

SENT --- WED 11/28/2007 9:59 AM

ORGANIZER Heil, Valerie, CIV DSS

SUBJECT PSI Survey of Industry Team Initial-Intro  
Teleconference

LOCATION TELECONFERENCE

START TIME 1:15 PM 11/29/2007

END TIME 2:15 PM 11/29/2007

WELCOME, you have been identified by PSC or ISP management as part of the PSC-ISP survey team. This conference call is to provide an overview to the team of the preparations and planning for the spring 2008 survey. A number of you participated in the Aug/Sep 2007 PSI survey of industry. We have a number of lessons learned from that survey that we are using to improve how we manage the survey process.

Please respond by selecting either ACCEPT or DECLINE when you receive the invitation. If you are unable to participate, please select decline so we can be sure to track who will be participating in the call.

CALL is at eastern standard time of 1:15 to 2:15 PM on Thursday, November 29, 2007. CALL IN and code info is same for all the participants. If you have trouble the day of the call getting in, send me an email as I'll have Blackberry in the BP conference room OR call Lou Purnell, PSC's Executive Assistant at 703-325-6186.

Each participant has to call: 866-654-9714 then enter 1035555. It will automatically join them and each phone line calling in uses the same code.

---For Tamara, Daisy, Gail, Linda W and Kim, if your field office chief wants to also listen in on the call with you, they may certainly do so; but please have them participate with you on a speaker phone for the call as I am maxed out on the number of separate lines for the call.

---For Braddock Place participants, we have reserved the 7th floor small conference room from which we will join the conference call using the speaker phone there.

---For Angela and FCB participants, please participate from one location/phone line.

---For Alice, you have one of the call-in lines.

---For Joe, you have one of the call-in lines.

**BACKGROUND:**

On November 2nd, Rick Lawhorn, Kathy Branch, Ryan Deloney, Preston Harper and I met to provide ISP with an overview of the planning and

prep needed for the next (spring 2008) survey of cleared contractor's personnel security investigative (PSI) requirements.

As we discussed, the Personnel Security Clearance Office (PSC) again needs support and team members from ISP to have another even more successful response rate from cleared contractors. Below are the areas for which PSC needs ISP personnel involvement to be added to the PSC personnel who will be involved with the survey. FCB members who participated in the August/Sep 2007 survey provided recommendations that resulted in how/what we are requesting to make this next survey's response rate even higher.

1. Testers: recipients of the test versions of the survey redesign to respond as "test" Facility Security Officers in completing the online survey or portions of it.

a. Testing will occur primarily in late November to mid-December 2007 with a possibility of some final tweaking and survey testing in January 2008.

b. They will be identified as "test" Facility Security Officers when we send out portions or the entire redesigned survey for their completion and feedback on issues with the wording, sequence or other features of the survey. We will also be using some PSC personnel as testers.

2. Members of the survey team (particularly to comment as we revise and finalize the procedures that the team will use in handling any undeliverable survey email invitations)

a. We anticipate that their involvement/participation between December and March would not be full-time, but they would be asked to participate in several teleconferences and/or email review and testing of processes (email box for the survey and use of Excel that we would use for the survey team to get corrections to the undeliverable emails when the survey is deployed.

b. From survey deployment (early to mid-April) until its close (May 3, 2008), we anticipate that their involvement would be at least ½ of their work time each day as we work through any undeliverable survey invitations; participate in daily teleconferences of about ½ hour to discuss any problems that have occurred that we need to note to the ISP field and/or industry. It is likely that the FCB members involvement will be more extensive depending upon how successful we are in scrubbing the ISFD data before the survey's deployment.

3. SME support on issues related to ISFD and queries of the data.

a. Based on prior discussions with ISP, it is my understanding that this would be Joe Smeraldi. And, as we coordinated with Joe on any issues with ISFD and the queries, we would keep the FOC and ISP Policy office as "copy to" on the emails.

4. PSC will also periodically meet with ISP DDs to discuss survey prep and planning since a fundamental key to the success of this effort is to have the ISP field personnel and ISP HQS kept in the loop prior to the survey's deployment and before we provide any web or other updates to cleared contractors about the next survey.

Please let me know if you have any questions.

Valerie Heil  
PSC  
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