

Lighthouse Delivery Infrastructure (LHDI) Quarterly Tenant Feedback Survey v.2

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Welcome to the Lighthouse Delivery Infrastructure (LHDI) Survey

We'd like to take a moment to collect some feedback about your experience. The information you provide will help us improve our products and services.

1. Over the last three months, how satisfied have you been with Lighthouse Delivery Infrastructure (LHDI)?:
 - ☐ Very satisfied
 - ☐ Satisfied
 - ☐ Neutral
 - ☐ Unsatisfied
 - ☐ Very unsatisfied
2. What, if anything, would have improved your experience?
[Free text response]
3. What is your role on your team?
 - ☐ I am a Developer/Engineer or other technical role.
 - ☐ I am a Product Manager or other administrative role.
 - ☐ Other: *[Free text response]*
4. What product do you work on (i.e., the name of the system you are developing on LHDI)?
[Free text response]

5. Thanks for your feedback! Do you have 5-10 minutes to tell us more?
- ☐ Yes (go to next question)
 - ☐ No (end survey)
6. How long have you been working on LHDI? (Multiple choice)
- ☐ 0-3 months
 - ☐ 4-6 months
 - ☐ 7-9 months
 - ☐ 10-12 months
 - ☐ more than 1 year
7. What is the highest environment your product has been deployed on LHDI? (Multiple choice)
- ☐ My product is not deployed on LHDI yet.
 - ☐ My product is deployed in lower environments on LHDI (e.g., Dev, QA, Sandbox).
 - ☐ My product is deployed in production on LHDI.
8. On a scale of **1 - Very Unsatisfied** to **5 - Very Satisfied**, how satisfied are you with the quality of LHDI support in the following areas?

Area	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied	Not applicable or have not used
Overall LHDI support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support accuracy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slack communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience with LHDI teams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience with Enablement Engineer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Area	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied	Not applicable or have not used
Experience with Security Assessor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidence in knowing where to go or who to contact for a particular question	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Is there anything else you'd like to tell us about LHDI support?

[Free text response]

10. On a scale of **1 - Very Unsatisfied** to **5 - Very Satisfied**, how satisfied are you with the quality of the LHDI process in the following areas?

Area	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied	Not applicable or have not used
Overall LHDI process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simplicity of process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidence in knowing what step/task to do next	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to onboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to deploy in Dev	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to deploy in QA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to deploy in Sandbox	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to deploy in Prod	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Area	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied	Not applicable or have not used
Time working on completing tasks in SD Elements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time working on app assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to first successful SecRel run	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to first discovered vulnerability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to first remediated vulnerability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to first risk policy completion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time working on VA Enterprise Registration documentation (e.g., VASI, eMASS, PTA/PIA, SCA, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidence in obtaining your ATO while on LHDI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confidence in maintaining your ATO while on LHDI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The security of your product on LHDI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of your product on LHDI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Is there anything else you'd like to tell us about the LHDI process?
[Free text response]

12. On a scale of **1 - Very Unsatisfied** to **5 - Very Satisfied**, how satisfied are you with the quality of LHDI tools in the following areas?

Area	1 - Very unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied	Not applicable
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						or have not used
Overall LHDI tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to get access to tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to configure tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to understand tools and their capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Runtime performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CI/CD Pipeline tools (e.g., ArgoCD, Jaeger, Kiali)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure tools and services (e.g., AWS Services, Kubernetes, Docker, Istio)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DevSecOps tools (e.g., Vault, DataDog)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vulnerability Scanning tools (e.g., Snyk, Aqua)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Did you and your team have to bring tools/technologies yourselves because what you needed was not currently offered by LHDI? If so, what did you bring and why was that important?

[Free text response]

14. Are you waiting for something on the roadmap? What is it and why is it important to your team? Is there anything else you'd like to tell us about LHDI tools?

[Free text response]

15. Is there anything else you'd like to tell us about LHDI tools?

[Free text response]

16. How does Lighthouse Delivery Infrastructure (LHDI) compare with other environments you and your team used before adopting LHDI?

[Free text response]

17. Would you like to tell us anything else about your LHDI experience?

[Free text response]

18. Would you like to schedule a meeting with the team to discuss more about your experience?

- ☐ Yes
- ☐ No (end survey)

If Yes is selected, the following optional question is presented:

19. Please enter your business/work/VA email address. (Note: Email addresses will only be used to schedule a meeting with you if you choose to discuss your experience further with the team.)

- ☐ *[Free text response]*

-END OF SURVEY-

Thanks for your feedback!

The information you provided is incredibly useful for improving the Lighthouse Delivery Infrastructure (LHDI). We appreciate all your time and effort.

You may now close this window or navigate to another web page.