



Welcome to the FY20 FedRAMP Annual Customer Survey!

Your responses to this survey will help the FedRAMP Program Management Office (PMO) provide you with the right solutions, services, and resources. They will help us identify ways to improve your experience with FedRAMP. Providing information is voluntary and confidential. This survey will take less than five minutes to complete.

Thank you in advance for completing the survey!

[Click here to see the full Paperwork Reduction Act Statement for Form Approved OMB# 3090-029](#)

Q1. Have you interacted with FedRAMP in the past 12 months?

- Yes
- No

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If users answer "yes", continue to Page 2. If users answer "no", the survey ends and users will be taken to an exit screen.



Q2. Please consider all of your experiences interacting with FedRAMP in the last 12 months. How satisfied or dissatisfied are you with this program?

Very Dissatisfied 1	2	3	4	Very Satisfied 5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3. Please rate the following: How likely are you to recommend the FedRAMP Program Management Office (PMO) to others?

Very Unlikely 1	2	3	4	Very Likely 5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4. Please rate the following: If you had the option, how likely would you be to work with the FedRAMP PMO in the future?

Very Unlikely	2	3	4	Very Likely 5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5. Please indicate how strongly you agree or disagree with this statement: "FedRAMP is acting in my best interest."

Strongly Disagree 1	2	3	4	Strongly Agree 5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6. Please indicate how strongly you agree or disagree with this statement: "I am familiar with the services offered by FedRAMP."

Strongly Disagree 1	2	3	4	Strongly Agree 5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7. How long have you been working with FedRAMP?

- Less than 1 year
- 1-3 years
- More than 3 years

Q8. Which of the following best describes your position?

- Agency Representative
(e.g., federal employee or contractor/consultant supporting an Agency)
- Cloud Service Provider (CSP)
(e.g., vendor or consultant working with a vendor)
- Third Party Assessment Organization (3PAO)
(e.g., Assessor)

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If users answer "Agency", continue to Page 3. If users answer "3PAO", continue to Page 4. If users answer "CSP", continue to Page 5



Q8.1. Please select the department/agency and bureau you work for.

Department/Agency

Bureau

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Q8.1.

Please indicate how strongly you agree or disagree with this statement: "In the past year, FedRAMP has made notable improvements in helping 3PAOs better understand their performance expectations when conducting FedRAMP assessments."

Strongly Disagree
1

2

3

4

Strongly Agree
5

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Q9. Please consider your experiences with the FedRAMP program in the last 12 months:

	Very Dissatisfied 1	2	3	4	Very Satisfied 5
Customer service (e.g. timely and helpful responses to questions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of products and / or services (e.g. training is intuitive, program updates are distributed in a logical and accessible way)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value of products and / or services (e.g. CSP / Agency Authorization Playbooks helped me understand the process, blog content is relevant and useful)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q10. Please indicate how strongly you agree or disagree with the following statements:

	Strongly Disagree 1	2	3	4	Strongly Agree 5
The FedRAMP process is understandable and manageable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FedRAMP provides adequate guidance and support to help with its authorization process (e.g., website resources, meeting with the PMO).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FedRAMP's outbound communications effectively keep me informed of FedRAMP updates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FedRAMP understands my needs as a stakeholder.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FedRAMP is continually evolving to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q11. How do you engage with FedRAMP? Select all that apply.

- Attended a FedRAMP training in the past year (e.g., webinar, in-person, online module)
- Participated in FedRAMP Connect
- Regularly read the Focus on FedRAMP blog
- Subscribe and read the Tips & Cues
- Follow us on Twitter
- Receive updates from the FedRAMP subscriber list
- Reached out to the PMO through info@fedramp.gov
- Met with a member of the PMO in the past year
- Other

Q12. Of the services listed, which do you value most? Select up to three.

- FedRAMP trainings
- FedRAMP blog
- FedRAMP Tips & Cues
- FedRAMP Twitter account
- FedRAMP subscriber list
- Reaching out to the PMO through info@fedramp.gov
- Meeting with a member of the PMO
- Other

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Q13. Please share a time when FedRAMP met or exceeded your expectations.

Q14. Please share a specific challenge working with FedRAMP.

Q15. Please provide any additional comments.

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