

CDC OCIO 2020 Customer Satisfaction Survey

Over the last year, the Office of the Chief Information Officer (OCIO) has been working diligently to transform its operations to better serve the CDC community. Our goal in transforming is to increase the value OCIO provides to CDC programs, partners, stakeholders, and customers.

Your feedback will help us harness the power of technology to enable the mission of public health. Please take a moment to rank and rate the OCIO services you receive.

This survey is hosted by Gartner and is located on their website to ensure participant confidentiality. If you are using assistive technology and experience any difficulty with the survey, please contact Gartner via email at 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 at a later time, just click "SAVE" at the bottom on the page and then click in the email invitation to return.

The survey is being sent to a select number of CDC staff, so your feedback is very important. Thank you for your participation!

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).

Following is a list of OCIO services provided. Check all the services that are important to you and that you have experience with.

- OCIO Systems & Tools** - includes applications developed and supported by OCIO to provide CDC staff effective ways for conducting day-to-day business across the agency.
 - Information and Systems Security (Cybersecurity)** – includes managing the CDC Cybersecurity Program to ensure CDC systems and data are protected from unauthorized access.
 - IT Hardware Needs** – includes determination of approved IT hardware available for CDC staff, procurement guidance, as well as support and maintenance.
 - IT Software Needs** - includes determination, installation and procurement guidance for approved level I, II, and III IT software, as well as managing statistical and enterprise licensing.
 - Conferencing & Meeting Management Needs** - includes a variety of meeting and conferencing services.
 - Infrastructure Services** - includes maintenance and support of the CDC network, remote access options, SharePoint, out processing, and external partner collaboration.
 - Technology Modernization** - includes activities provided by OCIO to modernize the CDC IT environment.
 - IT Project Management and Governance** – ensures CDC information systems and processes are developed and operated within acceptable costs, reasonable time frames, and contributes to tangible, observable improvements in mission performance and customer service.
 - Customer Communications** - includes a variety of methods to share IT related content to our customers.
 - Consultation, Planning & Development** - includes server and data management capabilities, consulting services, and support for CDC's public health mission by developing, implementing, and managing enterprise and program applications for the agency.
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For each of the following previously selected important services, rate each service's importance to you from 1.0 to 5.0 with 1.0 being the lowest and 5.0 being the highest. Feel free to use a decimal in your assessment.

	Importance Rating
OCIO Systems & Tools - includes applications developed and supported by OCIO to provide CDC staff effective ways for conducting day-to-day business across the agency.	<input type="text"/>
IT Hardware Needs – includes determination of approved IT hardware available for CDC staff, procurement guidance, as well as support and maintenance.	<input type="text"/>
Conferencing & Meeting Management Needs - includes a variety of meeting and conferencing services.	<input type="text"/>
Technology Modernization - includes activities provided by OCIO to modernize the CDC IT environment.	<input type="text"/>
Customer Communications - includes a variety of methods to share IT related content to our customers.	<input type="text"/>
Information and Systems Security (Cybersecurity) – includes managing the CDC Cybersecurity Program to ensure CDC systems and data are protected from unauthorized access.	<input type="text"/>
IT Software Needs - includes determination, installation and procurement guidance for approved level I, II, and III IT software, as well as managing statistical and enterprise licensing.	<input type="text"/>
Infrastructure Services - includes maintenance and support of the CDC network, remote access options, SharePoint, out processing, and external partner collaboration.	<input type="text"/>
IT Project Management and Governance – ensures CDC information systems and processes are developed and operated within acceptable costs, reasonable time frames, and contributes to tangible, observable improvements in mission performance and customer service.	<input type="text"/>
Consultation, Planning & Development - includes server and data management capabilities, consulting services, and support for CDC's public health mission by developing, implementing, and managing enterprise and program applications for the agency.	<input type="text"/>

For each of the following previously selected important services, rate your satisfaction with OCIO's ability to meet your needs on a scale of 1.0 to 5.0 with 1.0 being the lowest and 5.0 being the highest. Feel free to use a decimal in your assessment. Please use the feedback section to tell us what we are doing right and what we need to improve.

	Satisfaction Rating
OCIO Systems & Tools - includes applications developed and supported by OCIO to provide CDC staff effective ways for conducting day-to-day business across the agency.	<input type="text"/>
IT Hardware Needs – includes determination of approved IT hardware available for CDC staff, procurement guidance, as well as support and maintenance.	<input type="text"/>
Conferencing & Meeting Management Needs - includes a variety of meeting and conferencing services.	<input type="text"/>
Technology Modernization - includes activities provided by OCIO to modernize the CDC IT environment.	<input type="text"/>
Customer Communications - includes a variety of methods to share IT related content to our customers.	<input type="text"/>
Information and Systems Security (Cybersecurity) – includes managing the CDC Cybersecurity Program to ensure CDC systems and data are protected from unauthorized access.	<input type="text"/>
IT Software Needs - includes determination, installation and procurement guidance for approved level I, II, and III IT software, as well as managing statistical and enterprise licensing.	<input type="text"/>
Infrastructure Services - includes maintenance and support of the CDC network, remote access options, SharePoint, out processing, and external partner collaboration.	<input type="text"/>
IT Project Management and Governance – ensures CDC information systems and processes are developed and operated within acceptable costs, reasonable time frames, and contributes to tangible, observable improvements in mission performance and customer service.	<input type="text"/>
Consultation, Planning & Development - includes server and data management capabilities, consulting services, and support for CDC's public health mission by developing, implementing, and managing enterprise and program applications for the agency.	<input type="text"/>

OCIO Systems and Tools - Please rate your satisfaction with each of the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
CDC Neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Distribution List Management Tool (DLMT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Enterprise Application Systems Integrator (EASI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Enterprise Reporting System (ERS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Individual Learning Account (ILA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Local Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Password Reset Tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
People Processing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Performance Management Appraisal System (PMAS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Safety Survival Skills Training and Tracking System	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Software Request Tool (SRT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please provide a reason for your rating and/or a suggestion for improvement.

Telework Management System (TMS)

Please provide a reason for your rating and/or a suggestion for improvement.

Virtual Private Network (VPN)

Please provide a reason for your rating and/or a suggestion for improvement.

Time and Attendance (TASNet)

Please provide a reason for your rating and/or a suggestion for improvement.

If you could improve one thing about OCIO Systems and Tools, what would it be?

Information and Systems Security - Please rate your satisfaction with each of the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Security Awareness Training (SAT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Significant Security Responsibilities - Role Based Training (RBT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
System Assessment and Authorization (SA&A)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Privacy Impact Assessment (PIA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Reporting a malware incident	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Reporting a suspected phishing email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Reporting lost or stolen equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Firewall Change Request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
System or application vulnerability scanning request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						

If you could improve one thing about Information and Systems Security, what would it be?

Infrastructure Services - Please rate your satisfaction with each of the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
VPN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
CITGO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Mobile	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
SAMS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
CDCJOIN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Network Logon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Smart Card Certificates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Digital Signatures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Password Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Global Connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Campus network connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please provide a reason for your rating and/or a suggestion for improvement.

Internet network connectivity

Please provide a reason for your rating and/or a suggestion for improvement.

Server & application hosting

Please provide a reason for your rating and/or a suggestion for improvement.

Cloud computing capabilities

Please provide a reason for your rating and/or a suggestion for improvement.

SharePoint

Please provide a reason for your rating and/or a suggestion for improvement.

O365

Please provide a reason for your rating and/or a suggestion for improvement.

OneDrive

Please provide a reason for your rating and/or a suggestion for improvement.

Teams

Please provide a reason for your rating and/or a suggestion for improvement.

In/Out Processing Services

Please provide a reason for your rating and/or a suggestion for improvement.

If you could improve one thing about Infrastructure Services, what would it be?

Consultation, Planning & Development - Please rate your satisfaction with the following:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Program Application Development (Desktop and Mobile)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please provide a reason for your rating and/or a suggestion for improvement.

Project Management Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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Please provide a reason for your rating and/or a suggestion for improvement.

Systems Analysis (Analysis of Alternatives)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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Please provide a reason for your rating and/or a suggestion for improvement.

Cloud Computing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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Please provide a reason for your rating and/or a suggestion for improvement.

Server/Application Hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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Please provide a reason for your rating and/or a suggestion for improvement.

Third Party Tools (APIs, websites)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
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Please provide a reason for your rating and/or a suggestion for improvement.

If you could improve one thing about Consultation, Planning and Development, what would it be?

On average, prior to mandatory telework, how many days of the week do you work remotely?

- 0
- 1
- 2
- 3
- 4+

How would you rate your satisfaction with each of the following while teleworking:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Ability to accomplish work remotely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Ease of use connecting to O365	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Ease of use connecting to VPN	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Ease of use connecting to CITGO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Ability to access CDC applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Ability to collaborate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Remote Help Desk support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						
<input type="text"/>						
Use of internet/intranet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<i>Please provide a reason for your rating and/or a suggestion for improvement.</i>						

If you could improve one thing about telework services, what would it be?

Please rank the following in your preferred order to receive communication from OCIO:

Unranked Choices

CDC Connects Home Page

Consolidated Daily Announcements (CDA)

Customer Solution Accelerators (CSAs)

Email

In-Person Demo's, Updates, Q&A

IT ServiceDesk Portal

Newsletter

OCIO Website

On-line Demo's, Updates, Q&A

Recorded Information

Ranked Choices

No Items Ranked

With which Organizational Unit are you associated? (This list is based on the current CDC Organizational chart posted at http://www.cdc.gov/maso/pdf/CDC_detailed.pdf.)

- CDC Washington Office
- Center for Global Health (CGH)
- Center for Preparedness and Response (CPR)
- Center for State, Tribal, Local and Territorial Support (CSTLTS)
- Center for Surveillance, Epidemiology and Laboratory Services (CSELS)
- Deputy Director for Infectious Diseases
- Deputy Director for Non-Infectious Diseases
- Deputy Director for Public Health Science and Surveillance
- Deputy Director for Public Health Service and Implementation Science
- National Center for Chronic Disease Prevention and Health Promotion (NCCDPHP)
- National Center for Emerging and Zoonotic Infectious Diseases (NCEZID)
- National Center for Environmental Health/Agency for Toxic Substances and Disease Registry (NHCEH/ATSDR)
- National Center for Health Statistics (NCHS)
- National Center for HIV/AIDS, Viral Hepatitis, STD, and TB Prevention (NCHHSTP)
- National Center for Immunization and Respiratory Diseases (NCIRD)
- National Center for Injury Prevention and Control (NCIPC)
- National Center on Birth Defects and Developmental Disabilities (NCBDDD)
- National Institute for Occupational Safety and Health (NIOSH)
- Office of Equal Employment Opportunity (OEEO)
- Office of Laboratory Science and Safety (OLSS)
- Office of Minority Health and Health Equity (OMHHE)
- Office of Science (OS)
- Office of the Associate Director for Communications (OADC)
- Office of the Associate Director for Policy and Strategy (OADPS)
- Office of the Chief of Staff (OCS)
- Office of the Chief Information Officer (OCIO)
- Office of the Chief Operating Officer (OCOO)
- Office of the Director (OD)

Other - Please Specify:

At which campus do you primarily work?

- Atlanta - Century Center
- Atlanta - Chamblee
- Atlanta - Clifton Road/Roybal
- Atlanta - Corporate Square
- Atlanta - Lawrenceville
- Atlanta - PGO Warehouse
- District at Chamblee / UOP
- Anchorage
- Cincinnati
- Denver
- Fort Collins
- Hyattsville
- Morgantown
- Pittsburgh
- Research Triangle Park (RTP)
- San Juan
- Spokane
- Washington DC
- Other - Please specify:

What is your employee status?

- Employee
- Contractor
- Fellow
- Student
- Commissioned Corps

Guest Researcher

Other - Please Specify:

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)

Please select your primary job function:

- Accounting/Budget/Finance
 - Administrative
 - Building/Facilities
 - Communications
 - Contracts/Grants
 - Emergency Response
 - Engineer
 - Epidemiologist
 - Informatics and Information Technology
 - Laboratory/Animal Care
 - Library Services
 - Medical
 - Physical Security
 - Public Health Advisor/Analyst
 - Scientist
 - Statistician
 - Writer/Editor
 - Other - Please Specify:
-

How long have you been with CDC?

- Less than one year
 - One to five years
 - More than five years to ten years
 - More than ten years to fifteen years
 - More than fifteen years
-

Please provide us with any additional comments/feedback you might have regarding the OCIO Support and Services you receive.

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.
