Welcome to the Office of Information &Technology's <u>Continuous Customer Satisfaction Survey</u>

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.

1. Which VA Office do you work for?

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

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 Expectations	2	3	4	5	6	7	8	9	10 Exceeds Expectations
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?										

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 aka IRM Staff and Customers											
3	Collaboration Between Local IT aka IRM Staff and Biomedical Staff											
4	Collaboration Between Local IT aka IRM Staff and ADPACs											
5	System upgrade or change Information Received from OIT											