

# IRS Office of Governmental Liaison Disclosure and Safeguards (GLDS)

## Customer Satisfaction Evaluation for Users of IRS GLDS Products and Services 2019

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### 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 15 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](#)



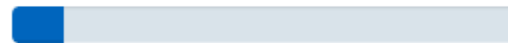
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## Disclosure

Please rate your level of satisfaction with each of the following:

Select one choice per question.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Disclosure Awareness <a href="#">Publication 4761, Protecting Federal Tax Information: A Guide for Government Employees</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<a href="#">Disclosure Awareness Videos</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



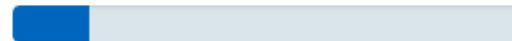
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## IRS Responses to Your Requests for Federal Tax Returns or Return Information

Please rate your level of satisfaction with the following aspects regarding IRS responses to your requests for federal tax returns or return information made using Form 8796 or specific requests:

Select one choice per question.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy (meets your needs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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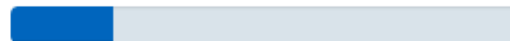
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## IRS Responses to your Disclosure Questions

Please rate your level of satisfaction with the following aspects regarding IRS responses to your Disclosure questions or concerns:

Select one choice per question.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy (meets your needs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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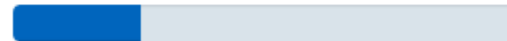


## Disclosure Overall Satisfaction

Please rate your level of satisfaction with the following aspects of the Disclosure program:

Select one choice per question.

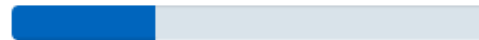
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
The products provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The services provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the Disclosure program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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## Comments and Suggestions for Disclosure

How can we improve the IRS Disclosure program products and services?



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## Safeguards and Security

**Do you understand your responsibilities in reporting data breaches, to include lost and stolen federal tax information (Incident Reporting)?**

Select one choice.

- Yes
- No



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## Safeguards Products and Services

Please rate your level of satisfaction with the following aspects regarding the Office of Safeguards:

Select one choice per question.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Publication 1075, Tax Information Security Guidelines For Federal, State and Local Agencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Office Hour Calls (Offered quarterly to assist with reporting requirements and specific technical topics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Safeguards mailbox (SafeguardReports@irs.gov)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response to computer security technical inquiries submitted through the Safeguards mailbox	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response to physical security technical inquiries submitted through the Safeguards mailbox	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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## Safeguards Program Website

Please rate your level of agreement with the following aspects of the [Safeguards Program website](#):

Select one choice per question.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Content is up-to-date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding answers is easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigation is easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Works when needed (functionality)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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## Safeguards On-site Reviews

Please rate your level of satisfaction with the following aspects of the on-site reviews conducted by the Office of Safeguards:

Select one choice per question.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Pre-planning for the on-site reviews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-site interviews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff's professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff's technical expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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## Safeguards Overall Satisfaction

Please rate your level of satisfaction with the following aspects of the Office of Safeguards:

Select one choice per question.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
The products provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The services provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the Safeguards program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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# Comments and Suggestions for Safeguards

How can we improve the IRS Safeguards program products and services?



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## Transcript Delivery System (TDS)

Please rate your level of satisfaction with the following aspects of TDS information provided for your agency's compliance program:

Select one choice per question.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy (meets your needs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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## Governmental Liaison Data Exchange Program (GLDEP)

This section is about the GLDEP extracts overseen by the IRS Governmental Liaison, Disclosure and Safeguards (GLDS) Data Services Office. Products and services provided include the delivery of extracts, specification books, and extract information and/or updates provided (not Secure Data Transfer).

### Do you use any products and services provided by the Governmental Liaison Data Exchange Program?

Select one choice.

- Yes
- No



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## GL Data Exchange Program Products and Services

Please assess the following statements:

Select one choice per statement.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The GLDEP extracts are delivered as scheduled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The GLDEP extracts provide information that generates tax revenue for your agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The GLDEP extract information is accurate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The format of the file(s) matches the record layout in the Specification Book(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Specification Books are understandable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You are receiving the information for which you've enrolled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction with the Governmental Liaison Data Exchange Program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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## Secure Data Transfer (SDT)

**Do you use any products or services provided by the Secure Data Transfer (SDT) program?**

Select one choice.

- Yes
- No



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## ***SDT and the File Transfer Process Training***

The IRS provided State Agency Collaborative Tax Administration Calls (SACTAC) Call, *SDT and the File Transfer Process* training on November 13th and November 15th, 2018.

	<b>Yes</b>	<b>No</b>
<b>Were you aware of this training?</b>	<input type="radio"/>	<input type="radio"/>
<b>Did you attend this training?</b>	<input type="radio"/>	<input type="radio"/>
<b>Would you like annual training on the SDT and the file transfer process?</b>	<input type="radio"/>	<input type="radio"/>



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## Overall Satisfaction with the *SDT and the File Transfer Process* Training

Please rate your overall level of satisfaction with the *SDT and the File Transfer Process* training.

Very Dissatisfied    Dissatisfied    Neutral    Satisfied    Very Satisfied



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## SDT Overall Satisfaction

Please rate your overall level of satisfaction with the SDT program.

Select one choice per question.

Very Dissatisfied    Dissatisfied    Neutral    Satisfied    Very Satisfied



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## Demographics

### Which agency do you represent?

Select one choice.

- City Agency
- Federal Agency
- State Child Support Agency
- State Health and Human Services
- State Tax Agency
- State Workforce Agency
- Other Agency

### How long have you worked in your current position?

Select one choice.

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

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## Comments and Suggestions for GLDS

How can IRS improve products and services provided by Governmental Liaison/Data Services (GLDS)?

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

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[Submit Survey](#)

OMB #1545-1432