

IRS Office of Governmental Liaison Disclosure and Safeguards (GLDS)

Customer Satisfaction Evaluation for Data Services Customers 2019

Welcome!

GLDS is seeking feedback from individuals who have firsthand knowledge or experience with GLDS programs to help IRS evaluate and improve its products, services, and support.

Your participation is voluntary.

Your identity will remain private; [No personally identifiable information \(PII\)](#) will be collected.

Responses will be aggregated into a report.

The survey will take less than **10** minutes to complete.

Thank you for taking part in this important survey. Your responses can help us better serve you.

Instructions:

Please do not enter or submit any personally identifiable information (PII) with your survey.

Please do not use your browser's 'Back' and 'Forward' buttons while taking the survey.

Use the buttons provided at the bottom of each page for navigation.

[Paperwork Reduction Act Notice](#)

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IRS Computer Matching Program Implementation

Please assess the following statements:

I understand my agency's obligations under the...

Select one choice per statement.

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Computer Matching Program | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reimburseables Agreement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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What, if anything, can IRS Data Services do to help you better understand your agency's obligations under the Computer Matching Program?

Reminder: Please do not enter or submit any [personally identifiable information \(PII\)](#) with your survey.

What, if anything, can IRS Data Services do to help you better understand your agency's obligations under the Reimbursables Agreement?

Reminder: Please do not enter or submit any [personally identifiable information \(PII\)](#) with your survey.

Please rate your satisfaction with the following aspects of the information provided for your agency's Computer Matching program:

Select one choice per statement.

| | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied |
|----------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Accuracy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Clarity | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeliness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall satisfaction | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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How can the Computer Matching program be improved?

Note: We are interested in any comments or suggestions you can provide, particularly for those areas where your response was either *Very Dissatisfied* or *Dissatisfied*.

Reminder: Please do not enter or submit any personally identifiable information (PII) with your survey.

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Secure Data Transfer (SDT)

Please assess the following statement:

The IRS clearly communicates procedures for requesting customer support for SDT.

Select one choice.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

(End of Page 6)

Please assess the following statements regarding the Disclosure of Information to Federal State and Local Agencies(DIFSLA) Handbook:

Select one choice per statement.

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| It is clearly written. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| It is easy to understand. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Technical requirements are easy to follow. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timetables are clear. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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Demographics

How long have you worked in your current position?

Select one choice.

- Less than 1 year
- 1 - 3 years
- 4 or more years

(End of Page 8)

Comments/Suggestions

How can your IRS Data Services Contact improve service to your agency?

Reminder: Please do not enter or submit any personally identifiable information (PII) with your survey.

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