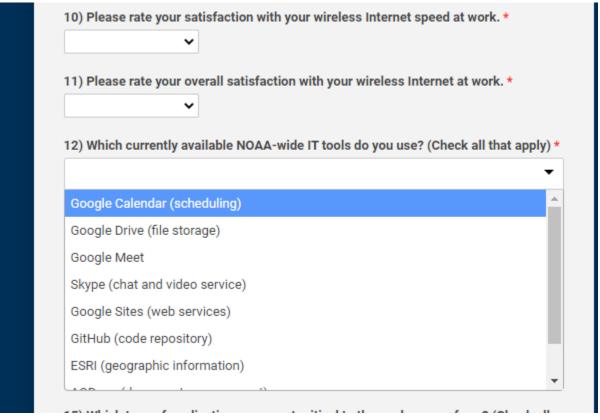
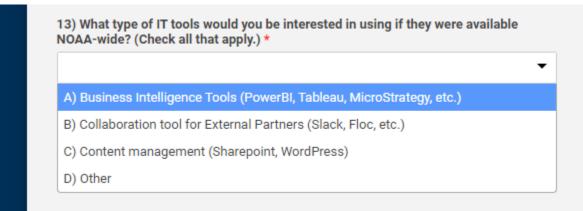
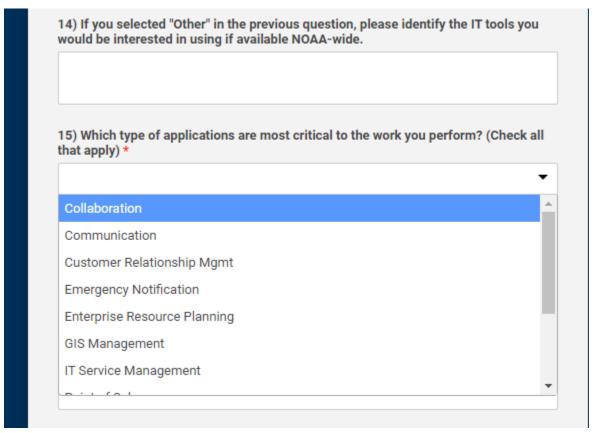
Paperwork Reduction Act:

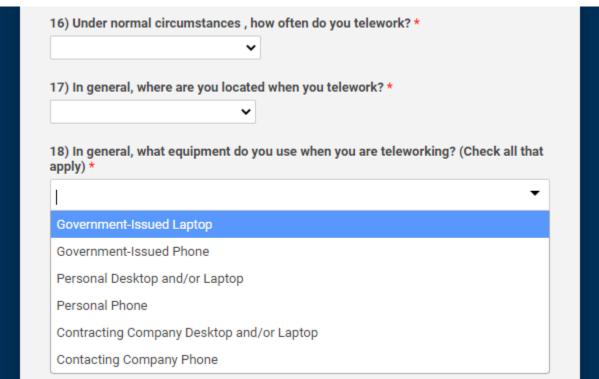
A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this information collection is 0648-0342. Without this approval, we could not conduct this survey. Public reporting for this information collection is estimated to be approximately 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the information collection. All responses to this information collection are voluntary. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to Adrienne. Thomas@noaa.gov

FY20 IT Customer Satisfaction Survey 1) Are you a part of a Line Office or a Staff Office? * 2) What is your Line/Staff Office? * 3) Are you employed on a NOAA Marine vessel? * Yes O No 4) In which state are you physically employed? * If you are on a NOAA Marine vessel, please select N/A. 5) In which city are you physically located for work? * If you are on a NOAA Marine vessel, please select N/A. 6) Please rate your satisfaction with your desktop and/or laptop. * 7) Do you have access to wireless Internet at your primary on-site location at NOAA? Yes O No 8) Is wireless Internet access required for you to do your job when you are at your primary on-site location at NOAA? * Yes O No 9) Please rate your satisfaction with your wireless Internet connectivity at work. * 1 - Very Unsatisfied tisfaction with your wireless Internet speed at work. * 2 - Unsatisfied 3 - Normal 4 - Satisfied 5 - Very Satisfied erall satisfaction with your wireless Internet at work. *









20) If you answered "No" to the previous question, please select the additional equipment you need to effectively telework. (Check all that apply)	
	•
21) Do you have access	s to the Virtual Private Network (VPN) when you telework? *
Yes	
○ No	
22) Is VPN access requ	uired for you to do your job when you telework? *
O Yes	
○ No	
23) Please rate your sa telework. *	tisfaction with your VPN speed and connectivity when you
~	
the tools I need to easi	e level to which you agree with the following statement: "I have ly collaborate and share files with non-NOAA partners in other s, and non-governmental organizations." *
25) Lam eatisfied with	services I received from my Help Desk *
25) I am satisfied with	services I received from my Help Desk. *
25) I am satisfied with	services I received from my Help Desk. *
•	acceptable to receive a response from your Help Desk after
26) What timeframe is submitting a ticket and	acceptable to receive a response from your Help Desk after
26) What timeframe is submitting a ticket and Less than 30 minutes 30 minutes to 1 hour 1 to 2 hours	acceptable to receive a response from your Help Desk after l/or placing a call? *
26) What timeframe is submitting a ticket and Less than 30 minutes 30 minutes to 1 hour	acceptable to receive a response from your Help Desk after l/or placing a call? *

