

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS



Welcome to the Office of Information & Technology's Continuous Customer Satisfaction Survey

The Office of Information and Technology (OI&T) provides a broad range of services to VHA, VBA, NCA, and Corporate/Staff organizations within VA. These services include, but are not limited to:

- Installation and maintenance of computers and software,
- Management of telecommunication services and networking,
- Technical support, and
- Assurance of information security

Thank you in advance for your participation!

Note: If you are unable to complete the survey in one session, you can resume where you previously left off using the same internet browser at a later time. Survey is conducted by CFI Group, an independent research and consulting firm that specializes in measuring customer satisfaction. This survey is authorized by Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2015.

If you have any questions about this survey, please send it to ITCustSatSurvey@va.gov.

ORGANIZATION

1. Which VA Office do you work for?

- Veterans Benefits Administration (VBA)
- Veterans Health Administrations (VHA)
- National Cemetery Administration (NCA)
- Other

2. Which location are you most closely affiliated with? (Select your location from the list below.)

If your location does not appear in the list, please select OTHER and enter your location in the box below.

Other (please enter the location name)

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1.1. OFFICE IT EQUIPMENT

1. Have you received any technical support from OIT in the past 12 months for any of your office IT equipment such as your computer, printer, or scanner?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received from OIT for office IT equipment such as your computer, printer, or scanner. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.2. VA COMPUTER NETWORK

1. Have you received any technical support from OIT in the past 12 months for any VA computer network issues such as connecting to the internet or the intranet?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received from OIT for VA computer network issues such as connecting to the internet or the intranet. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.3. VA PURCHASED APPLICATION SOFTWARE

1. Have you received any technical support from OIT in the past 12 months for any VA purchased application software such as Microsoft Office, Adobe Acrobat, Oracle, and other Off-The-Shelf Products?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received from OIT for the VA purchased application software such as Microsoft Office, Adobe Acrobat, Oracle, and other Off-The-Shelf Products. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.4. SECURITY AND PRIVACY OF VA COMPUTER SYSTEMS

1. Have you received any technical support from OIT in the past 12 months regarding security and privacy of VA computer systems such as access to various applications and password resets?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received for security and privacy of VA computer systems such as access to various applications and password resets. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.5. EMAIL AND OTHER NETWORK-BASED SERVICES

1. Have you received any technical support from OIT in the past 12 months for any networkbased services such as Outlook, PKI, web servers, SharePoint, SQL Server, etc.?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received for networkbased services such as Outlook, PKI, web servers, SharePoint, SQL Server, etc. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.6. VA DEVELOPED SOFTWARE APPLICATIONS

[VBA ONLY will see]

1. Have you received any technical support in the past 12 months for any VA Developed Software Applications such as VBMS, MAPD, SHARE, VETSNET, AWARDS, BDN, COVERS, CAPRI, C_WINRS, FMS, TIMS, IFCAP, PAID, etc.?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

[VHA ONLY will see]

1. Have you received any technical support in the past 12 months for any VA Developed Software Applications such as VistA/CPRS, VistA Imaging, VBECS, EDIS, Outpatient and Inpatient Pharmacy, IFCAP, PAID, Accounts Receivables, Integrated Billing, MAS, Scheduling, Patient Merge/catastrophic edit repair, CAPRI, etc.?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

[NCA ONLY will see]

1. Have you received any technical support in the past 12 months for any VA Developed Software Applications such as BOSS, IFCAP, PAID, etc.?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

[OTHER ONLY will see]

1. Have you received any technical support in the past 12 months for any VA Developed Software Applications such as IFCAP, PAID, etc.?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received for VA Developed Software Applications. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.7. DESK TELEPHONE

1. Have you received any technical support from OIT in the past 12 months for any issues related to your desk telephone?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received for your desk telephone system. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.8. MOBILE TELEPHONE

1. Have you received any technical support from OIT in the past 12 months for any issues related to your mobile phone?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received for your mobile phone. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.9. INFORMATICS

[This page VHA only]

1. Have you received any technical support from Informatics or Clinical Application Coordinators (CACs) in the past 12 months?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received from Informatics or Clinical Application Coordinators (CACs). Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.10. TELEMEDICINE AND TELEHEALTH

[This page VHA only]

1. Have you received any technical support from OIT in the past 12 months for Telemedicine or Telehealth, which include distance evaluation and advice through Clinical Video Telehealth, Home Telehealth, Store and Forward System, and SCAN ECHO, etc.?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the technical support you received for Telemedicine or Telehealth, which include distance evaluation and advice through Clinical Video Telehealth, Home Telehealth, Store and Forward System, and SCAN ECHO, etc.. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.11. TELEWORK

1. Do you telework?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Have you received any technical support from OIT while teleworking in the past 12 months?

- Yes
- No

[If YES, go to Question 3; If NO, go to next section]

3. Think about the technical support you have received while teleworking. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.12. NIGHT AND WEEKEND TECHNICAL SUPPORT

1. Have you requested any technical support from OIT during night or weekend in the past 12 months?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the support services you received during night or weekends. Please rate these services on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Availability of OIT Staff to support you										
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.13. INFORMATION SECURITY OFFICE

2. Have you received any support from the Information Security Office, such as information protection and privacy, cyber security, risk management, records management, Freedom of Information Act (FOIA), incident response, infrastructure protection, etc. in the past 12 months?

- Yes
- No

[\[If YES, go to Question 2; If NO, go to next section\]](#)

3. Think about the technical support you received from the Information Security Office, such as information protection and privacy, cyber security, risk management, records management, Freedom of Information Act (FOIA), incident response, infrastructure protection, etc. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the Information Security Officer										
Timeliness of resolving your issue										
Knowledge and expertise of the Information Security Officer										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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1.14. CAMPUS MANAGEMENT

1. Have you received any campus management support from OIT such as new computer setup, new employee onboarding, and equipment relocation service due to an office move in the past 12 months?

- Yes
- No

[If YES, go to Question 2; If NO, go to next section]

2. Think about the campus management support from OIT such as new computer setup, new employee onboarding, and equipment relocation service due to an office move support that you have received. Please rate it on the following aspects.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Professionalism of the OIT support personnel										
Timeliness of resolving your issue										
Timeliness in replacing old equipment										
Timeliness in obtaining new equipment										
Knowledge and expertise of the OIT support personnel										
Communication about the status of your issue										
Effectiveness of solution to your problem										

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SECTION 2. AMERICAN CUSTOMER SATISFACTION INDEX (ACSI)

Considering your overall experience with OIT in the past 12 months, please answer the following questions.

1. Using a 10point scale on which “1” means “Very dissatisfied” and “10” means “Very satisfied”

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied
How satisfied are you with the services provided by OIT?										

2. Using a 10point scale on which “1” means “Falls short of expectations” and “10” means “Exceeds expectations”

	1 Falls short of Expectation s	2	3	4	5	6	7	8	9	10 Exceeds Expectatio ns
To what extent have the services of OIT met your expectations?										

3. Now think about what an ideal IT service provider would be like. Using a 10point scale on which “1” means “Not very close to the ideal” and “10” means “Very Close to the ideal”

	1 Not very close to the ideal	2	3	4	5	6	7	8	9	10 Very close to the ideal
How well do you think the service provided by OIT compares with that ideal?										

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SECTION 3.1. LOCAL SUPPORT AND REMOTE SUPPORT

For the following two questions, please compare your experience when you received any type of technical support from (a) your local support team (Local Support), and (b) the national or regional support team (Remote Support).

1. Please rate your satisfaction with the technical support you received from OIT employees located in your facility or considered as local to your facility.

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
Satisfaction with Local Support											

2. Please rate your satisfaction with the technical support you received from OIT employees NOT local to your facility such as National Service Desk (NSD), Regional Support, and Product Support Teams (Remote Support).

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
Satisfaction with Remote Support											

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SECTION 3.2. NATIONAL SERVICE DESK (NSD)

1. Please rate your satisfaction with the National Service Desk Associates who attended your telephone calls or email requests. These associates are not local at your facility.

	Never	Rarely	Sometimes	Most of the Time	Always	N/A
National Service Desk Associates answer my telephone calls or the emails within an acceptable time						
National Service Desk Associates record my issues accurately in their Ticketing system						
National Service Desk Associates resolve my issues while I am on the phone with them the first time itself						

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SECTION 4. PRODUCT DELIVERY

1. Think about the VA production application systems such as VistA, CPRS, PAID, IFCAP, BOSS, VBMS, CAPRI, etc. that you use regularly and rate them for the following statements.

	1 Strongly Disagree	2 Disagree	3 Neither Disagree nor Agree	4 Agree	5 Strongly Agree	N/A
My business processes are automated to an acceptable level						
Time and steps I take to complete a process are optimal						
Functionality of my application is similar or better than other similar applications outside VA						
VA makes enhancements to my applications to improve how I do my job						
Frequency of enhancements made to my applications meets my needs						

2. Based on your experience, please rate the following statement about new products that you receive from VA.

	1 Strongly Disagree	2 Disagree	3 Neither Disagree nor Agree	4 Agree	5 Strongly Agree	N/A
VA rolls out new products at an acceptable pace						

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SECTION 5. SERVICE QUALITY TREND

1. How long have you been working for Veterans Affairs?

- Less than one year
- At least one year, but less than three years
- At least three years, but less than five years
- At least five years, but less than ten years
- Ten or more years

[If Option 1, go to next section; Else go to Question 2]

2. Is the IT Customer Service you received during the past year worse, better, or about the same as it was a year ago in the following areas.

	Much Worse	Slightly Worse	About The Same	Slightly Better	Much Better	N/A
Professionalism of the OIT support personnel						
Timeliness of resolving your issue						
Knowledge and expertise of the OIT support personnel						
Communication about the status of your issue						
Effectiveness of solution to your problem						

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SECTION 6. ORGANIZATIONAL MISSION SUPPORT

1. Considering OIT's support in achieving your organization's mission, please indicate your agreement with the following statements.

	1 Strongly Disagree	2 Disagree	3 Neither Disagree nor Agree	4 Agree	5 Strongly Agree	N/A
Technology products supplied by OIT (computers, network, storage, telephone, security, application software, etc.) are adequate for me to achieve my organizational mission.						
I am satisfied with the technical support I receive from OIT when I request for assistance.						
OIT staff goes the extra mile to help me achieve my organization's mission.						
OIT is involved in my organization's technology planning.						
OIT brings to me innovative products and services.						

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SECTION 7. DEMOGRAPHIC INFORMATION FOR CLASSIFICATION PURPOSE

[VBA ONLY will see this question]

1. Which area do you primarily work in?

- Compensation/Pension
- Director's Office
- Education
- Human Resources
- Insurance Center
- Loan Guaranty
- Support Services
- Vocational & Rehabilitation
- Other

[VHA ONLY will see this question]

1. Which area do you primarily work in?

- Acquisition and material management
- Anesthesia
- Audio and speech pathology
- Blind rehabilitation
- Canteen
- Chaplain
- Chief of Staff
- Clinical Informatics
- Dental
- Dermatology
- Dialysis
- Director
- Domiciliary
- Education
- Engineering
- Environmental management
- Fiscal
- Geriatrics and extended care
- Headquarters functions of VHA – not including VISN offices
- Health administration
- Human resources management
- Information resource management
- Information systems center
- Library
- Med by Mail
- Medical media
- Medicine
- Meds by Mail
- Mental Health
- Neurology
- Nuclear medicine

- o Nursing home
- o Nursing/patient care service
- o Nutrition and food service
- o Optometry/ophthalmology
- o Other
- o Pathology and laboratory medicine
- o Pharmacy
- o Physical medicine and rehabilitation
- o Podiatry
- o Police and Security
- o Primary care
- o Prosthetics
- o Psychiatry
- o Psychology
- o Radiation therapy
- o Radiology
- o Recreation
- o Rehabilitation
- o Research
- o Social work
- o Spinal cord injury
- o Surgery
- o Telehealth
- o Veterans Assistance
- o VISN Office
- o Voluntary

[NCA ONLY will see this question]

1. Where do you work?

- o Field
- o Headquarters

[OTHER ONLY will see this question]

1. Which office do you work in?

- o Board of Veterans' Appeals
- o Center for Faith-Based and Community Initiatives
- o Center for Minority Veterans
- o Center for Veterans Enterprise
- o Center for Women Veterans
- o Federal Recovery Coordination Office
- o General Counsel
- o Inspector General
- o NGO Gateway Initiative
- o Office of Acquisition, Logistics, and Construction
- o Office of Advisory Committee Management
- o Office of Congressional and Legislative Affairs
- o Office of Employment Discrimination Complaint Adjudication
- o Office of Human Resources and Administration

- Office of Information and Technology
- Office of Management
- Office of Operations, Security and Preparedness
- Office of Policy and Planning
- Office of Public and Intergovernmental Affairs
- Office of Regulation Policy and Management
- Office of Research and Development
- Office of Survivors Assistance
- Office of the Secretary
- Small and Disadvantaged Business Utilization
- Veterans Service Organizations Liaison
- Other

2. How long have you worked in this line of work?

- Less than one year
- At least one year, but less than three years
- At least three years, but less than five years
- At least five years, but less than ten years
- At least ten years, but less than twenty years
- Twenty or more years

3. How long have you been working for the Federal Government?

- Less than one year
- At least one year, but less than three years
- At least three years, but less than five years
- At least five years, but less than ten years
- Ten or more years

4. What is your current level of supervisory responsibility?

- None
- Team Leader
- First Line Supervisor
- Manager
- Executive
- Senior Executive

5. How old are you?

- Less than 20 years
- 20-29
- 30-39
- 40-49
- 50-59
- 60 years or older

6. What is your gender?

- Male
- Female

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SECTION 8. CLOSING

- Click here (<http://vaww.itdashboard.cdw.portal.va.gov/Pages/CSSSurveySummary.aspx>) to learn more about 2012 IT Customer Satisfaction Survey and the results.
- Click here (<http://vaww.oit.va.gov/>) to learn more about the VA's Office of Information Technology and [how we support you](#).
- Click here (<http://vaww.infoshare.va.gov/sites/ittrainingacademy/itrm/itcrm/default.aspx>) to learn more about the IT Customer Relationship Management Office, who conducts this survey.