## FedRAMP 2019 Survey FAST Track 3090-0297 Req-43



Welcome to the 2019 FedRAMP Annual Survey!

This survey helps the FedRAMP Program Management Office (PMO) provide you with the right solutions, services, and resources. Your responses help identify ways to improve your experience with FedRAMP. Providing information is voluntary and confidential.

Thank you in advance for completing the survey!

Click here to see the full Paperwork Reduction Act statement for Form Approved OMB# 3090-0297

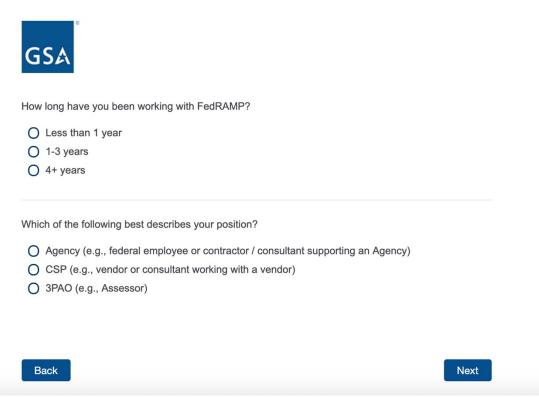
Have you interacted with FedRAMP in the past twelve months?

O Yes

O No

Next

If users answer "yes", continue to slide 2. If users answer "no", the survey ends and users will be taken to an exit screen.



If users answer "Agency", continue to slide 4. If users answer "CSP" or "3PAO", continue to slide 5.



What Agency / Department do you work for?

am familiar 1 -	with the	services o	ffered by I	FedRAMP.					10 -
Strongly Disagree	2	3	4	5	6	7	8	9	Strongly Agree
0	0	0	0	0	0	0	0	0	0
Back									Next



0 0 0

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Back

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10 -Strongly Agree

0



Please consider all of your experiences interacting with FedRAMP in the past 12 months:

	1 - Very Dissatisfied	2	3	4	5	6	7	8	9	10 - Very Satisfied
Customer service (e.g. timely and helpful responses to questions)	0	0	0	0	0	0	0	0	0	0
Quality of products and / or services (e.g. training is intuitive, program updates are distributed in a logical and accessible way)	0	0	0	0	0	0	0	0	0	Ο
Value of products and / or services (e.g. CSP / Agency Authorization playbooks helped me understand the process, blog content is relevant and useful)	0	0	0	0	0	0	0	0	0	0
Back										Next



Please indicate how strongly you agree or disagree with the following statements:

	1 - Strongly Disagree	2	3	4	5	6	7	8	9	10 - Strongly Agree
The FedRAMP process is understandable and manageable.	0	0	0	0	0	0	0	0	0	0
The FedRAMP PMO provides adequate guidance and support to help with the FedRAMP authorization process (e.g., website resources, meeting with the PMO).	0	0	0	0	0	0	0	0	0	0
The FedRAMP PMO's outbound communications (e.g., weekly tips, blog posts) effectively keep me informed of FedRAMP updates.	0	0	0	0	0	0	0	0	0	0
FedRAMP understands my needs as a stakeholder.	0	0	0	0	0	0	0	0	0	0
FedRAMP is continually evolving to meet my needs.	0	0	0	0	0	0	0	0	0	0

Back

Next



Please consider all of your experiences interacting with FedRAMP in the last 12 months. How satisfied or dissatisfied are you with this program?

or dissatisfied	i are you	with this j	Jiografiis						
1 - Very Dissatisfied	2	3	4	5	6	7	8	9	10 - Very Satisfied
0	0	0	0	0	0	0	0	0	0
Please indicatis acting in my			u agree o	r disagree	with this s	statement:	"The Fed	RAMP pı	ogram office
1 - Strongly Disagree	2	3	4	5	6	7	8	9	10 - Strongly Agree
0	0	0	0	0	0	0	0	0	0
Participa Regularl Subscrib Follow u Receive Reached	d a FedR ated in Fe y read o be and re s on Twi updates d out to t	AMP trainedRAMP ( ur blog ead the Tipetter from the left of the PMO the left of the left o	ning in the Connect os & Cues FedRAMF	past year	(e.g., web er list up.gov	inar, in-pe	erson, onlir	ne modul	e)

Of the	e services listed, which do you value most? Select up to three.	
	FedRAMP trainings	
	FedRAMP blog	
	FedRAMP Tips & Cues	
	FedRAMP Twitter account	
	FedRAMP subscriber list	
	Reaching out to the PMO through info@fedramp.gov	
	Meeting with a member of the PMO	
	Other	
	_	
Ва	Next	



ell us about a time when FedRAMP met or exceeded your expectations.	
an you share a specific challenge you have had with the FedRAMP program?	
ease provide any additional comments.	
provide any additional comments.	
[8]	
Back	Submit
Dack	Submit

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