

# Survey: NNSA Classified Computing Support

**NNSA OCIO is looking for your insight in how we support your day-to-day classified information technology (IT) needs.**

*Paperwork Reduction Act Burden Disclosure Statement - OMB control Number 1910-5160, expiration 02/28/2026. This data is being collected to obtain feedback on NNSA's internal customer service. The data you supply will be used for enhancing our IT support operations and improving the user experience.*

*Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Enterprise Policy Development & Implementation Office, IM-22, Information Collection Management Program (1910-5160), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC 20585; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-5160), Washington, DC 20503. Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB control number. Submission of this data is voluntary.*

When you submit this form, it will not automatically collect your details like name and email address unless you provide it yourself.

\* Required

1. Please rate how much you agree with the following statements.

\*

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
I know <b>how to reach</b> the classified service desk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The classified service desk assists me <b>promptly</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
Communications from the classified service desk are <b>clear and timely</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I'm <b>confident</b> the classified service desk will <b>solve my needs</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The available classified <b>systems and tools meet my business needs</b> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How do you typically handle needs for classified systems?

- Attempt to resolve it myself or search online for resolutions.
- Ask for guidance from my coworkers, manager, or office admins.
- Directly contact the classified service desk.
- Other

3. When you need something from the classified service desk, how would you **prefer** to engage?

- Enter a ticket via a **web portal**.
- Send an **email** to the service desk.
- Make a **phone call** to the service desk.
- Start a Teams **chat** with the service desk.
- Walk into** my local service desk office.

- Contact a **member of my program office** who handles these requests (i.e. a dedicated admin or technical point of contact).
- Contact an **individual at the service desk that I have worked with before.**
- Other

4. Overall, how satisfied are you with the classified service desk?

\*

- 5 - Very satisfied
- 4 - Somewhat satisfied
- 3 - Neither satisfied nor dissatisfied
- 2 - Somewhat dissatisfied
- 1 - Very dissatisfied

5. What tools or functions not currently available on National Security Network (NSN) or Enterprise Secure Network (ESN) would enhance your experience or your ability to complete work duties?

Enter your answer

6. Please include any additional information the service desk should be aware of.

Enter your answer

7. If you'd like a response to any of the above feedback, please provide your email address.

Enter your answer



This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

**Microsoft Forms** | AI-Powered surveys, quizzes and polls [Create my own form](#)

The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide personal or sensitive information. | [Terms of use](#)