

OMB Control No. 0648-0342

Expiration Date: 06/30/2021

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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

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

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

No

9) Please rate your satisfaction with your wireless Internet connectivity at work. *

1 - Very Unsatisfied

2 - Unsatisfied

3 - Normal

4 - Satisfied

5 - Very Satisfied

satisfaction with your wireless Internet speed at work. *

Overall satisfaction with your wireless Internet at work. *

10) Please rate your satisfaction with your wireless Internet speed at work. *

11) Please rate your overall satisfaction with your wireless Internet at work. *

12) Which currently available NOAA-wide IT tools do you use? (Check all that apply) *

- Google Calendar (scheduling)
- Google Drive (file storage)
- Google Meet
- Skype (chat and video service)
- Google Sites (web services)
- GitHub (code repository)
- ESRI (geographic information)

13) What type of IT tools would you be interested in using if they were available NOAA-wide? (Check all that apply) *

- A) Business Intelligence Tools (PowerBI, Tableau, MicroStrategy, etc.)
- B) Collaboration tool for External Partners (Slack, Floc, etc.)
- C) Content management (Sharepoint, WordPress)
- D) Other

14) If you selected "Other" in the previous question, please identify the IT tools you would be interested in using if available NOAA-wide.

15) Which type of applications are most critical to the work you perform? (Check all that apply) *

- Collaboration
- Communication
- Customer Relationship Mgmt
- Emergency Notification
- Enterprise Resource Planning
- GIS Management
- IT Service Management

16) Under normal circumstances , how often do you telework? *

17) In general, where are you located when you telework? *

18) In general, what equipment do you use when you are teleworking? (Check all that apply) *

- Government-Issued Laptop
- Government-Issued Phone
- Personal Desktop and/or Laptop
- Personal Phone
- Contracting Company Desktop and/or Laptop
- Contracting Company Phone

19) Do you feel you have all the equipment you need to effectively telework? *

- Yes
- No

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 to the Virtual Private Network (VPN) when you telework? *

- Yes
- No

22) Is VPN access required for you to do your job when you telework? *

- Yes
- No

23) Please rate your satisfaction with your VPN speed and connectivity when you telework. *

24) Please indicate the level to which you agree with the following statement: "I have the tools I need to easily collaborate and share files with non-NOAA partners in other agencies, states, tribes, and non-governmental organizations." *

25) I am satisfied with services I received from my Help Desk. *

26) What timeframe is acceptable to receive a response from your Help Desk after submitting a ticket and/or placing a call? *

- Less than 30 minutes
- 30 minutes to 1 hour
- 1 to 2 hours
- 24 hours
- 1 to 2 days
- Less than 1 week

ased my confidence in the Help Desk. *

Desk addresses my needs. *

27) My interactions increased my confidence in the Help Desk. *

28) Overall I feel the Help Desk addresses my needs. *

29) When interacting with my Help Desk, it was easy to complete what I needed to do. *

30) The Help Desk typically responds within a reasonable amount of time? *

31) I was treated fairly by my Help Desk. *

32) The Help Desk employees I interacted with were helpful. *

Submit