

1999 Biennial Review Business Line Summary Ranked by Overall Satisfaction

Defense Agency/ DoD Field Activity - Business Line	Overall Satisfaction Score	Satisfaction with Business Line	Responsiveness to Customers	Satisfaction with Specific Products and Services	Coordination with Customers	Number of Surveys
DARPA - Funding, management, and transitioning of research ideas and prototypes	82%	80%	77%	86%	86%	31
DTRA - Shaping the international environment through control of weapons of mass destruction	82%	77%	88%	85%	79%	48
DoDEA - Educational programs for DoD dependents (Kindergarten - Grade 12)	82%	81%	81%	83%	82%	113
AFIS - DoD internal information policy, guidance, and products, including visual information, print media, TV/Radio broadcasts, and training	82%	88%	76%	87%	75%	79
DIA - Intelligence collection management and support	81%	88%	80%	75%	83%	25
DTRA - Responding to full spectrum of crises that threaten U.S. interests	81%	88%	74%	79%	82%	35
WHS - Security services for military and civilian personnel (P&S)	81%	78%	89%	78%	78%	9
DTRA - Preparing for future Weapons of Mass Destruction (WMD) threats	80%	82%	81%	75%	80%	134
NIMA - Imagery and mapping data policy, systems and technology, information, and analysis	79%	84%	84%	62%	86%	37
DPMO - Policy development	79%	67%	83%	71%	94%	18
DISA - Enterprise acquisition services	74%	70%	70%	87%	70%	20