

## MULTIMEDIA PERFORMANCE METRICS

0. PRD Title: Multimedia Services	Service: Multimedia <b>Metric Name: Multimedia Services- Customer Satisfaction Survey</b>
Define the Metric – define each element of quantities being measured	This is the customer service metric referenced in paragraph 4.3 of the Performance Management Plan
Sources of data used to calculate metric's value	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, list where it can be located. If not available, so state.	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, provide the data value by the metric.	N/A. See paragraph 4.3 of the PMP.
If Higher HQ standard, please enter and list source of standard.	N/A. See paragraph 4.3 of the PMP.
Additional Clarifications	N/A. See paragraph 4.3 of the PMP.

## MULTIMEDIA PERFORMANCE METRICS

1. PRD Title: Location and Studio Still Photography	Service: Still Photographic Products and Services <b>Metric Name:</b> <b>Quality Multimedia Location and Studio Still Photography-Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of still photographic products and services (location, studio, alert, medical, Public Affairs, self-help, chemical or digital).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric.	Required level – Not more than 3 valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

2. PRD Title: Alert Still Photography	Service: Still Photographic Products and Services <b>Metric Name:</b> <b>Quality Multimedia Alert Still Photography- Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of still photographic products and services (location, studio, alert, medical, Public Affairs, self-help, chemical or digital).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric.	Required level – No valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

3. PRD Title: Public Affairs Still Photography	Service: Still Photographic Products and Services <b>Metric Name:</b> <b>Quality Multimedia Public Affairs Still Photography- Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of still photographic products and services (location, studio, alert, medical, Public Affairs, self-help, chemical or digital).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric.	Required level – No more than one valid customer complaint s per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

4. PRD Title: Medical Still Photography	Service: Still Photographic Products and Services <b>Metric Name:</b> <b>Quality Multimedia Medical Still Photography- Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of still photographic products and services (location, studio, alert, medical, Public Affairs, self-help, chemical or digital).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric.	Required level – No more than 2 valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

5. PRD Title: Standard Graphic Arts	Service: Graphic Arts Products and Services, <b>Metric Name:</b> <b>Quality Multimedia Standard Graphic Arts – Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of Graphic Arts products and services (ICW, television, medical, self-help, traditional and digital).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric. .	Required level – Not more than 3 valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

6. PRD Title: Self Help Graphic Arts	Service: Graphic Arts Products and Services, <b>Metric Name:</b> <b>Quality Multimedia Self Help Graphic Arts – Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of Graphic Arts products and services (ICW, television, medical, self-help, traditional and digital).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric.	Required level – Not more than 3 valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

7. PRD Title: Video Services	Service: Video Production, Broadcasts, Products, Presentations and Services, <b>Metric Name:</b> <b>Quality Multimedia Video Services Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of Video products and services (production, IVT broadcasts, CATV broadcasts, VTC sessions).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric.	Required level – Not more than 2 valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

8. PRD Title: Interactive Courseware (ICW)	Service: Video Production, Broadcasts, Products, Presentations and Services, <b>Metric Name:</b> <b>Quality Multimedia Interactive Courseware Services Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of Video products and services (production, IVT broadcasts, CATV broadcasts, VTC sessions).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric.	Required level – Not more than 1 valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

9. PRD Title: Interactive Videoteletraining Services	Service: Video Production, Broadcasts, Products, Presentations and Services, <b>Metric Name:</b> <b>Quality Multimedia Interactive Videoteletraining Services Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of Video products and services (production, IVT broadcasts, CATV broadcasts, VTC sessions).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric. .	Required level – No valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

10. PRD Title: Commanders Access Channel Broadcasts	Service: Video Production, Broadcasts, Products, Presentations and Services, <b>Metric Name:</b> <b>Quality Multimedia Commanders Access Channel Broadcasts Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of Video products and services (production, IVT broadcasts, CATV broadcasts, VTC sessions).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric. .	Required level – Not more than 1 valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

11. PRD Title:  Video Teleconferencing Services	Service: Video Production, Broadcasts, Products, Presentations and Services, <b>Metric Name:</b> <b>Quality Multimedia Video Teleconferencing Services Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of Video products and services (production, IVT broadcasts, CATV broadcasts, VTC sessions).
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric. .	Required level – Not more than 1 valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.

## MULTIMEDIA PERFORMANCE METRICS

12. PRD Title:  Presentation Support Services	Service: Video Production, Broadcasts, Products, Presentations and Services, <b>Metric Name:</b> <b>Quality Multimedia Presentation/Public Address Support Services Customer Satisfaction.</b>
Define the Metric – define each element of quantities being measured	This customer Satisfaction metric will measure, on a monthly basis, the quality of Video products and services (production, IVT broadcasts, CATV broadcasts, VTC sessions)
Sources of data used to calculate metric's value	Service provider derived, Government approved customer Satisfaction forms that are available to each customer and cover each area listed above. Internal surveys will be incorporated in the work order requests and up to the customer's discretion to participate.
If the data currently exists, list where it can be located. If not available, so state.	Visual Information Office
If the data currently exists, provide the data value by the metric. .	Required level – Not more than 2 valid customer complaint per month.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	Customer Satisfaction forms should have a customer comment section and customer contact information.