



**US ARMY COMMUNICATIONS-ELECTRONICS COMMAND (CECOM)
COMMUNICATIONS SECURITY LOGISTICS ACTIVITY (CSLA)**

CUSTOMER SUPPORT CRITIQUE SHEET

CSLA is required by regulation to periodically conduct COMSEC Audits and COMSEC Facility Inspections on Army accounts throughout the world. Our mission is to determine if accepted procedures and practices for safeguarding and handling of COMSEC materials are being followed. We are earnestly attempting to continually improve our service and value to the COMSEC Community. All comments are reviewed by the Chief, Compliance and Assessment Branch. Your input is considered a valuable source of information. Please take a few moments to assist us by answering the following questions.

COMSEC Account Manager: _____ AKMS ID: _____

Commercial Phone: (____) _____ DSN: _____

Email Address: _____

Central Office of Record: PTFH PTSA (circle one)

All scales are based upon 1 - 5 (with 5 being Excellent)

1. During the audit/inspection did the auditor explain discrepancies thoroughly and discuss references you may consult for additional information? Yes ___ No ___

2. During the course of the audit, did the auditor provide constructive comments in an effort to assist you in accomplishing your administrative duties as the COMSEC Account Manager? Yes ___ No ___.

3. Was the exit interview conducted in a professional manner with all discrepancies noted and fully explained by the auditor? Yes ___ No ___. Please rate the professionalism displayed by the auditor.
1 2 3 4 5

COMMENTS:

4. Were you clearly informed of the FINAL RATING (Satisfactory or Unsatisfactory) assigned your account as a result of this audit? Yes ___ No ___.

5. When was the last time you were contacted by your COR? Recently ___ Past Year ___ Never ___
Please rate the service being provided by your COR. 1 2 3 4 5

COMMENTS:

6. Please rate the service provided by the CSLA Key Managers (the CSLA team which ensures you receive your key on time). 1 2 3 4 5

COMMENTS:

Please continue on reverse side

7. Do you currently receive the CSLA COMSEC Logistics and Technical (COLT) newsletter?
Yes ___ No ___. Please rate the relevance of the issues routinely discussed in the newsletter.
1 2 3 4 5
COMMENTS:

8. Are you aware of CSLA's INFOSEC Representative (CIR) program and location of your supporting CIR? Yes ___ No ___. Please rate the assistance provided to your account by the CIRs.
1 2 3 4 5
COMMENTS:

9. Are you aware CSLA is the monitoring activity for ALL Army COMSEC Incidents?
Yes ___ No ___. Would you like additional information on the program? Yes ___ No ___.

10. Please rate the LCMS system. 1 2 3 4 5
COMMENTS:

11. Please rate the service provided by the EKMS Tier 2 Customer Support Team (formerly called the EKMS Help Desk). 1 2 3 4 5
COMMENTS:

GENERAL COMMENTS:

POC: Team Lead, COMSEC Procedures, DSN 879-7818, Commercial: (520) 538-7818. When completed email to csla.list.huacauditors@mail.mil or mail to:

Director
ATTN: AMSEL-LCA-CAB
US ARMY CECOM-CSLA
2133 CUSHING ST STE 3600
FORT HUACHUCA, AZ 85613-7041
OFFICIAL BUSINESS
#36

Edition: August 2011