contribution to your organization)	☐	☐	☐	☐	☐	☐

Thinking generally of your dealing with NGA training over the past two years, how would you rate the overall training service for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6g. Available formats (on-site training, NGA training facilities)	☐	☐	☐	☐	☐	☐
6h. Value (making a "value-added" contribution to your organization)	☐	☐	☐	☐	☐	☐

Thinking generally of your dealing with the Development and Operation of the National System for Geospatial Intelligence over the past two years, how would you rate the overall service for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6i. Credibility (providing information that is credible and accurate)	☐	☐	☐	☐	☐	☐
6j. Value (making a "value-added" contribution to your organization)	☐	☐	☐	☐	☐	☐

Thinking generally of your dealing with NGA's Functional Management for Geospatial Intelligence over the past two years, how would you rate the overall service for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6k. Credibility (providing information that is credible and accurate)	☐	☐	☐	☐	☐	☐
6l. Value (making a "value-added" contribution to your organization)	☐	☐	☐	☐	☐	☐

Thinking generally of your dealing with NGA's Customer Outreach Services over the past two years, how would you rate the overall service for:

	Very Good	Good	Average	Poor	Very Poor	Don't Know
6m. Credibility (providing information and advice that is credible and accurate)	☐	☐	☐	☐	☐	☐
6n. Value (making a "value-added" contribution to your organization)	☐	☐	☐	☐	☐	☐

Please indicate your level of agreement with the following:

	Strongly	Agree	Neutral	Disagree	Strongly

Agree				Disagree

6o. NGA is exercising a leadership role with respect to overall management of the Development and Operation of the National System for Geospatial Intelligence (e.g., O&M Support and Imagery Architecture)

☐   ☐   ☐   ☐   ☐

6p. Overall, how satisfied are you with NGA products and services?

☐ Very Satisfied ☐ Satisfied ☐ Neither Satisfied nor Dissatisfied ☐ Dissatisfied ☐ Very Dissatisfied

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Please give us your comments

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

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

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

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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

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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 National Geospatial-Intelligence 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 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: **D222-6CE7-3D2B** to complete the survey online.
Questions? Call us toll free: 1-888-663-9084