

2007 - 2008 Biennial Review

{DD-DA and M(BI)2025}

of Defense Agencies and DoD Field Activities

ID: DPMO00420054

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 POW/MP Office

Business Line: Family Support

This business line includes these products and services:

- DoD Casualty Conference Program (USG participants only)
- Family Update Program
- Case File Review and Document Declassification
- Liaison between DoD policy makers and DoD/State Department Casualty Offices
- Annual Government Briefings

Please continue...

Background Questions:

ose one of the following that best describes your organization's relationship with the Defense POW/MP ce 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.
ose one of the following that best describes your organization's relationship with the Defense POW/MP ce 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 POW/MP Office.
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	n this bus	iness line?	
	Strong continuing need			
	Moderate continuing need			
	Slight continuing need			
	No continuing need			
	No opinion			
Гell	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	
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 POW/MP	Office responds to your	organization in	providing th	e products
or carrices in this business line?				

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply	
2A. Considers our issues		0			0	0	
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 POW/MI	Office co	ordinates	with your	organizatior	n?		
	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 Neutral Dissatisfied Very Does Not Apply							
4A. Effectiveness (meets requirements)					0		
4B. Quality (is free of defects)					0		
4C. Efficiency (is easy to use)		0			0		
4D. Cost effectiveness (good value)				0		0	
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	DoD Casualty Conference Program (USG participants only)	•	0				
5.2	Family Update Program						
5.3	Case File Review and Document Declassification						
5.4	Liaison between DoD policy makers and DoD/State Department Casualty Offices		0				0
5.5	Annual Government Briefings						

Please give us your comments	
Please elaborate if you said your organization could provide these products and services for itse	elf
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 POW/MP Office
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: **2B42-78B0-14CC** to complete the survey online. Questions? Call us toll free: 1-888-663-9084