



Office of Emergency Communications
Technical Assistance (TA) Evaluation Form

Instructions

Read all instructions before completing this form

Authority: Title XVIII of the Homeland Security Act of 2002, 6 U.S.C. § 101 et seq., and the Implementing Recommendations of the 9/11 Commission Act or 2007 (6 U.S.C. 579(m) authorizes the collection of this information to improve emergency communications capabilities in States, territories, local jurisdictions, and tribal governments.

Purpose: DHS will use this information to conduct a review of the effectiveness and adequacy of technical assistance services provided to State and local officials for interoperable and operable communications. These evaluation forms will be filled in at the completion of technical assistance services to participants of those events.

Routine Uses: This information will be used by and disclosed to DHS personnel and contractors or other agents who need the information to assist in activities related to technical assistance services. DHS may share the information with course development and course curriculum developers as necessary to improve on the service offerings that are created to enhance interoperable and operable emergency communications.

Disclosure: Furnishing this information (including your name and e-mail address) is voluntary; however, failure to furnish the requested information may delay or prevent completion of the review of adequacy and effectiveness of technical services provided by the OEC.

What is the purpose of this form?

DHS Form 9042, Office of Emergency Communications Technical Assistance (TA) Evaluation Form, is voluntarily completed by stakeholders receiving OEC TA.

OEC will use the information collected through these evaluations to assess the effectiveness of its TA service offerings and for continued improvement to its TA planning.

Note: the term "deliverable" for purposes of this form refers to a work shop, engagement or work product that OEC/ICTAP delivers or provides to participants and stakeholder(s) as part of a TA service offering. For example, a COML training work shop, SOP development engagement or CASM support would all qualify as a "deliverable" for purposes of this evaluation form. TA service offerings are described in the OEC TA Catalog. (www.safecomprogram.gov/SAFECOM/statewideplanning)

Filling out DHS Form 9042

Deliverable:

Enter the name of the TA work shop or service offering in which you participated, for example, "SOP-DEV" or "development of SOP for dispatch center."

Technical Assistance Deliverable Evaluator:

Each participant in an OEC TA work shop or the principal stakeholder involved with a TA engagement is requested to complete two sections of this form.

In this section, enter your name, title, agency (even if it is the same as hosting/requesting agency); phone number; fax number; and email address. OEC will use this information for follow up about your comments and recommendations.

Review Work Plan for the Requested TA, Evaluate the TA Deliverable Using the Checklist Provided:

Section 1, Was the Deliverable Received on Schedule:

Please answer this question and then rate the six criteria using the following scale:

- E - exceeded expectations
S - satisfactory
U - unsatisfactory
NA - not applicable

- Technical accuracy and soundness
- Completeness
- Deliverable content structure and organization
- Scope and requirements associated with TA request
- Timely delivery (SWIC/POC only)
- Flexibility (in reacting to any changing needs/requirements by the POC agency) (SWIC/POC only)

Paperwork Reduction Act Notice. The public reporting burden to complete this information collection is estimated at 25 minutes per response, including time for reviewing instructions, searching data sources, gathering and maintaining the data needed, and the completing and reviewing the collected information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection information, including suggestions for reducing this burden to DHS / National Protection and Programs Directorate / Office of Cybersecurity and Communications / Office of Emergency Communications, Richard Reed, 202-343-1666, richard.reed@hq.dhs.gov, ATTN: PRA [1670-NEW]

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If you mark any criterion as U (unsatisfactory), please provide a comment about that rating.

**Section 2, Overall Was the Recipient Satisfied with the Quality and Timeliness of the Deliverable?**

Please answer yes or no. If no, please describe why not.

**Please Include Any Additional Relevant Information:**

Use this section to discuss any recommendations you have about the specific deliverable.

**(SWIC / POC only) Please Include Any Suggestions on How OEC Might Improve This Type of Technical Assistance for Future Deliveries:**

This section is reserved for SWIC or POC use. Enter any recommendations or ideas you have for other technical assistance that would support interoperable emergency communications in your area of responsibility.

Submitting the completed form:

For purposes of this form, the term "POC" refers to the Statewide Interoperability Coordinator (SWIC) or other authorized representative of the State/Territory who requested or hosted the TA engagement. The POC should enter his/her name and provide a copy to the State Administrative Agency (SAA) for that office's information.

Turn in completed forms to the SWIC / POC.

The SWIC/POC will add his/her comments and forward completed forms by fax, scanned into an email, or sent by mail to:

Fax (202) 343-4015

or

OEC@dhs.gov

or

245 Murray Lane, SW  
Mailstop 0614  
Washington, DC 20528-0614

Please e-mail any questions about this form to OEC@dhs.gov

**(For OEC Use only) Technical Assistance Work Order**

OEC will complete this entry.



**Office of Emergency Communications  
Technical Assistance (TA) Evaluation Form**

Upon Completion E-Mail form to [oecc@dhs.gov](mailto:oecc@dhs.gov)

Deliverable:

**Technical Assistance Deliverable Evaluator:**

Name:  Title:  Agency:

Phone:  Fax:  Email Address:

Please evaluate the TA Deliverable using the criteria provided below.

1. Was the deliverable received on schedule?  
If no, what was the reason for late delivery?

**Please rate the deliverable product (as "exceeded expectations" [E], "satisfactory" [S], "unsatisfactory" [U], or "not applicable" [N/A] for each of the following criteria. Please elaborate as needed on any rating.**

<ul style="list-style-type: none"> <li>• Technical accuracy and soundness:</li> </ul> <input type="text"/>	<input type="text"/>
<ul style="list-style-type: none"> <li>• Completeness:</li> </ul> <input type="text"/>	<input type="text"/>
<ul style="list-style-type: none"> <li>• Deliverable content structure and organization:</li> </ul> <input type="text"/>	<input type="text"/>
<ul style="list-style-type: none"> <li>• Scope and requirements associated with TA request:</li> </ul> <input type="text"/>	<input type="text"/>
<ul style="list-style-type: none"> <li>• Timely delivery (SWIC / POC only):</li> </ul> <input type="text"/>	<input type="text"/>
<ul style="list-style-type: none"> <li>• Flexibility (in reacting to any changing needs/requirements by the State) (SWIC / POC only):</li> </ul> <input type="text"/>	<input type="text"/>



Upon Completion E-Mail form to [oece@dhs.gov](mailto:oece@dhs.gov)

2. Overall, were you satisfied with the quality and content of the deliverable?

**Please include any additional relevant information:**

**(SWIC / POC only): Please include any suggestions on how OEC might improve this type of technical assistance for future deliveries:**

**Technical Assistance Work Order:**

*(For OEC Use Only)*