

Knowledge Management Survey

IM-60 Knowledge Management Survey
OMB Control No. 1910-5160
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Paperwork Reduction Act Burden Disclosure Statement

This data is being collected to find out what IM-60 government and contractor employees would find valuable in a SharePoint site. The data you supply will be used for developing a SharePoint site as a forum for customers to find information, engage in collaboration/conversation, and provide feedback to improve EITS services.

Public reporting burden for this collection of information is estimated to average (enter minutes or hours) 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 & Privacy 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.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB control number.

Submission of this data is voluntary.

1. What type of information do you most commonly search for in your job? (Select all that apply)

- Existing technology (for example, Good)
- New technology projects (for example, Office 2013)
- Outages, degradations, maintenance windows
- Security-related items
- Standard operating procedures, processes, templates
- Other (please specify)

2. How frequently do you look for/access information?

- Once a day
- Several times a day
- Once a week
- Several times a week
- Every couple of weeks or rarely
- Other (please specify)

3. Once you identify the information you need, how long does it typically take you to find it? (The measurement includes the time it takes to email or call someone and hear back from them.)

- 10 minutes or fewer
- 11 to 30 minutes
- 31 to 60 minutes
- More than 60 minutes
- Other (please specify)

4. Where do you currently find this information? (Select all that apply)

- DOE At Your Service (DAYS)
- Powerpedia
- IM Wiki
- DOECAST
- Email
- Supervisor or coworker
- I don't find it
- Other (please specify)

5. Is this information generally stored where you think it should be?

- Yes
- No
- Sometimes
- Other (please specify)

6. What type of information would be the most valuable to you in an expanded user knowledge base? (Select all that apply)

- Existing technology (for example, Good)
- New technology projects (for example, Office 2013)
- Outages, degradations, maintenance windows
- Security-related items
- Standard operating procedures, processes, templates
- Other (please specify)

7. Do you work on projects/action items with a remote team?

- Yes
- No
- Sometimes
- Other (please specify)

8. If so, how do you collaborate? (Select all that apply)

- SharePoint site
- Video teleconferencing
- Lync conferences
- Phone conferences or phone calls
- Email
- Shared files
- In-person meetings
- Other (please specify)

9. Of these options, which work(s) best? (Select all that apply)

- SharePoint site
- Video teleconferencing
- Lync conferences
- Phone conferences or phone calls
- Email
- Shared files
- In-person meetings
- Other (please specify)

10. How could technology better support your collaborative efforts?