

Customer Service Survey

: [https://usaf.dps.mil/teams/22459/Lists/Customer Service Survey/overview.aspx](https://usaf.dps.mil/teams/22459/Lists/Customer%20Service%20Survey/overview.aspx)

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In an effort to identify continuous improvement opportunities while providing the best possible Base Communications Information Technology (IT) support to AEDC customers, the AEDC/TSDI organization is soliciting feedback on the BCITS-2 contractor's performance that supports this effort. The BCITS-2 contract was awarded to Abacus Technology Corporation last year with performance of the new contract beginning this year on 1 February 2021.

The intent of this message is not only to gather feedback, but also to educate Team AEDC on the IT support processes. The AEDC Service Desk ("Help Desk") at extension x4040 or by email to AEDC/Service Desk (Help Desk) <AEDC.NCC.HD@us.af.mil> is the first contact for any of your IT issues. Gaining a ticket number is key and will be used as reference as your issue may be passed to other teams/organizations for resolution. The Service Desk sends a survey to the ticket owner for 100% of closed tickets. This is your main avenue to provide feedback so service can be improved.

Issues that cannot be resolved by Service Desk technicians are routed to various Tier 2 level teams with the issue and subsequent updates logged within an assigned Remedy ticket created during initial contact with the Service Desk. These Tier 2 teams include BCITS-2 teams, TOS teams, and a variety of Enterprise Service Desk teams (not hosted at AEDC). Timeframes for which Remedy tickets are to be responded to and resolved have a range of contract dictated performance standards all of which are tracked by a wide range of metrics.

As stated earlier, each resolved Remedy ticket is soon followed by a customer satisfaction survey request from the AEDC Remedy Survey mailbox <AEDC.TSD.AEDCRemedySurvey@us.af.mil>. These surveys include information from the ticket such as the ticket number and a brief summary. If that information is not sufficient in describing and differentiating between your recent requests submitted to the Service Desk, it is recommended to utilize the vESD application found in the Start Menu or the ESD Service Desk website - <https://esd.us.af.mil/ESDPortal/MyTickets.aspx>. Either of these methods can be utilized to find and view any Remedy ticket in full detail.

Please help us continually improve our teams' performance in support of the AEDC mission by taking a few minutes to answer questions and provide constructive feedback via comments within the provided survey for the current period of performance (1 February 2021 - present).

Finish

Cancel

In regard to Remedy tickets that were resolved during the timeframe from 1 February 2021 - today, how satisfied are you with the overall service provided by AEDC IT support personnel? *

- ☒ Very Satisfied
- ☐ Mostly Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

How satisfied are you with the knowledge / ability of the IT support personnel to independently resolve issues when responding to your IT requests? *

- ☒ Very Satisfied
- ☐ Mostly Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

How satisfied are you with the timeliness of resolving your IT service requests? *

- ☒ Very Satisfied
- ☐ Mostly Satisfied
- ☐ Dissatisfied
- ☐ Very Dissatisfied

How effective are IT service team member's communication methods? *

- ☒ Very Effective
- ☐ Effective
- ☐ Somewhat Effective
- ☐ Not Effective

What best describes your experience with the current AEDC IT Remedy ticket survey process utilized for measuring customer satisfaction? *

- ☒ I complete surveys and they are easy to complete; my voice is heard
- ☐ I would like to complete all surveys but typically need more info to make it useful
- ☐ I sometimes complete surveys; I have little confidence my input is heard
- ☐ I never complete the surveys

Last question and thank you for participating in this survey. Are there any improvements, specific comments, or additional information that you would like to contribute?

Comments here