

HMIRS Administrative Data Processor User Survey

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-0553, is estimated to average five 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 the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

1. How would you rate your overall HMIRS experience?

Very Satisfied
Somewhat Satisfied
Neither Satisfied nor Dissatisfied
Somewhat Dissatisfied
Very Dissatisfied

Please add additional comments if necessary.

2. Who do you contact for HMIRS assistance?

DLA J62 Hazmat PMO
HMIRS Functional Management
Military / Service Agency Focal Point
DLA Enterprise Service Desk
I do not require assistance

3. Do you receive a timely response?

Yes
No

Please add additional comments if necessary.

4. If you experience HMIRS System issues which one occurs most frequently?

Latency

Loss of connectivity

Inability to login

Inability to save changes/attachments

I do not have any issues

Other (please specify)

5. Do you experience issues with the HMIRS databases: CAGE, CAS, Contract Number, Hazard Identification, or Transportation? If so, identify the database and describe your issue.

6. If you generate reports using Jaspersoft, are your reports accurate and exportable?

Yes

No

I do not generate reports

Please add additional comments if necessary.

7. How do you receive notifications on HMIRS Maintenance and Outages?

Focal Point

HMIRS Announcements Email

HMIRS Splash Page

No Notifications Received

8. Do you receive notifications of HMIRS Account Inactivity greater than 30 days?

Yes

No

I have not experienced account inactivity

9. Please provide comments and recommendations for any HMIRS functionality defect. Include the impact on your user experience and priority level (critical, high, medium, low).

10. Please provide comments and recommendations for HMIRS enhancements needed to improve the system. Include the impact on your user experience and priority level (critical, high, medium, low).

11. Request a response?

Name
Email
Phone