

NNSA OCIO Customer Feedback Form

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Disclosure Statement This data is being collected to get feedback from NNSA OCIO customers (internal and external) on our products and services. The data will be used to identify challenges and for forging a path forward for any areas of improvement needed. Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Enterprise Policy Development & Implementation Office, IM-22, Information Collection Management Program (1910-5160), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC 20585; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-5160), Washington, DC 20503. Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB control number. Submission of this data is voluntary.

We value the input we get from our customers. Please provide your feedback for the Office of the Chief Information Officer for Information Management and Chief Information Officer (NNSA OCIO) Leadership below. Please note, this form is anonymous unless you provide your contact information.

* Required

1. Please rate your overall satisfaction with NNSA OCIO. *



2. With which services or products, if any, are you experiencing challenges? (If none, please skip)

☐ Classified Computing and Networks (ECN, ESN, NSN, or SWAN)

☐ Security Data Integration

- ☐ Classified Endpoint Detection
- ☐ Records Management
- ☐ ServiceNow
- ☐ AWS GovCloud
- ☐ Office 365
- ☐ NSN Cloud
- ☐ Enterprise Governance, Risk and Compliance (eGRC) System
- ☐ Energy Hub Migration
- ☐ Budget and Financial Integration Tool (BFIT)
- ☐ Other

3. Please provide more details on the above challenge(s).

Enter your answer

4. Do you have recommendations on how we can improve your experience with these services and/or products?

Enter your answer

5. Thank you for sharing your thoughts with us. Please provide your email address below if you would like us to reach out for an opportunity to provide additional feedback.

Enter your answer



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