

Hello Rachel,

You have received this email because you recently utilized the IT Assistance Center (iTAC) service. The iTAC team would like to know how your experience was in order to help improve service quality or highlight positive areas iTAC should continue.

With only 5 questions, we encourage and appreciate your participation.

Once submitted, your feedback is included in reports provided to iTAC management. A follow-on phone call from the iTAC Team Leader may take place to further discuss your experience. Thank you.

Please Note:

1. Only low-impact, non-sensitive information should be included in your comments. Avoid including IP addresses, home phone numbers, etc.
2. This survey can only be completed by federal employees, pending Office of Management and Budget approval to survey all iTAC customers.

Ticket # INC0049510 closed on 12/3/2014 10:23 AM

[Take Survey Now](#)