



Homeland
Security

MEMORANDUM

MEMORANDUM FOR: Critical Infrastructure Partners

FROM: State Homeland Security Advisors

SUBJECT: Office of Infrastructure Protection Stakeholder Input Initiative

The Department of Homeland Security Office of Infrastructure Protection (IP) is pursuing several initiatives to improve its products and services. The IP Stakeholder Input Initiative involves a comprehensive effort to solicit feedback from critical infrastructure partners and is designed to achieve the following objectives:

- Gauge stakeholder satisfaction, effectiveness, and relevance of IP's communications, information sharing, education, training, outreach, and risk mitigation activities and programs;
- Identify opportunities for improvement and determine if IP is achieving its strategic goals;
- Gather data to inform performance and outcome metrics; and
- Obtain a better understanding of the evolving infrastructure protection and resilience requirements of IP's stakeholders.

Any individual who works in the area of infrastructure protection on a regular basis is encouraged to participate in this effort. This includes stakeholders in the private sector (owners and operators) and public sector (first responders and officials from State, local, territorial, and tribal agencies).

IP's partnership with you is vitally important to the protection and resilience of the Nation's critical infrastructure. You occupy a unique position and provide key expertise within the infrastructure protection community. Your feedback is instrumental in helping IP make strategic and resource decisions to improve its service to you and all of their stakeholders.

In the next few weeks, you may receive an email on behalf of Todd Keil, the Assistant Secretary for Infrastructure Protection, asking you to complete an electronic questionnaire. Please go to the link provided in the email and answer the questions. The questionnaire takes approximately 20-30 minutes to complete. To ensure the statistical validity of the results and the confidentiality of your answers, IP has contracted JRD & Associates, Inc., to assist with this initiative. Your responses will be used to obtain statistical data and for project improvement purposes. Your feedback is the most effective way to identify opportunities to improve, and your input will be used exclusively for these purposes.

As required by law, the questionnaire has gone through the Paperwork Reduction Act and has been approved by the Office of Management and Budget (OMB). The questionnaire will display on every page the OMB Control Number assigned to this information collection effort.

If you have any questions regarding this initiative, please feel free to contact:

Cristin Fullem
Planning and Performance Management Lead
Office of Infrastructure Protection
Cristin.Fullem@dhs.gov

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MEMORANDUM FOR: Council Members [Insert name of Council]

FROM: Todd M. Keil
Assistant Secretary for Infrastructure Protection

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