

[This survey is administered via E-mail. It is provided in this form for information purposes.]

NETL IT Support Contract Evaluation - EA Support Team

Your assistance is requested in evaluating work performed under the NETL information technology site support contract for the six month period ending March 31, 2008. The effort to be evaluated consists of work performed by the Enterprise Architecture support team. The EA support team members are [Fill in Names].

This team has been instrumental in supporting the following projects and activities:

[Fill in Project Names]

To complete the survey press "Reply to Sender (Include Message)", fill out the survey below and press send. Responses are requested by [Response Date]. Compiled survey results will directly impact [Fill in Contract Title] contact evaluation under performance measure [Fill in Standard Number], which states, "Customer interactions result in timely and competent solutions while maintaining a positive rapport by consistently meeting customer expectations."

If you have any questions about this request, please contact me by e-mail or at Morgantown extension [Fill in telephone extension]. Thank you for your input.

Customer Experience

Below is a list of statements regarding your interaction with the EA Support personnel. Please indicate how strongly you agree or disagree with the statements given below. If you do not have any information about a particular statement or the item is not applicable to you, indicate that with a rating of "N/A".

- 5-Strongly Agree
- 4-Somewhat Agree
- 3-Neutral
- 2-Somewhat Disagree
- 1-Strongly Disagree
- N/A - Not Applicable (or not enough interaction to evaluate)

1. \_\_\_\_\_ EA support personnel possess the knowledge, skill, and abilities to perform their functions.
2. \_\_\_\_\_ EA support personnel are responsive to requests for information or assistance.
3. \_\_\_\_\_ I have found the EA support staff members to be professional and courteous.
4. \_\_\_\_\_ The deliverables generated by EA support personnel are current, accurate, and complete.
5. \_\_\_\_\_ EA support personnel complete scheduled items on time.
6. \_\_\_\_\_ Overall, I am satisfied with the services I received from the EA support team member(s).

Customer Comments:

Please provide any additional comments you may have about the EA support below. Ideas leading to process improvement are especially appreciated. General comments are welcome!

7. Comments: