ncep.list.centerdirectors -bounces@lstsrv.ncep.noaa.gov

From:	ncep.list.centerdirectors-bounces@lstsrv.ncep.noaa.gov
Sent:	Wednesday, July 13, 2016 10:25 AM
To:	undisclosed-recipients:
Subject:	Summary and Additional Material: Upcoming IDSS Customer Experience Survey
Attachments:	Targeted NWS Partner Survey Sites.pdf; NWS Partner Survey.pdf; Untitled attachment 00023.txt

Dear Field Managers,

As a follow-up to the call yesterday, here is a summary of the main takeaways:

- McKinsey & Company, in collaboration with the OWA Operating Model (IDSS) Workstream and in consultation with a sample of external partners, has developed a survey which will examine what drives NWS partner satisfaction and understanding when, how, and why they turn to us for support - specifically for IDSS.

- The survey will go out to a sample of NWS partners (~1600) drawn from both a representative group of field offices and a random selection from the master list of partners compiled by the IDSS working team.

- The survey is fairly brief – 10-15 minutes – and is anonymous to ensure candid feedback and will be launched over the next 2 weeks.

- A first round will go out to approximately 200 partners this week to ensure there are no technical issues with the survey and then a second wave will go out to the rest of the partners in about another week. Only about 10% of total partners will receive the survey, so there is a chance that some offices may not have any of their partners receive the survey.

- If your partners reach out to you with questions, please encourage them to fill out to the survey, and to send any detailed questions about survey questions or technical issues to nws@intellisurvey.com or to me.

- We encourage you to make your staff aware that the survey will be going out in case partners reach out to them with questions, but in order to maintain objectivity we recommend not forwarding the survey PDF to staff.

Attached for your reference:
1) List of the representative NWS offices who provided specific partner contacts to our team for the survey.
2) NWS Partner Survey: This document is quite long, but partners will only answer a portion of the questions based on their experience with the NWS. Please do not share this document directly with partners.

Thank you again for your support and awareness and please let me know if you have any additional questions.

Andrea

On Tue, Jul 12, 2016 at 2:24 PM, Andrea Bleistein - NOAA Federal <andrea.bleistein@noaa.gov> wrote:

> Please see attached material which will be covered on our webinar call today.

Andrea

On Mon, Jul 11, 2016 at 2:59 PM, Andrea Bleistein - NOAA Federal <andrea.bleistein@noaa.gov> wrote:

> Field Managers - Just a friendly reminder for a webinar call tomorrow, July 12th, at 3pm eastern time to provide an introduction and overview of a Customer Experience survey going out to core and deep partners as part of the OWA project.
>
> Please try to log-in to the webinar in groups if you can so we don't exceed the maximum account allowance. See information below which is also on your calendar. I will also send out materials tomorrow before the call begins so you have them for reference.
>
> Please join my meeting from your computer, tablet or smartphone. https://www.gotomeeting.com/join/608227653
> You can also dial in using your phone. United States: +1 (646) 749-3122 Access Code: 608-227-653
>
> Andrea
>
> On Fri, Jul 8, 2016 at 8:03 AM, Andrea Bleistein - NOAA Federal <andrea.bleistein@noaa.gov> wrote:
>
>> Dear Field Managers,
>>
>> I'm writing to let you know about an IDSS survey that will be sent to hundreds of our core and deep partners across the country. The survey builds on other IDSS outreach and asks about their "customer experience" with the products and services we deliver. It's important that you know about this survey so that you can reinforce its value to our partners, and to staff who may get questions. The survey is fairly brief – 10-15 minutes – and is anonymous to ensure candid feedback. It will be used to help inform how we evolve to best serve our partners but it is not an evaluation of any specific office or region. In this way it is part of a series of activities aimed at improving IDSS to support a Weather-Ready Nation.
>>
>> The survey will launch in the next **2 weeks**. We would like to invite you to an all-hands webinar call that we will be holding on **Tuesday, July 12, 2016 at 3pm eastern time.** The webinar invitation and teleconference call number will be provided through a calendar invitation today. During this call, we will provide you with additional details about the survey's purpose, objectives, and value. There will also be time for you to ask any questions that you have.
>>
>> Below is additional information about why we are conducting the survey and how it fits into the OWA project. Thank you for taking the time to get up to speed on this important part of our evolution.
>>
>> **Survey context and purpose:**
>>
>> As you know, our role in the weather enterprise as a government agency is focused on protecting the public and enhancing the public good. IDSS is central to our mission. But as we also know, effective IDSS changes as our partners become more sophisticated and the demands increase. The OWA project, led by colleagues from many different HQ offices and informed by the work of managers from across the country, is seeking to better understand our core partner's needs.
>>
>> The partner needs assessment survey builds on previous surveys by examining what drives NWS partner satisfaction and understanding when, how, and why they turn to us for support. The survey will go out to a sample of NWS partners drawn from both a representative group of field offices and a random selection from

the master list of partners compiled by the IDSS working team.

The results of the survey will be incorporated with other insights, including those from the tabletop exercises that Field Directors have been leading and ongoing office-level outreach to help inform how we evolve IDSS in the future.

We look forward to having you join the upcoming call. Please reach out to me with any questions, and thank you for your support.

Andrea

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Andrea J. Bleistein

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(c) 240-676-2416

Weather -Ready Nation
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