

Agency Notice on ICE

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Joint Chief of Staff Migration: Customer Satisfaction Survey Information

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Description:

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Joint Chief of Staff Migration: Customer Satisfaction Survey Comment Card

Overview

Rate

Review Ratings

Please share your valuable insights in this short survey regarding your experience with migrating your desktop computing environment. Your feedback will help improve this process in the future.

Please provide your level of satisfaction with the following statements:

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Overall experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please provide information about the service you requested:

How did the performance of the following areas in your desktop computing environment change as a result of the migration?

1. Log in experience	<input type="text" value="N/A"/>
2. Network stability (e.g., latency or lag, unexpected disconnections)	<input type="text" value="N/A"/>
3. Chat capability and User presence via Skype for Business/Lync	<input type="text" value="N/A"/>
4. Microsoft Office 2013 suite	<input type="text" value="N/A"/>
5. Configuration of Outlook	<input type="text" value="N/A"/>
6. Outlook 2013	<input type="text" value="N/A"/>
7. Internet Explorer 11	<input type="text" value="N/A"/>
8. Printer connection	<input type="text" value="N/A"/>
9. Availability of applications required to perform your job	<input type="text" value="N/A"/>

Please describe any other problems you experienced that were not identified above.

The onsite teams of IT specialists provided effective support during the migration. Yes No N/A

If no, please explain.

Answer Options:
Improved
No Change
Declined

The service desk quickly resolved the issues I identified. Yes No N/A

If no, please explain.

Please provide information about yourself:

What is your Joint Staff Directorate?

Comments & Recommendations for Improvement: (up to 4000 characters) (optional)

CAUTION: Do NOT enter sensitive or personally identifying information in this text field. Text comments may be viewed by several authorized persons involved or not involved in your specific issue.

Response Requested

*If you would like a response, please check the Response Requested checkbox above and enter your name and your phone number and/or email below. Unless a response is requested, name, phone and email are optional.

Name: (optional) Phone: (optional)*

Email: (optional)* Reference Number: (optional)*

Privacy Advisory: No attempt to identify you will be made unless the comment card submission or set of submissions reflects a credible or potential threat, or reflects a misuse or abuse of the system, or is related to a law enforcement investigation. You will not be contacted unless you request a response. However, all comments and complaints will be examined whether or not you supply contact information. Your comment card submission, including the text comments, may be reviewed by multiple people associated to the service provided. This may, in some cases, include higher levels in the service provider's chain of command. By providing comment information in the text comment box, you are acknowledging that the information provided may be reviewed throughout the organization to which the comment was submitted, and, possibly at higher organization levels within the EVoC system.

Submit Comment Card

Thank you for taking the time to complete this comment card. Your opinions are very important to us.