

CIO-level ESnet Site Customer Satisfaction Survey

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This survey is intended for Laboratory CIOs to rate their level of satisfaction with ESnet services. Please provide your qualitative assessment of the level of customer service your site receives from ESnet in the following areas. The rating scale is 1-5, with one being 'poor' and five being 'excellent'. N/A is an acceptable rating, if you believe the survey question is not applicable to your site.

1. Rate your satisfaction with how well current ESnet network services are meeting the needs of your site, its users, and its collaborators (1=poor; 5=excellent)

| | 1 | 2 | 3 | 4 | 5 | N/A |
|---|----------------------|---|---|---|---|-----|
| Responsiveness to offsite bandwidth needs | | | | | | |
| Reliability and quality of your ESnet connectivity | | | | | | |
| Dedicated bandwidth services and other advanced network technology services | | | | | | |
| Comments | <input type="text"/> | | | | | |

2. Rate your satisfaction with higher level services provided by ESnet (1=poor; 5=excellent)

| | 1 | 2 | 3 | 4 | 5 | N/A |
|---|----------------------|---|---|---|---|-----|
| Video & audio conferencing services (ECS) | | | | | | |
| DOEGrid certificate services (ATF/PKI/CA) | | | | | | |
| Comments: | <input type="text"/> | | | | | |

3. Based on the outcomes of ESnet/Program Office workshops, rate ESnet responsiveness in planning to meet your site's projected wide-area network needs (1=very low; 5=very high)

| | 1 | 2 | 3 | 4 | 5 | N/A |
|--|----------------------|---|---|---|---|-----|
| Satisfying your projected bandwidth requirements in a timely manner | | | | | | |
| Providing advanced network services needed for your programmatic needs (list in comments area) | | | | | | |
| Comments: | <input type="text"/> | | | | | |

4. Rate your satisfaction for ESnet strategic directions aligning with your current & projected off-site network needs (1=poor; 5=excellent)

| | 1 | 2 | 3 | 4 | 5 | N/A |
|--|---|---|---|---|---|-----|
| | | | | | | |

1 2 3 4 5 N/A

Dual network backbones for high quality production IP and high-impact data movement

Redundant local connections for sites

Comments:

[Empty text box for comments]

5. Rate how well ESnet network services compliment your cyber security efforts, noting that ESnet does not provide site security services (1 = poor; 5 = excellent)

1 2 3 4 5 N/A

Overall responsiveness to your cyber security-based requests

Comments:

[Empty text box for comments]

6. Rate your satisfaction with your site's interaction with ESnet (1 = poor; 5 = excellent)

1 2 3 4 5 N/A

Usefulness of ESnet Site Coordinator Committee (ESCC) activities to your site

Satisfaction with ESCC governance

Comments:

[Empty text box for comments]

7. Rate your overall satisfaction with the quality of the services that ESnet provides to your site (1=poor; 5=excellent)

1 2 3 4 5 N/A

Overall customer satisfaction rating

Comments:

[Empty text box for comments]

8. Please choose the site classification that best fits your site:

- Office of Science Lab; large site
- Office of Science Lab; small site
- NNSA Lab; large site
- NNSA Lab; small site

Office of Science partner Lab (INL, NREL, NETL, etc)

Other

Comments:

Done