

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?

- Yes
- No

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



How long have you been working with FedRAMP?

- Less than 1 year
- 1-3 years
- 4+ years

Which of the following best describes your position?

- Agency (e.g., federal employee or contractor / consultant supporting an Agency)
- CSP (e.g., vendor or consultant working with a vendor)
- 3PAO (e.g., Assessor)

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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?

I am familiar with the services offered by FedRAMP.

1 - Strongly Disagree	2	3	4	5	6	7	8	9	10 - Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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I am familiar with the services offered by FedRAMP.

1 - Strongly Disagree	2	3	4	5	6	7	8	9	10 - Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of products and / or services (e.g. training is intuitive, program updates are distributed in a logical and accessible way)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value of products and / or services (e.g. CSP / Agency Authorization playbooks helped me understand the process, blog content is relevant and useful)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The FedRAMP PMO provides adequate guidance and support to help with the FedRAMP authorization process (e.g., website resources, meeting with the PMO).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The FedRAMP PMO's outbound communications (e.g., weekly tips, blog posts) effectively keep me informed of FedRAMP updates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FedRAMP understands my needs as a stakeholder.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FedRAMP is continually evolving to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

1 - Very Dissatisfied	2	3	4	5	6	7	8	9	10 - Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate how strongly you agree or disagree with this statement: "The FedRAMP program office is acting in my best interest."

1 - Strongly Disagree	2	3	4	5	6	7	8	9	10 - Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How do you engage with FedRAMP? Select all that apply.

- Attended a FedRAMP training in the past year (e.g., webinar, in-person, online module)
- Participated in FedRAMP Connect
- Regularly read our blog
- Subscribe and read the Tips & Cues
- Follow us on Twitter
- Receive updates from the FedRAMP subscriber list
- Reached out to the PMO through info@fedramp.gov
- Met with a member of the PMO in the past year
- Other

Of the 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

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Tell us about a time when FedRAMP met or exceeded your expectations.

Can you share a specific challenge you have had with the FedRAMP program?

Please provide any additional comments.

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