Gartner.

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 in very important. Thank you for your participation!

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.

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.	
IT Hardware Needs – includes determination of approved IT hardware available for CDC staff, procurement guidance, as well as support and maintenance.	
Conferencing & Meeting Management Needs - includes a variety of meeting and conferencing services.	
Technology Modernization - includes activities provided by OCIO to modernize the CDC IT environment.	
Customer Communications - includes a variety of methods to share IT related content to our customers.	
Information and Systems Security (Cybersecurity) – includes managing the CDC Cybersecurity Program to ensure CDC systems and data are protected from unauthorized access.	
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.	
Infrastructure Services - includes maintenance and support of the CDC network, remote access options, SharePoint, out processing, and external partner collaboration.	
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.	
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.	

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.	
IT Hardware Needs – includes determination of approved IT hardware available for CDC staff, procurement guidance, as well as support and maintenance.	
Conferencing & Meeting Management Needs - includes a variety of meeting and conferencing services.	
Technology Modernization - includes activities provided by OCIO to modernize the CDC IT environment.	
Customer Communications - includes a variety of methods to share IT related content to our customers.	
Information and Systems Security (Cybersecurity) – includes managing the CDC Cybersecurity Program to ensure CDC systems and data are protected from unauthorized access.	
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.	
Infrastructure Services - includes maintenance and support of the CDC network, remote access options, SharePoint, out processing, and external partner collaboration.	
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.	
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.	

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
CDC Neighborhood	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Distribution List Management Tool (DLMT)	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Enterprise Application Systems Integrator (EASI)	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Enterprise Reporting System (ERS)	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Individual Learning Account (ILA)	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Local Travel	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Password Reset Tool	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
People Processing	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Performance Management Appraisal System (PMAS)	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Safety Survival Skills Training and Tracking System	○	○	○	○	○	◉

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

[ ]

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Software Request Tool (SRT)	○	○	○	○	○	◉

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)	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Significant Security Responsibilities - Role Based Training (RBT)	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
System Assessment and Authorization (SA&A)	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Privacy Impact Assessment (PIA)	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Reporting a malware incident	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Reporting a suspected phishing email	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Reporting lost or stolen equipment	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Firewall Change Request	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
System or application vulnerability scanning request	○	○	○	○	○	◉

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

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	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
CITGO	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Mobile	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
SAMS	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
CDCJOIN	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Network Logon	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Smart Card Certificates	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Digital Signatures	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Password Support	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Global Connectivity	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Campus network connectivity	○	○	○	○	○	◉

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)	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Project Management Support	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Systems Analysis (Analysis of Alternatives)	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Cloud Computing	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Server/Application Hosting	○	○	○	○	○	◉

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Third Party Tools (APIs, websites)	○	○	○	○	○	◉

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	○	○	○	○	○	◉

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

Ease of use connecting to O365	○	○	○	○	○	◉

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

Ease of use connecting to VPN	○	○	○	○	○	◉

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

Ease of use connecting to CITGO	○	○	○	○	○	◉

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

Ability to access CDC applications	○	○	○	○	○	◉

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

Ability to collaborate	○	○	○	○	○	◉

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

Remote Help Desk support	○	○	○	○	○	◉

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

Use of internet/intranet	○	○	○	○	○	◉

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

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	Ranked Choices
CDC Connects Home Page	No Items Ranked
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	

With which Organizational Unit are you associated? (This list is based on the current CDC Organizational chart posted at ttp://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.