



# CDC 2017 ITSO Customer Satisfaction Survey

Progress 3%



Form Approved  
OMB No. XXXX-2017  
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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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