

Customer Feedback Form #2

NNSA OCIO Customer Feedback Form (2)

OMB Control Number: 1910-5160

Expiration: 02/28/2026 Paperwork Reduction Act Burden

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.

1. We value your feedback! Please share your overall satisfaction with NNSA OCIO. *



2. What services or products are currently enhancing your experience, and where can we explore new opportunities to support you even further? (If none, please skip).

- ☐ AWS GovCloud
- ☐ Business Systems (BFIT, PAMS, AMIS, OHR, Work Requests)
- ☐ Classified Computing and Networks (ECN, ESN, NSN, or Assured Communications)
- ☐ Energy Hub Migration
- ☐ Joulis
- ☐ NSN Cloud
- ☐ Office 365
- ☐ Positive Disconnect Devices
- ☐ Records Management
- ☐ ServiceNow
- ☐ Data Centers
- ☐ Small Sites
- ☐ Smartsheet
- ☐ WebEx
- ☐ Other

3. Please share any additional details regarding opportunities for us to enhance your experience.

Enter your answer

4. What innovative recommendations do you have for improving your experience with these services and products?

Enter your answer

5. Thank you for sharing your valuable insights! If you are open to further collaboration and wish to provide additional feedback, please share your email address below.

Enter your answer