CDC 2016 ITSO Customer Satisfaction Survey

The Information Technology Services Office (ITSO) has contracted Gartner, Inc., one of the world's leading IT research firms, to measure your current satisfaction with the delivery of IT Infrastructure Services at CDC. Your input is critical to improving ITSO service, and we thank you in advance for your participation.

The deadline for submitting your response is April 1, 2016. The survey is streamlined to allow you to answer questions about the service areas that are important to you. The survey should only take approximately 15 minutes to complete. If you encounter difficulties, please contact the ITSO Customer Satisfaction Survey Team at custsatsurvey@cdc.gov for assistance.

This survey is hosted by Gartner and is located on their website to ensure participant confidentiality and independent results.

NOTE: Please use the buttons at the bottom of each page to navigate through the survey (do not use your browser's "Back" button). If you need to exit and return to the survey at a later time, just click "SAVE" at the bottom of the page and then click on the link contained in the email invitation to return.

Thank you for your participation!

Public reporting burden of this collection of information varies from 15 to 20 minutes with an estimated average of 15 minutes per response, including the time for reviewing instructions, searching existing data/information sources, gathering and maintaining the data/information needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Information Collection Review Office, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-1050).

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Thank you for your participation in advance!

Please select all the IT services that you use and would like to evaluate.

☐ **Acquisition and Installation of IT Hardware** - Includes Blanket Purchase Agreement (BPA) hardware options and pricing, BPA and non BPA hardware procurement processes for which ITSO staff are responsible. This also includes the installation of hardware.

☐ **Acquisition and Installation of IT Software** - Includes software procurement processes but does not include the process for Level III software approvals. You will have an opportunity to evaluate the Level III process later in the survey. This also includes the installation of software.

☐ **Automated Request Processing Tools** - These tools are found at itsotools.cdc.gov and include the RSA SecurID System, Elevated Privileges System (EPv), Multi User Share Tool (MUST), Security Patch Schedule Exception System, Software Request Tool (SRT), Distribution List Management Tool (DLMT) and ITSO Request Forms (ServiceDesk, Loaner Laptop, FTP, New User and Organizational Mailbox).

☐ **Customer Communications** - Includes communication avenues such as e-mail alerts/notices sent to CDC staff/customers, the ITSO Newsletter, and the OCIO Intranet site.

☐ **Customer Service** - Includes the overall responsiveness and staff competency of ITSO personnel such as the ITSO ServiceDesk Technicians, onsite technicians, Remote Field Staff Support (RFSS) Team, the Section 508 Helpdesk and the Technology Services Executives (TSE).

☐ **E-Mail Services** - Includes email delivery, BlackBerry and other mobile device support, calendar, Global Address List (GAL), spam/junk mail reduction and webmail.

☐ **Meeting Management Services** - Includes Conference Room Scheduling System (CRSS), video conferencing (envision), web conferencing (Live Meeting), audio conferencing (phone bridge) tools and services as well as Internet Protocol

☐ **Network Services** - Includes the availability and reliability of general network connectivity, file shares and print services such as personal network storage, multi user or organizational shares, legacy shares, file shares, and file restoration, Internet/Intranet performance such as the responsiveness to accessing sites, reliability of access, and the impact of filtering inappropriate/malicious web sites/services. This does not include the rating of specific CDC internet or intranet sites.

☐ **Microsoft Lync (Skype for Business)** - Includes Lync presence, chat, audio, video, calendar interface, voice messaging, desktop sharing and online meetings.

☐ **Remote Access** - Includes reliability, responsiveness and ease of use of CITGO, Virtual Private Network (VPN), and CDC Webmail Portal.

☐ **Server Hosting** - ITSO's provisioning and support of project-based servers, virtual servers and dedicated server systems that host customer applications.

☐ **Telephone Services** - Includes support of desktop and meeting room telephone services including local and long distance calling.

☐ **SharePoint Services** - Includes the availability and responsiveness of SharePoint, Project Server, Team Foundation Server, and Dynamics CRM. This does not include the rating of specific Program SharePoint Sites and forms.

Television (IPTV) services.

For each of the services you selected, please rate the IMPORTANCE of each service to you on a scale of 1.0 to 5.0, with 1.0 being low and 5.0 being high.

	Importance Rating
Acquisition and Installation of IT Hardware - Includes Blanket Purchase Agreement (BPA) hardware options and pricing, BPA and non BPA hardware procurement processes for which ITSO staff are responsible. This also includes the installation of hardware.	
Acquisition and Installation of IT Software - Includes software procurement processes but does not include the process for Level III software approvals. You will have an opportunity to evaluate the Level III process later in the survey. This also includes the installation of software.	
Automated Request Processing Tools - These tools are found at itsotools.cdc.gov and include the RSA SecurID System, Elevated Privileges System (EPv), Multi User Share Tool (MUST), Security Patch Schedule Exception System, Software Request Tool (SRT), Distribution List Management Tool (DLMT) and ITSO Request Forms (ServiceDesk, Loaner Laptop, FTP, New User and Organizational Mailbox).	
Customer Communications - Includes communication avenues such as e-mail alerts/notices sent to CDC staff/customers, the ITSO Newsletter, and the OCIO Intranet site.	
Customer Service - Includes the overall responsiveness and staff competency of ITSO personnel such as the ITSO ServiceDesk Technicians, onsite technicians, Remote Field Staff Support (RFSS) Team, the Section 508 Helpdesk and the Technology Services Executives (TSE).	
E-Mail Services - Includes email delivery, BlackBerry and other mobile device support, calendar, Global Address List (GAL), spam/junk mail reduction and webmail.	
Meeting Management Services - Includes Conference Room Scheduling System (CRSS), video conferencing (envision), web conferencing (Live Meeting), audio conferencing (phone bridge) tools and services as well as Internet Protocol Television (IPTV) services.	
Network Services - Includes the availability and reliability of general network connectivity, file shares and print services such as personal network storage, multi user or organizational shares, legacy shares, file shares, and file restoration, Internet/Intranet performance such as the responsiveness to accessing sites, reliability of access, and the impact of filtering inappropriate/malicious web sites/services. This does not include the rating of specific CDC internet or intranet sites.	
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SharePoint Services - Includes the availability and responsiveness of SharePoint, Project Server, Team Foundation Server, and Dynamics CRM. This does not include the rating of specific Program SharePoint Sites and forms.	

For each of the services you selected, please rate your SATISFACTION with ITSO's ability to meet your IT needs on a scale from 1.0 to 5.0, with 1.0 being low and 5.0 being high.

	Satisfaction Rating
Acquisition and Installation of IT Hardware - Includes Blanket Purchase Agreement (BPA) hardware options and pricing, BPA and non BPA hardware procurement processes for which ITSO staff are responsible. This also includes the installation of hardware.	
Acquisition and Installation of IT Software - Includes software procurement processes but does not include the process for Level III software approvals. You will have an opportunity to evaluate the Level III process later in the survey. This also includes the installation of software.	
Automated Request Processing Tools - These tools are found at itsotools.cdc.gov and include the RSA SecurID System, Elevated Privileges System (EPv), Multi User Share Tool (MUST), Security Patch Schedule Exception System, Software Request Tool (SRT), Distribution List Management Tool (DLMT) and ITSO Request Forms (ServiceDesk, Loaner Laptop, FTP, New User and Organizational Mailbox).	
Customer Communications - Includes communication avenues such as e-mail alerts/notices sent to CDC staff/customers, the ITSO Newsletter, and the OCIO Intranet site.	
Customer Service - Includes the overall responsiveness and staff competency of ITSO personnel such as the ITSO ServiceDesk Technicians, onsite technicians, Remote Field Staff Support (RFSS) Team, the Section 508 Helpdesk and the Technology Services Executives (TSE).	

E-Mail Services - Includes email delivery, BlackBerry and other mobile device support, calendar, Global Address List (GAL), spam/junk mail reduction and webmail.

Meeting Management Services - Includes Conference Room Scheduling System (CRSS), video conferencing (envision), web conferencing (Live Meeting), audio conferencing (phone bridge) tools and services as well as Internet Protocol Television (IPTV) services.

Network Services - Includes the availability and reliability of general network connectivity, file shares and print services such as personal network storage, multi user or organizational shares, legacy shares, file shares, and file restoration, Internet/Intranet performance such as the responsiveness to accessing sites, reliability of access, and the impact of filtering inappropriate/malicious web sites/services. This does not include the rating of specific CDC internet or intranet sites.

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SharePoint Services - Includes the availability and responsiveness of SharePoint, Project Server, Team Foundation Server, and Dynamics CRM. This does not include the rating of specific Program SharePoint Sites and forms.

Below is a list of evaluation criteria related to IT services delivery. Please check all criteria that are important to your evaluation of satisfaction with IT infrastructure services.

☐ **Impact on Your Work** - The ability to increase your performance in the achievement of your organization's mission.

☐ **System Functionality** - Includes compatibility, ease of use, flexibility, integration, and usefulness of the service.

☐ **Support Availability** - Includes accessibility, coverage, and ease in contacting ITSO support staff.

☐ **System Performance** - Includes speed, responsiveness, throughput and turnaround time for general system performance.

☐ **Support Expertise** - Includes business knowledge, competence, and problem resolution skills of ITSO support staff.

☐ **System Quality** - Includes the reliability, dependability, uptime and overall quality of ITSO systems.

☐ **Support Responsiveness** - Includes communications skills, courtesy, attitude, professionalism, timeliness, training, follow-up, and follow-through of ITSO staff.

For each of the criteria you selected, please rate the IMPORTANCE of each criterion to you on a scale of 1.0 to 5.0, with 1.0 being low and 5.0 being high.

	Importance Rating
Impact on Your Work - The ability to increase your performance in the achievement of your organization's mission.	
Support Availability - Includes accessibility, coverage, and ease in contacting ITSO support staff.	
Support Expertise - Includes business knowledge, competence, and problem resolution skills of ITSO support staff.	
Support Responsiveness - Includes communications skills, courtesy, attitude, professionalism, timeliness, training, follow-up, and follow-through of ITSO staff.	
System Functionality - Includes compatibility, ease of use, flexibility, integration, and usefulness of the service.	
System Performance - Includes speed, responsiveness, throughput and turnaround time for general system performance.	
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For each of the criteria you selected, please rate your SATISFACTION with ITSO's ability to meet your IT needs on a scale from 1.0 to 5.0, with 1.0 being low and 5.0 being high.

	Satisfaction Rating
Impact on Your Work - The ability to increase your performance in the achievement of your organization's mission.	
Support Availability - Includes accessibility, coverage, and ease in contacting ITSO support staff.	
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System Performance - Includes speed, responsiveness, throughput and turnaround time for general system performance.	
System Quality - Includes the reliability, dependability, uptime and overall quality of ITSO systems.	

If you have contacted ITSO within the past 6 months, how satisfied were you with your most recent experience?

○ Very Satisfied

○ Satisfied

○ Neither Satisfied no Dissatisfied

○ Dissatisfied

○ Very Dissatisfied

What is your first source of support for technical support issues?

○ Self-Help

○ Co-worker

○ ITSO ServiceDesk

○ Vendor

○ Other

What is your best source of support for technical support issues?

○ Self-Help

○ Co-worker

○ ITSO ServiceDesk

○ Vendor

○ Other

What is the primary tool you use for self help?

○ "Right Answers" on the ITSO Service Desk Site

○ ITSO Tools

○ CDC Intranet

○ Google

○ Product web site

○ Other [   ]

How would you rate your satisfaction with the above selected self-help tool?

○ Very satisfied

○ Satisfied

○ Neither satisfied nor dissatisfied

○ Dissatisfied

○ Very dissatisfied

With which Organizational Unit are you associated? (This list is based on the current CDC Organizational chart posted at http://www.cdc.gov/maso/pdf/CDC_detailed.pdf.)

○ Agency for Toxic Substances and Disease Registry (ATSDR)

○ Center for Global Health (CGH)

○ Center for Surveillance, Epidemiology and Laboratory Services (CSELS)

○ CIMS Program Management Office (CPMO)

○ Enterprise IT Portfolio Office

○ Ethics Office

○ FOIA Office

○ Human Resources Office (HRO)

○ Management Analysis and Services Office (MASO)

○ Management Information Systems Office (MISO)

○ National Center for Chronic Disease Prevention and Health Promotion (NCCDPHP)

○ National Center for Emerging and Zoonotic Infectious Diseases (NCEZID)

○ National Center for Environmental Health (NCEH)

○ National Center for Health Statistics (NCHS)

○ National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention (NCHHSTP)

○ National Center for Immunization and Respiratory Diseases (NCIRD)

○ National Center for Injury Prevention and Control (NCIPC)

○ National Center on Birth Defects and Developmental Disabilities (NCBDDD)

○ National Institute for Occupational Safety and Health (NIOSH)

○ Office of the Chief Information Officer (OCIO)

○ Office of the Chief Information Security Office (OCISO)

○ Office of Financial Resources (OFR)

○ Office of Safety Security and Asset Management (OSSAM)

○ Office of Diversity Management and Equal Employment Opportunity (ODMEEO)

○ Office of General Counsel/HHS (OGC)

○ Office of Infectious Diseases (OID)

○ Office of Minority Health and Health Equity (OMHHE)

○ Office of Noncommunicable Diseases, Injury and Environmental Health (ONDIEH)

○ Office of Public Health Preparedness and Response (OPHPR)

○ Office of State, Tribal, Local and Territorial Support (OSTLTS)

○ Office of the Associate Director for Communications (OADC)

○ Office of the Associate Director for Policy (OADP)

○ Office of the Associate Director for Science (OADS)

○ Office of the Chief of Staff (OCS)

○ Office of the Chief Operating Officer (OCOO)

○ Office of the Director (OD)

At which campus do you primarily work?

○ Atlanta - Century Center

○ Atlanta - Chamblee

○ Atlanta - Clifton Road/Roybal

○ Atlanta - Corporate Square

○ Atlanta - Lawrenceville

○ Atlanta - PGO Warehouse

○ Atlanta - University Park (Koger)

○ Anchorage

○ Cincinnati

○ Denver

○ Fort Collins

○ Hyattsville

○ Morgantown

○ Pittsburgh

○ Research Triangle Park (RTP)

○ San Juan

○ Spokane

○ Washington DC

○ Other [_____]

What is your employment status?

○ Employee

○ Contractor

○ Fellow

○ Student

○ Commissioned Corps

○ Guest Researcher

○ Other [_____]

Are you in a supervisory or management position?

○ Yes

○ No

At what relative grade level do you work?

○ Executive (e.g., SES, Corps O-7/O-8)

○ Senior Managers (e.g., GS 14/15, Corps O-6)

○ Managers (e.g., GS13, Corps O-5)

○ Staff (e.g., GS 12 and below, Corps O-4 and below)

Please select your primary job function:

○ Accounting/Budget/Finance

○ Administrative

○ Building/Facilities

○ Communications

○ Contracts/Grants

○ Emergency Response

○ Engineer

○ Epidemiologist

○ Informatics and Information Technology

○ Laboratory/Animal Care

○ Library Services

○ Medical

○ Physical Security

○ Public Health Advisor/Analyst

○ Scientist

○ Statistician

○ Writer/Editor

○ Other [   ]

Please use this section to provide any additional feedback/commentary regarding ITSO staff, tools, systems or services that may not have been covered in this survey.

[   ]

You are almost finished!

In an effort to gain more detailed information regarding our services, we ask that you continue on to the next portion of the survey. This is strictly optional and will not impact your responses thus far. The remainder of the survey offers you the opportunity to rate specific services within the broader categories you indicated were important to you. Please take time to answer additional questions for any category you would like to rate in more detail.

Are you willing to continue with the survey?

○ **Yes**

○ **No**

Thank you for completing the survey. Please click the "Submit" button, located below, to submit and register your final responses.

Your survey responses will be received by Gartner and processed. Results will be tallied and reported at a later date.

Please rate your satisfaction with each of the following services related to the Acquisition of IT Hardware.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Selection/pricing of products offered on the BPA	○	○	○	○	○	◉
BPA Hardware Procurement Process - Instructions are easy to find, clear, and easy to follow	○	○	○	○	○	◉
Non BPA Hardware Procurement Process - Instructions are easy to find, clear, and easy to follow	○	○	○	○	○	◉
Hardware Installation Process - Instructions are easy to find, clear, and easy to follow	○	○	○	○	○	◉

Please rate your satisfaction with each of the following services related to the Acquisition of IT Software.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Procurement of Approved Software - Includes the ITSO process for processing the procurement of CDC approved software but does not include the Level III process	○	○	○	○	○	◉
Installation of Software - Includes timeliness, scheduling, and competency of staff	○	○	○	○	○	◉

Have you recently been involved in the level III software approval process?

○ Yes

○ No

If yes, how satisfied were you with the process?

○ Very satisfied

○ Satisfied

○ Neither satisfied nor dissatisfied

○ Dissatisfied

○ Very dissatisfied

Please provide any comments or explanations on your above response.

Please rate your satisfaction with each of the following ITSO Automated Request Processing Tools.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Elevated Privileges System (EPv)	○	○	○	○	○	◉
Security Patch Schedule Exception Tool	○	○	○	○	○	◉
Software Request Tool (SRT)	○	○	○	○	○	◉
ITSO Loaner Laptop Request Form	○	○	○	○	○	◉
ITSO FTP Request Form	○	○	○	○	○	◉
ITSO New User Request Form	○	○	○	○	○	◉
ITSO Organizational Mailbox Request Form	○	○	○	○	○	◉
Multi-User Share Tool	○	○	○	○	○	◉
ITSO Thumbnail Photo Tool	○	○	○	○	○	◉

Please rate your satisfaction with each of the following Customer Communication avenues utilized by ITSO.

	Very satisfied	Satisfied	Neither satisfied nor	Dissatisfied	Very dissatisfied	N/A

						dissatisfied
E-mail Alerts/Notices	○	○	○	○	○	◉
OCIO Intranet Site (http://intranet.cdc.gov/ITSO)	○	○	○	○	○	◉
Technology Town Hall (held quarterly)	○	○	○	○	○	◉

[   ]

[   ]

[   ]

In general, would you say the amount of communications you receive from ITSO is too much, too little, or just right?

○ Too Much

○ Too Little

○ Just Right

Please provide any comments or explanations on your above response.

[   ]

Please rate your satisfaction with each of the following Network Services.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
File Restores from Backup	○	○	○	○	○	◉
Internet and Intranet Services when working from home	○	○	○	○	○	◉
Internet and Intranet Services when working from the office	○	○	○	○	○	◉
General Network Performance when working from home - Satisfaction rating with the availability and reliability of general network performance	○	○	○	○	○	◉
General Network Performance when working from the office - Satisfaction rating with the availability and reliability of general network performance	○	○	○	○	○	◉

[   ]

[   ]

Please rate your satisfaction with each of the following Microsoft Lync (Skype for Business) Services.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Microsoft Lync Instant Message Service - This encompasses Lync messaging and chat sessions in individual peer-to-peer; multi-user IM and web conference chat sessions.	○	○	○	○	○	◉
Microsoft Lync Presence Service - This encompasses Lync presence/status "jelly beans."	○	○	○	○	○	◉
Microsoft Lync Voice Service (Office) - This encompasses audio quality of Lync-to-Lync voice conversations and external dial-in bridge connections for web conferences from your office.	○	○	○	○	○	◉
Microsoft Lync Voice Service (VPN) - This encompasses audio quality of Lync-to-Lync voice conversations and external dial-in bridge connections for web conferences from a VPN connection.	○	○	○	○	○	◉
Microsoft Lync Video Service - This encompasses webcam video quality in peer-to-peer Lync sessions or Lync web conferences.	○	○	○	○	○	◉
Microsoft Lync Online Meeting Service - This encompasses online meeting scheduling in Outlook as well as overall performance of web conferences and desktop sharing.	○	○	○	○	○	◉

Please rate your satisfaction with each of the following Remote Access Services.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Remote Access Via CITGO - This Includes connecting and accessing email, file shares and all CDC computing services via the citgo.cdc.gov CITGO platform.	○	○	○	○	○	◉
Remote Access Via Virtual Private Network (VPN) - This Includes connecting and accessing email, file shares and all CDC computing services via the access.cdc.gov VPN platform.	○	○	○	○	○	◉
Remote Access Via CDC Webmail Portal - This Includes connecting and accessing the email services via the cdcmail.cdc.gov Webmail platform.	○	○	○	○	○	◉

Please rate your satisfaction with each of the following SharePoint Services.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
SharePoint Server - Satisfaction rating with SharePoint Server (esp.cdc.gov and Partner.cdc.gov)	○	○	○	○	○	◉
Project Server - Satisfaction rating with Project Server.	○	○	○	○	○	◉
Team Foundation Server	○	○	○	○	○	◉
Microsoft Dynamics CRM - Satisfaction rating with Microsoft Dynamics CRM Servers.	○	○	○	○	○	◉

Thank you for completing the survey. Please click the "Submit" button, located below, to submit and register your final responses.

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