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## **Customer Satisfaction Survey: Purpose and Guidelines**

Welcome! The objective of this survey is to gather customer feedback on your organization's mission-support services. As a customer of IT services at your agency, you are being asked to share your views on the IT services provided at your organization.

- The survey is a key component of a government-wide benchmarking initiative designed to help agencies increase the efficiency and effectiveness of their mission-support functions. Your agency's senior leaders will use the results to diagnose areas for improvement in service delivery and overall performance.
- GSA is administering the survey on behalf of your agency's leadership team as well as the President's Management Council, the CxO Councils, and OMB.
- The survey should take 5-10 minutes, depending on how much interaction you've had with various service areas. You'll need to complete the survey in one sitting, as there is no option to save your responses in-progress.
- Rest assured that your responses are completely confidential and will be shared only in aggregate format.

**Survey Roadmap** – First, you will be asked to answer a brief set of demographic questions. Next, you'll rate your overall interactions with the IT function at your agency. The final section asks you to rate more detailed service areas within the IT function.

A final note before you get started. Your responses should reflect your satisfaction with the services provided, whether they are provided by staff members within your organization or a centralized function within your agency.

We greatly appreciate your time and insight. There is no substitute for direct customer feedback, and we promise to make the most of it.

**Part One: Demographic Questions**

- 1. Select your Agency**
- 2. Select your Organization**
- 3. Select your Grade Level or Grade Level Equivalent**
- 4. Select your Occupational Category**
- 5. How many years have you worked for the Federal Government?**
- 6. How many years have you worked for your current Agency?**
- 7. On average, how many days per month do you telework?**

## Part One: Function-Level Questions

### Information Technology (IT) Function

**Definition:** The IT function is the entity within your agency that plans for, implements and maintains IT hardware and software, and maintains the security of the agency's IT systems, networks, data and records management through the implementation of appropriate IT policies, procedures and controls.

**How frequently have you interacted with the IT function during the last 12 months?**

None  Occasionally  Regularly

<b>Questions</b>	<b>Rating Scale:</b> 1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Agree Nor Disagree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree
<b>I am satisfied with the quality of support and solutions I received from the IT function during the last 12 months.</b>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7

## Part Two: IT Management Service Area Questions

You will now be asked about your satisfaction with several service areas within the IT management function. If you haven't had any interaction with a service area, the survey allows you to skip questions for that area.

### IT Service Area #1: *IT Help Desk*

**Definition:** IT Help Desk services respond to end user device and software support needs. Services include provisioning and resolving issues with accessing or using the features and functionality of your organization's IT hardware, software and applications.

**How frequently have you interacted with IT Help Desk services during the last 12 months?**

None  Occasionally  Regularly

<b>Questions</b>	<b>Rating Scale:</b> 1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Agree Nor Disagree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree
I am satisfied with the quality of IT Help Desk services during the last 12 months.	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7

**IT Service Area #2: IT Equipment**

**Definition:** IT Equipment includes the hardware and software required to do your job including hardware, such as desktops, laptops, printers, scanners, faxes and non-mission specific software, such as office automation suites and operating systems.

**How frequently have you interacted IT Equipment during the last 12 months?**

None  Occasionally  Regularly

<b>Questions</b>	<b>Rating Scale:</b> 1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Agree Nor Disagree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree
I am satisfied with the quality of IT equipment provided by my organization during the last 12 months.	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7

**IT Service Area #3: Network Storage**

**Definition:** Network Storage includes access and capacity of online data storage beyond your local machine including space for production, backup, development, test, disaster recovery and Continuity of Operations Plan (COOP).


**How frequently have you interacted with network storage during the last 12 months?**

None  Occasionally  Regularly

<b>Questions</b>	<b>Rating Scale:</b> 1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Agree Nor Disagree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree
I am satisfied with the quality of network storage provided by my organization during the last 12 months.	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7

**IT Service Area #4: *Email***

**Definition:** Email services provide the ability to create, send and maintain records for non-classified electronic communication messages.

<b>Questions</b>	<b>Rating Scale:</b> 1 = Strongly Disagree 2 = Disagree 3 = Somewhat Disagree 4 = Neither Agree Nor Disagree 5 = Somewhat Agree 6 = Agree 7 = Strongly Agree
<b>I am satisfied with the quality of email provided by my organization during the last 12 months.</b>	

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**Do you have any other feedback (such as suggestions for improvement) on the IT Service Areas or other aspects of the IT Function?**

**Open Text Response**



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Thank you for completing the survey.

Your responses will remain confidential, but your organization's aggregated results will be essential for making mission-support services more effective in your agency and across government.