

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)
- Corporate/Staff Offices

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)

SATISFACTION WITH IT PRODUCTS AND SUPPORT SERVICES

Questions 1-9 have two parts: first part is about your overall satisfaction with a specific product OIT provides you, and the second part is about your overall satisfaction with any support you received from OIT aka IRM for that product.

1. Office IT equipment you use such as your computer, printer, or scanner

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with your Office IT Equipment?											
How satisfied are you with the OIT aka IRM support for Office IT Equipment?											

2. VA computer network

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with VA computer network?											
How satisfied are you with the OIT aka IRM support for issues such as connecting to the internet or intranet?											

3. VA purchased application software such as Microsoft Office, Adobe Acrobat, Oracle, and other Off-The-Shelf Products

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with VA Purchased Application Software?											
How satisfied are you with the OIT aka IRM support for VA Purchased Application Software?											

4. VA developed application software such as VBMS, MAPD, SHARE, VistA/CPRS, VistA Imaging, VBECS, EDIS, BOSS, IFCAP, PAID

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with VA Developed Application Software?											
How satisfied are you with the OIT aka IRM support for VA Developed Application Software?											

SATISFACTION WITH IT PRODUCTS AND SUPPORT SERVICES

5. Security and privacy of VA computer systems

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with the security and privacy of VA computer system?											
How satisfied are you with the OIT aka IRM support for the security and privacy of VA computer system such as getting access to various applications or websites and password resets?											

6. Email and other network based services such as PKI, web servers, SharePoint, SQL Server, etc.

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with the Email and other network-based services?											
How satisfied are you with the OIT aka IRM support for Email and other network-based services?											

7. Desk telephone

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with your desk telephone?											
How satisfied are you with the OIT aka IRM support for your desk telephone?											

8. Mobile telephone

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with your mobile telephone?											
How satisfied are you with the OIT aka IRM support for your mobile telephone?											

SATISFACTION WITH IT PRODUCTS AND SUPPORT SERVICES

9. Telemedicine and telehealth systems such as distance evaluation and advice through Clinical Video Telehealth, Home Telehealth, Store and Forward System, and SCAN ECHO, etc.

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with the telemedicine and telehealth systems?											
How satisfied are you with the OIT aka IRM support for the telemedicine and telehealth systems?											

SATISFACTION WITH TECHNICAL SUPPORT STAFF

For questions 10-16, please rate your overall satisfaction with the service you received on a 1-10 scale.

10. Informatics or Clinical Application Coordinators (CACs)

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with the services you received from Informatics staff or CACs?											

11. Technical support you have received while teleworking

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with the services you received while teleworking?											

12. Technical support you have received during night and weekend hours

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with the services you received during night or weekend?											

13. Information Security Office (ISO) supports information protection and privacy, cyber security, risk management, records management, Freedom of Information Act (FOIA), incident response, infrastructure protection, etc.

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with the services you received from ISO?											

14. Campus management support you have received such as new computer setup, new employee onboarding, and equipment relocation service due to an office move

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
How satisfied are you with the services you received that are related to Campus Management?											

SATISFACTION WITH LOCAL VS. NATIONAL TECHNICAL SUPPORT STAFF

Please rate the following aspects of customer service skills of the IT staff that assisted you most recently.

15. How satisfied are you with the following aspects of the technical support you received from OIT aka IRM

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
Professionalism											
Timeliness of resolving your issue											
Knowledge and expertise											
Communication about the status of your issue											
Effectiveness of solution to your problem											

16. How satisfied are you with the following aspects of 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?

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
Professionalism											
Timeliness of resolving your issue											
Knowledge and expertise											
Communication about the status of your issue											
Effectiveness of solution to your problem											

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?										

SATISFACTION WITH ENGAGEMENT BETWEEN OIT AND CUSTOMERS

Please rate your overall satisfaction with the following aspects of engagement and interaction between OIT and VBA / VHA / NCA / Corporate customers. By “customers”, we mean internal VA employees and associates.

		1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied	N/A
1	Collaboration Between OIT Leadership and Customers											
2	Collaboration Between Local IT or IRM Staff and Customers											
3	Collaboration Between Local IT or IRM Staff and Biomedical Staff											
4	Collaboration Between Local IT or IRM Staff and ADPACs											
5	System upgrade or change Information Received from OIT											