



## N-DEX Service Desk Feedback

Based on your recent N-DEX Service Desk experience, please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The service desk was courteous and professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service desk was prompt and efficient in any follow-up communication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service desk sufficiently answered my question(s) or resolved my problem(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service desk answered my question(s) or resolved my problem(s) in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident about contacting the service desk the next time I have an N-DEX System question or problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the overall satisfaction with your recent N-DEX Service Desk experience :

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

Do you have any other comments, questions, or concerns to share about your Service Desk experience?

In the past six months (or since first access, if less than six months), about how often have you used the N-DEx System?

- |   |  |
|---|--|
| <input type="radio"/> Every day           | <input type="radio"/> Once a month   |
| <input type="radio"/> A few times a week  | <input type="radio"/> Less than once a month   |
| <input type="radio"/> About once a week   | <input type="radio"/> I have not used the N-DEx System at all in the past six months |
| <input type="radio"/> A few times a month |  |

Please provide the ticket number issued during the N-DEx Service Desk experience

#### 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 service ticket number is voluntary.

Principal Purpose: The purpose of this survey is to gather feedback regarding your experience with the N-DEx Service Desk.

Routine Uses: All surveys will be maintained in accordance with the Privacy Act of 1974. Information on the survey 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 Law Enforcement National Data Exchange (N-DEx), FBI-020, 72 FR 56793 (Oct. 4, 2007), as amended by 82 FR 24151, 157 (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.