

Company Name: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

## 2012 Treasury Auction Survey

Please rate the TAAPS (Treasury Automated Auction Processing System) application's performance according to the level of satisfaction and how important each item is to you:

**Satisfaction**

- 1 - Very Satisfied
- 2 – Satisfied
- 3 – Unsatisfied
- 4 – Very Unsatisfied
- NA – Not Applicable

**Importance**

- A - Very Important
- B - Somewhat Important
- C - Not Important
- NA – Not Applicable

		<b><u>Satisfaction</u></b> <b>(1 to 4 or NA)</b>	<b><u>Importance</u></b> <b>(A to C or NA)</b>
1	Ease of access.		
2	Ease of navigation.		
3	Response time of navigating.		
4	Ease of submitting bids.		
5	Ease of changing/editing a bid.		
6	Ease of deleting a bid.		
7	Usefulness of bid history.		
8	Ease of using the screens.		
9	Reliability performance.		
10	Availability of the system.		
11	Timeliness of receiving award notifications.		
12	Usefulness of error messages/warnings.		
13	Usefulness of generating output for recordkeeping purposes.		
14	Technical support that you receive from BPD/FRB (new passwords, tokens, etc.).		
15	How is your overall satisfaction of TAAPS?		

If any item above was rated “Unsatisfied” or lower, please list the item and explain why:

Please rate the following TAAPS attributes according to the level of satisfaction:

**Satisfaction**

1 - Very Satisfied

2 – Satisfied

3 – Unsatisfied

4 – Very Unsatisfied

NA – Not Applicable

1.	Efficiency	
2.	Maintainability	
3.	Security	
4.	Reliability	
5.	Effectiveness	

If you have any other TAAPS attribute in mind, please describe and give a rating:

**A) Customer Relationships / Value / Products and Services:**

**Customer Products and Services:**

- 1) Are there any additional/specific customer products or services that the Bureau of the Public Debt could provide that are not currently offered?

**Auction / TAAPS Business Process:**

- 1) Are there additional file formats/delivery mechanisms for any of our outputs to allow for more efficient processing?
- 2) Are there additional file formats/delivery mechanisms for feeds or input into TAAPS to simplify bidding?

- 3) What other improvements, if any, do you recommend to TAAPS that would enhance your operational experience?
- 4) Are there any specific functionality changes related to the Bid Entry screens that you would recommend?

**Customer Relationships/Service Enhancement:**

- 1) Do you have any ideas or suggestions that the Bureau of the Public Debt could employ to enhance our customer relationships?
- 2) What more would you like to see, or what type of help would you like to receive from our Help Desk staff that is currently not being offered as part of our service? Please elaborate.
- 3) Do you have any suggestions for improving the process in which auctions for Treasury securities are announced?
- 4) Do you have any suggestions for improving the process in which Treasury securities are auctioned?
- 5) Do you have any suggestions for improving the process in which Treasury securities are settled?

**Best Practices:**

- 1) Do you currently employ self-assessments to improve your operations? If so, what self-assessments do you find the most useful?
- 2) Can you suggest other industry best practices studies or self-assessment documents?

**B) Contingencies:**

- 1) Do you have any ideas or suggestions that may improve on contingency readiness?
  
- 2) Do you have any ideas or suggestions for improvements to industry-wide tests, Business Resumption Tests (BRTs), or Blast Dial events?