



# CDC 2017 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 February 10, 2017. 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](mailto:custsatsurvey@cdc.gov) for assistance.

This survey is hosted by Gartner and is located on their website to ensure participant confidentiality and independent results. If you are using assistive technology and experience any difficulty with the survey, please contact Gartner via email at [customersatisfaction@gartner.com](mailto:customersatisfaction@gartner.com). Someone will respond to your email within 24 hours to provide assistance.

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!

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

**Acquisition of IT Hardware ordered through ITSO** - Includes Blanket Purchase Agreement (BPA) hardware options and pricing, BPA and non BPA hardware procurement processes for which ITSO staff are responsible.

**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 or the Information Technology Advisors (ITA).

**E-Mail Services** - CDCMail systems in relation to email delivery, calendar, Global Address List (GAL), spam/junk mail reduction and webmail.

**In-Country Network Services** - Includes the availability and reliability of general network connectivity, file shares and print services such as personal network storage, 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.

**Global Telephone Services** - Includes quality of International calling and voice messaging for CDC provided Voice Over Internet Protocol (VOIP) Phones.

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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
<b>Acquisition of IT Hardware ordered through ITSO</b> - Includes Blanket Purchase Agreement (BPA) hardware options and pricing, BPA and non BPA hardware procurement processes for which ITSO staff are responsible.	<input type="text"/>
<b>Customer Communications</b> - Includes communication avenues such as e-mail alerts/notices sent to CDC staff/customers, the ITSO Newsletter, and the OCIO Intranet site.	<input type="text"/>
<b>Customer Service</b> - Includes the overall responsiveness and staff competency of ITSO personnel such as the ITSO ServiceDesk Technicians or the Information Technology Advisors (ITA).	<input type="text"/>
<b>E-Mail Services</b> - CDCMail systems in relation to email delivery, calendar, Global Address List (GAL), spam/junk mail reduction and webmail.	<input type="text"/>
<b>In-Country Network Services</b> - Includes the availability and reliability of general network connectivity, file shares and print services such as personal network storage, 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.	<input type="text"/>
<b>Microsoft Lync (Skype for Business)</b> - Includes Lync presence, chat, audio, video, calendar interface, voice messaging, desktop sharing, and online meetings.	<input type="text"/>
<b>Remote Access</b> - Includes reliability, responsiveness and ease of use of CITGO, Virtual Private Network (VPN), and CDC Webmail Portal.	<input type="text"/>
<b>Global Telephone Services</b> - Includes quality of International calling and voice messaging for CDC provided Voice Over Internet Protocol (VOIP) Phones.	<input type="text"/>

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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
<b>Acquisition of IT Hardware ordered through ITSO</b> - Includes Blanket Purchase Agreement (BPA) hardware options and pricing, BPA and non BPA hardware procurement processes for which ITSO staff are responsible.	<input type="text"/>
<b>Customer Communications</b> - Includes communication avenues such as e-mail alerts/notices sent to CDC staff/customers, the ITSO Newsletter, and the OCIO Intranet site.	<input type="text"/>
<b>Customer Service</b> - Includes the overall responsiveness and staff competency of ITSO personnel such as the ITSO ServiceDesk Technicians or the Information Technology Advisors (ITA).	<input type="text"/>
<b>E-Mail Services</b> - CDCMail systems in relation to email delivery, calendar, Global Address List (GAL), spam/junk mail reduction and webmail.	<input type="text"/>
<b>In-Country Network Services</b> - Includes the availability and reliability of general network connectivity, file shares and print services such as personal network storage, 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.	<input type="text"/>
<b>Microsoft Lync (Skype for Business)</b> - Includes Lync presence, chat, audio, video, calendar interface, voice messaging, desktop sharing, and online meetings.	<input type="text"/>
<b>Remote Access</b> - Includes reliability, responsiveness and ease of use of CITGO, Virtual Private Network (VPN), and CDC Webmail Portal.	<input type="text"/>
<b>Global Telephone Services</b> - Includes quality of International calling and voice messaging for CDC provided Voice Over Internet Protocol (VOIP) Phones.	<input type="text"/>

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**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.

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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
<b>Impact on Your Work</b> - The ability to increase your performance in the achievement of your organization's mission.	<input type="text"/>
<b>Support Availability</b> - Includes accessibility, coverage, and ease in contacting ITSO support staff.	<input type="text"/>
<b>Support Expertise</b> - Includes business knowledge, competence, and problem resolution skills of ITSO support staff.	<input type="text"/>
<b>Support Responsiveness</b> - Includes communications skills, courtesy, attitude, professionalism, timeliness, training, follow-up, and follow-through of ITSO staff.	<input type="text"/>
<b>System Functionality</b> - Includes compatibility, ease of use, flexibility, integration, and usefulness of the service.	<input type="text"/>
<b>System Performance</b> - Includes speed, responsiveness, throughput and turnaround time for general system performance.	<input type="text"/>
<b>System Quality</b> - Includes the reliability, dependability, uptime and overall quality of ITSO systems.	<input type="text"/>

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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.

**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.

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

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**If you have contacted ITSO Global Activities staff 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?**

- Building and Facilities Office (BFO)
  - Center for Global Health (CGH)
  - Epidemiology and Analysis Program Office (EAPO)
  - 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 HIV/AIDS, Viral Hepatitis, STD, and TB Prevention (NCHHSTP)
  - National Center for Immunization and Respiratory Diseases (NCIRD)
  - National Center on Birth Defects and Developmental Disabilities (NCBDDD)
  - Office of Enterprise Communication (OEC)
  - Office of Infectious Diseases (OID)
  - Office of Surveillance, Epidemiology and Laboratory Services (OSELS)
  - Office of Financial Resources (OFR)
  - Public Health Surveillance Program Office (PHSPO)
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**In which region are you based?**

- Northern Asia
  - Southeast Asia
  - Americas/Caribbean
  - East Africa
  - South Africa
  - West Africa
  - Other
-

**In which country are you based?**

**In which country are you based?**

China

Georgia

India

Kazakhstan

Uzbekistan

Other

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**In which country are you based?**

Cambodia

Laos

Thailand

Vietnam

Other

**In which country are you based?**

- Barbados
  - Brazil
  - Dominican Republic
  - Guatemala
  - Guyana
  - Haiti
  - Other
-

**In which country are you based?**

Democratic Republic of the Congo

Kenya

Malawi

Rwanda

Tanzania

Zambia

Other

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**In which country are you based?**

Angola

Botswana

Lesotho

Mozambique

Namibia

South Africa

Zimbabwe

Other

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**In which country are you based?**

Cameroon

Cote d'Ivoire

Ethiopia

Ghana

Mali

Nigeria

Uganda

Other

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**What is your employment status?**

- Federal Employee
  - Locally Employed Staff (LES)
  - 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)
  - Non Government Pay Scale
- 

**Please select your primary job function:**

- Accounting/Budget/Finance
- Administrative
- Building/Facilities
- Communications
- Contracts/Grants
- Emergency Response
- Epidemiologist
- Informatics and Information Technology
- Laboratory/Animal Care

Program Management

Public Health Advisor/Analyst

Scientist

Statistician

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.**

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**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**

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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.

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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
Selection/pricing of products offered on the BPA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
BPA Hardware Procurement Process - Instructions are easy to find, clear, and easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Non BPA Hardware Procurement Process - Instructions are easy to find, clear, and easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of Delivery - from the point in which the order was placed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
E-mail Alerts/Notices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
OCIO Intranet Site ( <a href="http://intranet.cdc.gov/ITSO">http://intranet.cdc.gov/ITSO</a> )	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ITSO Quarterly Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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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 the service received from each of the following ITSO service groups.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
ITSO ServiceDesk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Information Technology Advisor (ITA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
ITSO Global Activities Network Engineers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Microsoft Lync Presence Service - This encompasses Lync presence/status "jelly beans."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Microsoft Lync Online Meeting Service - This encompasses online meeting scheduling in Outlook as well as overall performance of web conferences and desktop sharing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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Please rate your satisfaction with each of the following E-Mail services.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
E-Mail Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Calendar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Global Address List (GAL)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
SPAM Reduction (Junk Mail)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Webmail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
File Restores from Backup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Internet Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Intranet Services - Access to CDC Headquarters services and applications via the Enterprise Business Systems Menu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Internet: Web Content Filtering (Barracuda)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
General Network Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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Please rate your satisfaction with the use of ITSO provided Voice Over Internet Protocol (VOIP) phones.

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

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Quality of phone call

                  

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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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Remote Access Via CDC Webmail Portal - This Includes connecting and accessing the email services via the cdcmail.cdc.gov Webmail platform.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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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.

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