

**Fixed Asset Module**

**Implementation Survey**

Version Number: 1

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| **Fixed Asset Module Implementation Survey** | | | |
| As a recent user of the Fixed Asset Module tool, we are interested in your interactions and feedback on the software and the fielding process. Please do not include in PII in your responses. | | | |
| **Roles and Frequency of Use** | | | |
| Please identify your role(s) in using FAM. (Check applicable items in the list below)   * To birth an asset. * To retire an asset. * To manage the attributes of an asset (cost, FUL, NIIN/TAMCN reclassification, SN renumbering). * To report Prior Period Adjustment (PPA) activity. * To generate the FAM reports and monitor FAM activities. * To audit the FAM system. * Other reasons. Please specify: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * I do not know | | | |
| How often do you access and use the application?   * Daily * Weekly * Monthly Quarterly * Never   If you have not used FAM, please specify reason(s) why not:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| How long have you been using FAM?   * Less than a month * 1 month * 2 months * 3 months * 4 months * 5 months * 6 months * Over 6 months | | | |
| **Specific Functionality and Features** | | | |
| How would you rate the experience of using the automated version FAM vs the manual process for FAM?   * Very Satisfied * Satisfied * Neither agree nor disagree * Dissatisfied * Very dissatisfied | | | |
| **Specific Functionality and Features Continued** | | | |
| **Report Name**  Fixed Assets Quarterly Summary (MEV report) | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Fixed Assets Population | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Fixed Asset Transfers In | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Fixed Assets PPA Additions | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Fixed Assets Adjustments | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Reclassified Fixed Assets | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Asset Category FUL Mismatch | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  NIIN, SN & TAMCN Mismatch | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Fixed Asset Deletions (Retirements) | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Fixed Asset Transfers Out | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Fixed Asset PPA Deletions | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  USSGL 1995 | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Fixed Assets Depreciation | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  IB Assets not in FAM | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  Comparison of IB assets to FA | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Report Name**  FA Shipments | **Report Access Use Frequency**   * Daily * Weekly * Monthly * Quarterly * Never | **Rate your firsthand experience with the data in the reports listed on the left that you use to complete tasks.**   * Positive - no issues with inaccurate data * Negative - issues with inaccurate data. *(If your firsthand experience was negative, please explain how you discovered data inaccuracies.)*   Other *(please describe)* | |
| **Functional Questions** | | | |
| Do concurrent programs execute?   * Yes * No. Please describe the issue(s) experienced.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   * I do not know. Please describe the issue(s) experienced. | | | |
| Did the FAM application execute transactions as expected?   * Yes * No. Please describe the issue(s) experienced.   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   * I do not know. Please describe the issue(s) experienced. | | | |
| If the FAM application did not execute transactions as expected what type of system feedback was given?   * None * Prompt to contact Help desk * Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | |
| What functionalities do you use to provide the desired outcome for your tasks (e.g., Additions, Retirements, Adjustments, Reports)? Please explain. | | | |
| Understanding that FAM capabilities will grow over time, what new/additional functionality and/or reports do you recommend be included in the FAM system? | | | |
| Did you encounter any unexpected issues? | | | |
| **Support Services – Help Desk** | | | |
| Do you know where to find information on how to contact the help desk or submit a trouble ticket?   * Yes * No   Have you submitted any Trouble Tickets to the GCSS-MC Service Desk related to FAM system?   * Yes * No   If you have submitted Trouble Tickets to the GCSS-MC Service Desk related to FAM functionality, what is/are the Trouble Ticket number(s)?  Rate your experience with contacting the GCSS-MC help desk for assistance with FAM related issues.   * Very Satisfied * Satisfied * Neither agree nor disagree * Dissatisfied * Very dissatisfied | | | |
| **Support Services – Training** | | | |
| Please quantify FAM training effectiveness to complete your tasks.   * 25% Effective * 50% Effective * 75% Effective * 100% Effective | | | |
| *Does the training material flow like the capability step by step process?*   * Yes * No. Please describe the issue(s). * N/A | | | |
| *What suggestions would you make to improve training?* | | | |
| **System Usability Scale** | | | |
| Please check the box that reflects your immediate response to each statement. Don't think too long about each statement. Make sure you respond to every statement. If you don't know how to respond, simply check box "3." | | | |
| I think that I would like to use this product frequently. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |
| I found the product unnecessarily complex. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |
| I thought the product was easy to use. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |
| I think that I would need the support of a technical person to be able to use this product. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |
| I found the various functions in this product were well integrated. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |
| I thought there was too much inconsistency in this product. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |
| I would imagine that most people would learn to use this product very quickly. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |
| I found the product very awkward to use. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |
| I felt very confident using the product. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |
| I needed to learn a lot of things before I could get going with this product. | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Strongly  Disagree |  | | | Strongly  Agree | |  |  |  |  |  | | *1* | *2* | *3* | *4* | *5* | |