

Extended Engagement

WHO: Customers who are engaged in a longer-term engagement with Information Data and Analytics Services (IDAS) services (**NASA Internal Only – Civil Servants and Contractors**)

WHEN: After Service Level Agreement (SLA) established and signed. (emailed or Team chat)

Paperwork Reduction Act Statement: 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 2700-0153 and it expires on 08/31/2027. We estimate that it will take about 5 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to agency-idas-customer-care@mail.nasa.gov. Send only comments relating to our time estimate to this address.

Opening Questions: Pre-filled whenever possible

1. Please select the service(s) you are receiving from IDAS. (Drop down list of options)
 - ☐ Scientific and Technical Information (STI) Consultation
 - ☐ Scientific and Technical Information (STI) Approval and Release Compliance Services
 - ☐ Scientific and Technical Information (STI) Distribution Services
 - ☐ Scientific and Technical Information (STI) Training
 - ☐ Records Storage
 - ☐ Records Reference Services
 - ☐ Records Disposition
 - ☐ Records Management Consultation
 - ☐ Records Management Training
 - ☐ Forms Services
 - ☐ Digital Persistent Identifier (DPI) Services
 - ☐ Data Sharing
 - ☐ Data Set Management
 - ☐ Data Visualization
 - ☐ Data Analytics
 - ☐ Consulting and Support for Data Governance Implementation and Stewardship
 - ☐ Data Science and Analytics as a Service
 - ☐ Data Engineering as a Service
2. Who are the primary IDAS team members you have been working with on this project? (Fill in field)

Core Questions:

3. Overall, how satisfied have you been with IDAS engagement to date?
Capture with a star rating



4. Please rate the following statements...

Capture with the following Likert scale

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The IDAS team members are knowledgeable and have the expertise to support my project.					
The IDAS team has been responsive and communicates effectively.					
The proposal(s) and cost estimate(s) produced are high quality.					
The IDAS team understands my needs and customizes support to meet my requirements.					

5. Would you recommend engaging with IDAS to others?

- a. Yes
- b. No

6. Any additional feedback to help us improve?

Open ended question (Long form)

Extended IDAS Engagement Screenshot

Page 1

PRA - Extended IDAS Engagement

Hi, Gerald. When you submit this form, the owner will see your name and email address.

Information Data and Analytics (IDAS) - Extended Engagement

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1. Please select the service(s) you are receiving from IDAS

- ☐ Scientific and Technical Information (STI) Consultation
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- ☐ Data Engineering as a Service

2. Who are the primary IDAS team members you have been working with on this project?

Next

Extended IDAS Engagement Screenshot

Page 2

Extended IDAS Engagement

Core Survey

3. Overall, how satisfied have you been with IDAS engagement to date?



4. Please rate the following statements

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The IDAS team members are knowledgeable and have the expertise to support my project.	☐	☐	☐	☐	☐
The IDAS team has been responsive and communicates effectively.	☐	☐	☐	☐	☐
The proposal(s) and cost estimate(s) produced are high quality.	☐	☐	☐	☐	☐
The IDAS team understands my needs and customizes support to meet my requirements.	☐	☐	☐	☐	☐

5. Would you recommend engaging with IDAS to others?

☐ Yes

☐ No

6. Any additional feedback to help us improve?

Back

Submit

RE: Request for Feedback - Thank you for Engaging with Information Data and Analytics Services (IDAS)

Dear IDAS Customer [or specific name],

Thank you for signing a Service Level Agreement (SLA) with Information Data and Analytics Services (IDAS). We would like to learn from your experience.

Please take five minutes to fill out the following survey: [survey link].

Thank you again and we look forward to providing services to you.

Have a great day!

The IDAS Team