

CFATS Helpdesk Instrument

Name of Instrument

Chemical Facility Anti-Terrorism Standards (CFATS) Helpdesk

Scope of Instrument

This instrument collects:

1. Questions from callers related to CFATS and the CSAT System
2. Personally identifiable information from callers to allow for the department to respond to the caller's question at a later time or date if the question is not immediately resolved
3. Personally identifiable information necessary to confirm if the caller is a CSAT User
4. Personally identifiable information necessary to verify the caller is a CVI Authorized User
5. Short surveys to solicit feedback and suggestions to improve customer service.
6. Anonymous tips about possible security concerns at facilities regulated by CFATS.

Example of DHS Forms used within the scope of this instrument

Attached are DHS Forms 9010 and 9010.1 that standardize the collection under this instrument. DHS Form 9010 and 9010.1 identify most, but not all of the data routinely collected under this instrument.