OIT Annual Survey

Welcome to the OIT Annual Survey.

You probably want to jump right into the survey. But we'd really appreciate it if you would at least skim the following information to make sure you have the proper context for the questions that follow. Thank you!

The OIT is comprised of various groups; however, the first part of this survey is addressing the IT Services Department, Services and Support. These services are distinct from SWAT and EUSO Group. There are some agency EUSO questions, as we do provide assistance with supporting the customer locally.

In order to understand our customer's needs and satisfaction with the products and services provided by OIT, we conduct an annual survey. We understand your time is valuable; however, your experiences and opinions are important to us. Please take 10 minutes of your time to evaluate the support provided to you. As this is an annual exercise, consider the interactions you've had with our team since the last survey (2020).

The survey will begin with questions about your role and location. Since offsite customers do not receive different services from OIT, identifying your location will direct you to the applicable questions.

If you have specific issues that you would like to have addressed, we would be happy to meet with you in order to better understand how we can meet your needs. Please contact Jerry Sims, *OIT Lead*, to discuss any concerns or questions regarding the services or this survey.

Let's get started...

Office of IT (OIT) Support Areas

IT Services Department

- ECM
- Workstation (hardware)
- Software (via network)
- VDI
- Server Management
- Outlook
- Phones
- Pegasus
- Conference Rooms (AV)
- Printers
- VPN
- Remote Access
- Local Credentials

SWAT

- Analysis Tool Set (ATS)
- Assurance/Safety Case Analytical Network (ASCAN)
- Beyond Compare
- CodeSonar
- Confluence
- DOORS
- Enterprise Architect
- GitLab
- JIRA
- Klocwork
- MagicDraw
- Resolve
- Risk Manager
- Understand

Agency/EUSO

- EUSO Laptops
- PIV Smartcard
- NDC
- LFT
- WebEx
- Launchpad
- O365 Services
  - Teams
  - Email

This information collection meets the requirements of 44 U.S.C 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for this information collection is_____and it expires on_____. We estimate that it will take about___minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to _____. Send only comments relating to our time estimate to this address.

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Ready. Set. Go!

*** 1. Which of the following best describes your role within the IV&V Program:**

- ◯ Analyst/Engineer
- ◯ Support Staff
- ◯ Manager/Lead
- ◯ Other (please specify)

*** 2. Which of the following best describes your worksite location(majority):**

- ◯ Onsite, Building 1
- ◯ Offsite
- ◯ Onsite, Building 2
- ◯ VDI - Offsite

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IT - Help Desk Requests (Onsite)

*** 3. How many times have you contacted the IT Help Desk <u>in the last year</u>?**

- I have not contacted the Help Desk in the last times year
- 1-5 times
- 6-10
- More than 10 times in the last year

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IT - Help Desk Requests (Onsite)

*** 4. What type(s) of problems did you encounter that required assistance from IT? (Check all that apply.)**

- [ ] WVU Onsite Desktop Computer or WVU laptop
- [ ] Laptop computer (non-EUSO)
- [ ] Printer/copier
- [ ] Conference room hardware
- [ ] Microsoft products
- [ ] ECM
- [ ] VDI
- [ ] Other (please specify)
- [ ] Hardware/software request
- [ ] Phone
- [ ] Remote access, VPN, RSA Token
- [ ] NASA Services (Launchpad, O365, smartcard/PIV, NOMAD, email lists, etc.)
- [ ] EUSO device
- [ ] Access/Permissions

*** 5. How would you rate the <u>customer service</u> you received from IT staff?**

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. <u>If you selected "Poor", please take a moment to explain why.</u> Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
Communication regarding the status of your request	○	○	○	○	○	○
Timeliness	○	○	○	○	○	○
Knowledge/competency of staff	○	○	○	○	○	○
Professionalism	○	○	○	○	○	○
Willingness to help	○	○	○	○	○	○
Overall performance	○	○	○	○	○	○

Comments:

*** 6. How would you rate your general level of satisfaction with the IT Help Desk and the resolution of your issue(s)?**

- ○ Excellent
- ○ Good
- ○ Average
- ○ Fair
- ○ Poor (A rating of "Poor" requires comment.)

If you selected a rating **other than "Poor"**, and would like to comment, please do so.

OIT Annual Survey

IT - Help Desk Satisfaction - Poor Rating (Onsite)

*** 7. You selected "Poor" when rating your general level of satisfaction with the IT Help Desk and the resolution of your issue. Please take a moment to explain why. Thank you.**

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IT - Products and Services (Onsite)

*** 8. LEVEL OF SATISFACTION WITH EACH SERVICE**

Below is a list of IT's primary products and services. How would you rate your level of satisfaction with each product/service?

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. If you selected "Poor", please take a moment to explain why. Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
ECM						
VDI						
Conference room and audio visual						
Phone (dial by name, voicemail)						
Printers (location, use)						
Wireless network (WVUPublic)						
VPN access (Remote Desktop, Pulse Secure, antivirus, - NOT Agency, EUSO related)						
WVU Onsite Desktop Computer or WVU laptop						

Comments:

*** 9. Level of satisfaction with the SUPPORT you receive for each of the services**

Below is a list of IT's primary products and services. How would you rate your level of satisfaction with the support you receive for each?

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. If you selected "Poor", please take a moment to explain why. Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
ECM						
Conference room and audio visual						
Phone (dial by name, voicemail)						
Printers (location, use)						
Wireless network (WVUPublic)						
VPN access (Remote Desktop, Pulse Secure, antivirus, - NOT Agency, EUSO related)						
WVU Onsite Desktop Computer or WVU laptop						

Comments:

*** 10. INFORMATION DISSEMINATION FOR SERVICES**

Below is a list of IT's primary products and services. How would you rate your level of satisfaction with the information disseminated for each?

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. If you selected "Poor", please take a moment to explain why. Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
ECM						
Conference room and audio visual						
Phone (dial by name, voicemail)						
Printers (location, use)						
Wireless network (WVUPublic)						
VPN access (Remote Desktop, Pulse Secure, antivirus, - NOT Agency, EUSO related)						
WVU Onsite Desktop Computer or WVU laptop						
Agency Services (PIV, O365, NDC, etc.)						

Comments:

*** 11. OUTREACH AND COMMUNICATION**

Below is a list of IT's primary outreach and communication activities. How would you rate your level of satisfaction with each one?

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. If you selected "Poor", please take a moment to explain why. Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
IT services website & FAQs						
Downtime and service interruption notices for upgrades/outages						
IT tips (newsletter and email) and outreach emails/Digital signage, flyers, weekly byte						
Training						

Comments:

OIT Annual Survey

IT - Help Desk Requests (Offsite)

*** 12. How many times have you contacted the IT Help Desk in the last year?**

- I have not contacted the Help Desk in the last times year
- 1-5 times
- 6-10
- More than 10 times in the last year

OIT Annual Survey

IT - Help Desk Requests (Offsite)

*** 13. What type(s) of problems did you encounter that required assistance from IT? (Check all that apply.)**

- [ ] Desktop/laptop computer
- [ ] Webex/teleconference access
- [ ] Microsoft products
- [ ] ECM
- [ ] Hardware/software request
- [ ] VDI
- [ ] Remote access, VPN
- [ ] NASA Services (Launchpad, O365, smartcard/PIV, NOMAD, email lists, etc.)
- [ ] EUSO
- [ ] Access/permissions
- [ ] Other (please specify)

*** 14. How would you rate the <u>customer service</u> you received from IT staff?**

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. <u>If you selected "Poor", please take a moment to explain why.</u> Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
Communication regarding the status of your request	○	○	○	○	○	○
Timeliness	○	○	○	○	○	○
Knowledge/competency of staff	○	○	○	○	○	○
Professionalism	○	○	○	○	○	○
Willingness to help	○	○	○	○	○	○
Overall performance	○	○	○	○	○	○

Comments:

*** 15. How would you rate your general level of satisfaction with the IT Help Desk and the resolution of your issue(s)?**

- ○ Excellent
- ○ Good
- ○ Average
- ○ Fair
- ○ Poor (A rating of "Poor" requires comment.)

If you selected a rating **other than "Poor"**, and would like to comment, please do so.

OIT Annual Survey

IT - Help Desk Satisfaction - Poor Rating (Offsite)

*** 16. You selected "Poor" when rating your general level of satisfaction with the IT Help Desk and the resolution of your issue. Please take a moment to explain why. Thank you.**

OIT Annual Survey

IT - Products and Services (Offsite)

*** 17. <u>LEVEL OF SATISFACTION WITH EACH SERVICE</u>**

Below is a list of IT's primary products and services. How would you rate your level of satisfaction with each <u>product/service</u>?

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. <u>If you selected "Poor", please take a moment to explain why.</u> Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
ECM						
VDI						
VPN access (Remote Desktop, Pulse Secure, antivirus)						
WVU Onsite Desktop Computer or WVU laptop						

Comments:

*** 18. Level of satisfaction with the SUPPORT you receive for each of the services**

Below is a list of IT's primary products and services. How would you rate your level of satisfaction with the support you receive for each?

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. If you selected "Poor", please take a moment to explain why. Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
ECM						
VDI						
Remote participation/collaboration (Webex/teleconference)						
VPN access (Remote Desktop, Pulse Secure, antivirus)						
WVU Onsite Desktop Computer or WVU laptop						

Comments:

*** 19. INFORMATION DISSEMINATION FOR SERVICES**

Below is a list of IT's primary products and services. How would you rate your level of satisfaction with the information disseminated for each?

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. If you selected "Poor", please take a moment to explain why. Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
ECM						
VDI						
Agency Services (PIV, O365, NDC, etc.)						
Remote meeting participation (Webex/teleconference)						
VPN access (Remote Desktop, Pulse Secure, antivirus)						
WVU Onsite Desktop Computer or WVU laptop						

Comments:

*** 20. OUTREACH AND COMMUNICATION**

Below is a list of IT's primary outreach and communication activities. How would you rate your level of satisfaction with each one?

In the box below the list of categories, please provide additional comments, especially regarding the areas where you selected either a very high or low rating. If you selected "Poor", please take a moment to explain why. Thank you.

	Excellent	Good	Average	Fair	Poor	N/A
IT Services website & FAQs						
Downtime and service interruption notices						
IT tips (newsletter and email) and outreach emails/digital signage/flyers/weekly byte						
Training						

Comments:

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21. How often have you utilized the Virtual Desktop Interface (VDI) over the past 3 months?

- ◯ Daily
- ◯ Weekly
- ◯ Monthly
- ◯ Less than 1 time in last 3 months

22. Rate your level of satisfaction with the service:

Excellent	Good	Average	Fair	Poor	N/A
◯	◯	◯	◯	◯	◯

23. Please provide any feedback regarding the VDI service.

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24. Please rate your experience with remote access during your period of offsite work due to COVID 19 and provide explanation for any issues that you experienced

Excellent	Good	Average	Fair	Poor	N/A
○	○	○	○	○	○

Other (please specify)

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Workplace of Tomorrow

In order to meet the needs of an industry leading workplace/workplace of tomorrow, OIT would like to receive your perspective on the following in regards to IT. This information will be considered when planning for the next 1-3-5 years.

25. What would your workplace of tomorrow look like?

26. What would be some enabling capabilities and/or technologies for your workplace of tomorrow?

27. Upon resumption of normal operating status, what percentage would you prefer to be onsite?

Onsite 100% with cube/office	Onsite >50% with cube/office	Onsite >50% with hotel cube	Onsite <50% with hotel cube	Onsite 0% (or only for conference room meetings, no space allocation)
○	○	○	○	○

28. What are the enablers/disablers to doing so?

29. Do you have additional IT requirements currently or in the future that are not being supported?

- [ ] Yes
- [ ] No

If yes, please identify

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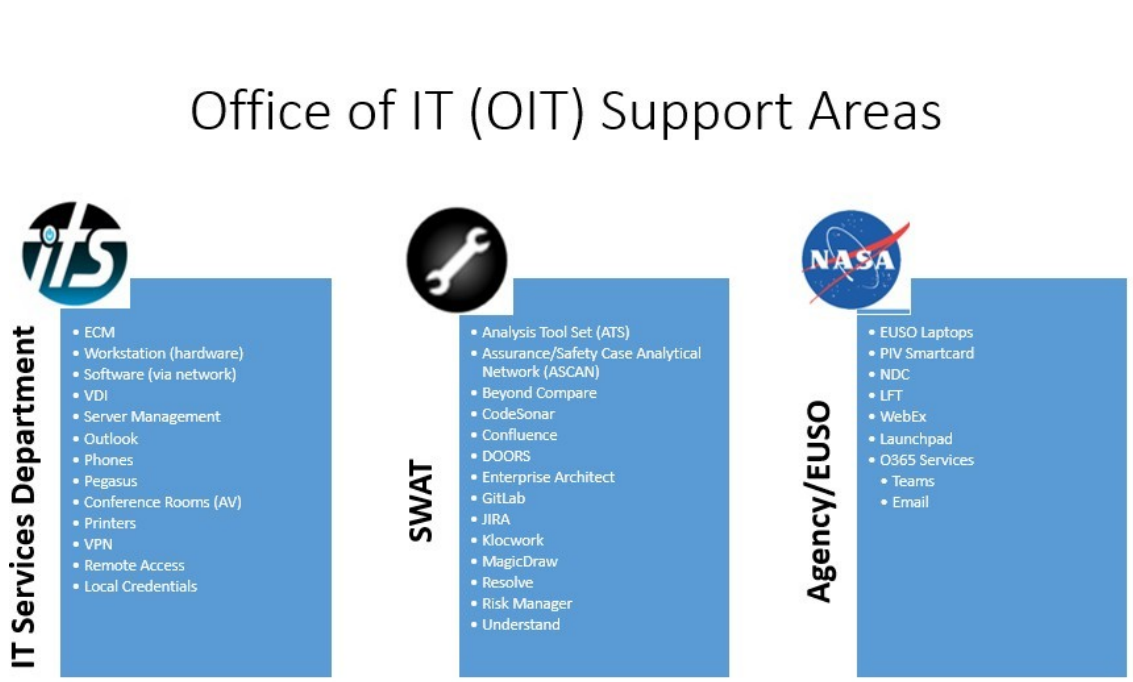
SWAT Transition

We will now transition to the SWAT portion of the survey. Please use the graphic below to help differentiate the support areas of OIT.



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Start of SWAT Questions

30. From an overall SWAT performance perspective, how would you evaluate SWAT?

Outstanding (Routinely exceeds expectations)	Excellent (Routinely meets and often exceeds expectations)	Good (Meets expectations the majority of the time)	Needs Improvement (Often fails to meet expectations)	Unsatisfactory (Does not meet expectations)
○	○	○	○	○

Please provide any additional comments relative to SWAT performance.

31. From your perspective, over the past year, has the quality of SWAT's performance (If you have been with the Program less than a year, please select N/A):

Greatly Improved	Slightly Improved	Stayed the Same	Slightly Decreased	Greatly Decreased	N/A
○	○	○	○	○	○

Please provide any additional comments relative to SWAT performance.

32. What is your level of satisfaction with SWAT's ability to fulfill your requests in a timely manner?

Outstanding (Routinely exceeds expectations)	Excellent (Routinely meets and often exceeds expectations)	Good (Meets expectations the majority of the time)	Needs Improvement (Often fails to meet expectations)	Unsatisfactory (Does not meet expectations)	N/A (I have not made any requests in the past year)
○	○	○	○	○	○

Please provide any additional comments relative to SWAT request turnaround time.

33. If you had help tickets opened that required multiple interactions or on-going communication with the SWAT Team to get resolution, please evaluate the level and quality of interaction during that period.

Outstanding (Routinely exceeds expectations)	Excellent (Routinely meets and often exceeds expectations)	Good (Meets expectations the majority of the time)	Needs Improvement (Often fails to meet expectations)	Unsatisfactory (Does not meet expectations)	N/A (I have not had any open tickets over the past year)
○	○	○	○	○	○

Please provide any additional comments relative to SWAT interactions.

34. What is your level of satisfaction with the quality of the technical responses to your requests?

Outstanding (Routinely exceeds expectations)	Excellent (Routinely meets and often exceeds expectations)	Good (Meets expectations the majority of the time)	Needs Improvement (Often fails to meet expectations)	Unsatisfactory (Does not meet expectations)	N/A (I have not made any requests over the past year)
○	○	○	○	○	○

Please provide any additional comments relative to your experience(s) with SWAT technical responses.

35. Have you used the following SWAT products/services in the past year?

	Response
The SWAT Portal on Confluence	☐
Manuals and documentation	☐
Training opportunities and presentations made available by the SWAT Team	☐
JIRA to create SWAT help tickets	☐

36. What is your level of satisfaction with the quality and content of SWAT-provided documentation, training, and presentations, including the SWAT Portal?

Outstanding (Routinely exceeds expectations)	Excellent (Routinely meets and often exceeds expectations)	Good (Meets expectations the majority of the time)	Needs Improvement (Often fails to meet expectations)	Unsatisfactory (Does not meet expectations)	N/A (I have not made any requests over the past year)
○	○	○	○	○	○

37. Based on your responses to Questions 6 and 7, please provide any suggestions for improvement in those areas, including additional training or awareness.

38. Please note any tools or technologies that SWAT could implement or support to help you better perform your job.

39. If your Project has utilized SWAT support for static code analysis activities, please rate that support.

Outstanding (Routinely exceeds expectations)	Excellent (Routinely meets and often exceeds expectations)	Good (Meets expectations the majority of the time)	Needs Improvement (Often fails to meet expectations)	Unsatisfactory (Does not meet expectations)	N/A (My project has not used SWAT support for SCA)
○	○	○	○	○	○

40. The effectiveness of performing your job tasks using SWAT-developed tools has:

Greatly Improved	Slightly Improved	Stayed the Same	Slightly Decreased	Greatly Decreased	N/A
○	○	○	○	○	○

41. From the list below, please select the tools that you feel enhance your ability to perform your work or believe will enhance the efficiency or effectiveness of your work. Additionally, please provide any suggested improvements to these tools through a SWAT Help Desk ticket.

	Yes	No	N/A
RiskManager	○	○	○
COMPASS	○	○	○
Resolve	○	○	○
ATS	○	○	○
Lessons Learned	○	○	○
Assurance/Safety Case Analytical	○	○	
Value Statements Tracking Tool	○	○	○

○ Network (ASCAN)

42. If you utilize ATS or would like to utilize ATS, are there any capabilities or improvements to the tool that you could recommend that would improve your ability to adopt the tool for your needs?

43. Please provide constructive and professional observations or examples that might help the SWAT and IT Teams to better work together to support your work needs.

44. Please provide any other suggestions or comments that might constructively assist the SWAT Team.

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Let's wrap this up...

We need your help to solve any problems that you have addressed! If you would like to discuss any issues you may have - especially those areas that you marked as "Poor", please contact OIT lead, Jerry Sims, or ADNET Management, Rick Cavanaugh, Lauri Brammer or SWAT Management, Chris Williams.

Thank you for your feedback.

If you need help or want immediate assistance with your IT resources, please contact the IV&V IT Help Desk at ivv-dl-help@mail.nasa.gov or call 304-367-8237.

If you need help or want immediate assistance with your SWAT resources, please contact the SWAT Help Desk at ivv-dl-SWAT@mail.nasa.gov or submit a JIRA Ticket for support.

If you have additional questions or would like to discuss your survey feedback/comments, please provide your contact information (name, phone, email, location).

45. Please have an OIT representative contact me.