DOE EITS VDI Pilot User Feedback Form

As a valued VDI pilot user, your feedback will be key to the success of our broader VDI deployment. The VDI Project Team requests your help to complete this short form to ensure that our new VDI offering is of the highest quality, and more importantly, will meet your needs. Your insights will have a direct impact on how we deploy VDI in the near future.

Please answer the questions below to the best of your ability. You can contact us with any questions or access challenges at: OCIO_Customer_Care@hq.doe.gov

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Burden Disclosure Statement:
Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Records Management Division, IM-23, Paperwork Reduction Project (1910-5160), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC, 20585-1290; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-5160), Washington, DC 20503.

Please enter your organization:

[   ]

1. Which device do you use to access VDI? Please select all that apply.

☐ DOE-issued desktop

☐ DOE-issued laptop

☐ DOE-issued handheld device

☐ Personal desktop

☐ Personal laptop

☐ Tablet

☐ Smart phone

☐ Other: [   ]

2. How often do you use VDI?

[▼]

2.b. If you selected 1, 2, or 3 in question 2 above, what is the primary reason for not using VDI more often? Please select all that apply.

☐ Challenging/inconvenient to use

☐ Lack of technical support

☐ Not compatible with my device(s)

☐ Lagging performance

☐ Concerned about security

☐ Other: [   ]

3. Please list any applications that do not work well within VDI, as compared to your traditional desktop/laptop. Please select all that apply.

☐ Microsoft Office software

☐ Communication & collaboration software (e.g. Lync)

☐ Intranet

☐ Mission-specific applications

☐ Document storage

☐ Web browsers

☐ Video and multimedia

☐ Other: [   ]

4. Are there any mission-specific applications currently not available within VDI that you would like to be made available?

[   ]

5. Have you had experience using remote desktop services before?

[▼]

5.a. If yes, are there any key features missing from the current VDI offering, as compared to your past experiences?

[   ]

5.b. What features would you like to see included in the forthcoming VDI offering? Please select your top 3 choices.

☐ Hardware accessories (e.g. docking station)

☐ Email and messaging services

☐ Remote technical support (e.g. phone, online)

☐ On-site technical support

☐ EITS-issued device for accessing VDI (e.g. desktop, laptop, iPad)

☐ Other: [   ]

6. Have you had any compatibility issues with any of your devices (e.g. laptop, tablet, etc.) and VDI?

[▼]

6.a. If yes, please select all that apply.

☐ Backup to offline devices

☐ Logging in/authentication

☐ Screen sizing

☐ Operating system performance

☐ Network performance

☐ Web browser compatibility

☐ Other: [   ]

7. What do you like the most about using VDI? Please select one from the following:

☐ Using multiple devices

☐ Accessing desktop from different locations

☐ Accessing network files remotely

☐ Bringing my own device

☐ Using cutting-edge technology

☐ Other: [   ]

8. What do you like the least about using VDI? Please select one from the following:

☐ Authentication process

☐ Storing documents on the network

☐ System speed/performance

☐ User friendliness

☐ Screen resolution

☐ Other: [   ]

9. Would you be able to perform your job using VDI exclusively, without a DOE-issued desktop/laptop?

[▼]

9.a. If no, what tasks cannot be performed using VDI?

[text area]

10. Who would you recommend VDI to in your organization? Please select all that apply.

☐ Peers/colleagues

☐ Leadership/management

☐ Contractors/vendors

☐ Headquarters

☐ Field offices

☐ All of the above

☐ Other: [_____]

11. Are there any other comments that you would like to provide regarding your VDI pilot experience that were not covered in this survey?

[text area]

[Submit]

Never submit passwords through Google Forms.