



## VCC Administrator Feedback

### Privacy Act Statement

**Authority:** The collection of this information is authorized under Title 34 U.S.C. § 10211, 44 U.S.C. § 3101, and the general record keeping provision of the Administrative Procedures Act (5 U.S.C. § 301). Completing the survey and providing your contact information is voluntary.

**Principal Purpose:** The purpose of this survey is to gather feedback regarding your experience with the FBI's Virtual Command Center (VCC) System. If provided, your contact information may be used to contact you regarding your VCC experiences.

**Routine Uses:** All survey responses will be maintained in accordance with the Privacy Act of 1974. Information on the survey form may be disclosed with your consent, and may be disclosed without your consent as permitted by all applicable routine uses as published in the Federal Register (FR), including the routine uses for the FBI Online Collaboration Systems (JUSTICE/FBI-004), published at 82 FR 57291 (Dec. 4, 2017), and the routine uses for The FBI Central Records System (JUSTICE/FBI-002), published at 63 FR 8659, 671 (Feb. 20, 1998) and amended at 66 FR 8425 (Jan. 31, 2001), 66 FR 17200 (Mar. 29, 2001), and 82 FR 24147 (May 25, 2017). Routine uses may include sharing information with other local, state, tribal, territorial, or federal law enforcement agencies.

Pursuant to Paperwork Reduction Act requirements, this collection has been assigned the following control number by the Office of Management and Budget (OMB): 1103-0117. This OMB control number expires 12/31/2022.

Required responses in the questionnaire are indicated by an asterisk (\*)

Please indicate your agency's state/territory (If you work for a federal agency, please indicate your primary work location):

Which of the following categories best describes your agency (if working primarily as part of a task force or other multi-agency effort, please describe your home agency)?

Which of the following best describes the primary jurisdiction of your agency (if part of a task force or other multi-agency effort, please describe your home agency's primary jurisdiction)?

\* Prior to discontinuing use of the Virtual Command Center (VCC), were you able to successfully deploy the VCC to meet any business needs of the agency?

- Yes
- No
- Not sure



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Prior to discontinuing use of your Virtual Command Center (VCC), please indicate the business need(s) supported by the VCC (check all that apply):

- |   |   |
|---|---|
| <input type="checkbox"/> Criminal investigations                          | <input type="checkbox"/> Large event security awareness           |
| <input type="checkbox"/> Warrant services                                 | <input type="checkbox"/> Training purposes (active shooter, etc.) |
| <input type="checkbox"/> Search and rescue operations                     | <input type="checkbox"/> Inter-agency communications/operations   |
| <input type="checkbox"/> Other law enforcement functions (please specify) |   |

Please indicate your general level of satisfaction with the ability of the VCC to support the business need(s) of the agency.

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied



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Please indicate the primary reason(s) which led to the discontinuation of VCC use by your agency (select all that apply):

- We did not find the features offered by the VCC to be aligned with the agency's critical information/emergency management needs
- The agency's needs were better met through alternative emergency management products
- There were functional/performance issues when the agency tried to use the VCC (e.g., too slow, did not work properly)
- Users had difficulty accessing the VCC/access was too cumbersome
- Other (please specify)
- Users had difficulty navigating the VCC platform/the site was not user-friendly
- Users were unfamiliar with the VCC features/ too confusing
- The agency had policy or security concerns with the data being shared through the VCC



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So that we can better understand your agency's needs, please list up to five web-based products your agency has used on a regular basis over the past six months for emergency management and/or situational awareness:

Product 1

Product 2

Product 3

Product 4

Product 5

When thinking about the needs of your agency, please indicate the level of importance you place on considerations and features of any critical information/emergency management product(s) you would consider using:

	Not at all important	Low importance	Neutral	Important	Very Important
The overall cost of the product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The data security features of the product.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to access the product from within the agency's existing portal/site/environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ease of product use with mobile devices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The availability of onsite product training and support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of the product to manage "batch" entities (thousands of names, locations) to support large-scale business cases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of the product to provide intra-event communication with partner agencies via text or email.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability of the product to provide intra-event communication with partner agencies via video and audio teleconferencing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ability to use the mapping system to create new incidents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate any other features and/or considerations which your agency would consider to be "very important" before adopting any emergency management product:

\* Would you like the VCC Program Office to contact you regarding your current VCCs, including reactivation, discussion of new VCC features and capabilities, or VCC deactivation?

Yes

No



## VCC Administrator Feedback

Because you requested a follow-up, please provide your basic contact information and a member of the VCC Program Office will reach back out to you. Thank you!

**Name**

**Agency**

**Email Address**

**Phone Number**