PCII Stakeholder Survey Screenshots 12_30_10

PCII Stakeholder Survey

Please tell us about your experience with the Protected Critical Infrastructure Information (PCII) Program.

This survey is voluntary. Your information will be used for statistical and program improvement purposes and be kept private to the extent permitted by law.

OMB No: 1670-NEW Expiration Date: MM/DD/YYYY

Paperwork Burden Notice:

The public reporting burden for this form is estimated to be eight minutes. The burden estimate includes time for reviewing instructions, researching existing data sources, gathering and maintaining the needed data, and completing and submitting the form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: NPPD/IP, Attention: Christy Magee, U.S. Department of Homeland Security, 245 Murray Lane, Arlington, VA 20598-0607. NOTE: DO NOT send your completed form to this address. You are not required to respond to this collection of information unless a valid OMB control number is displayed.

OVERALL

Q-1 What is your overall opinion of the PCII Program?

Select one answer.

- ○ Very Positive
- ○ Somewhat Positive
- ○ Somewhat Positive, Somewhat Negative
- ○ Negative
- ○ Very Negative

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POLICIES AND PROCEDURES

Q-2 To what extent are PCII policies and procedures (user eligibility, safeguarding, federal vs. local copies, etc.) easy to understand?

Select one answer.

- ○ Very Easy
- ○ Somewhat Easy
- ○ Somewhat Easy, Somewhat Hard
- ○ Somewhat Hard
- ○ Very Hard

Q-3 To what extent are PCII policies and procedures useful to you?

Select one answer.

- ○ Very Useful
- ○ Somewhat Useful
- ○ Not Useful

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COMMUNICATION MATERIALS

Q-4 How useful have you found the following sources of information on PCII?

Select one answer for each source.

	Very Useful	Somewhat Useful	Not Useful	Not Applicable
PCII Web pages on DHS.gov (www.dhs.gov/pcii)	○	○	○	○
PCII Procedures manual	○	○	○	○
PCII Fact Sheet	○	○	○	○
PCII Brochure	○	○	○	○
PCII Video	○	○	○	○

Q-5 To what extent are communications materials on PCII clear and easy to understand?

Select one answer.

- ○ Very Clear and Easy to Understand
- ○ Somewhat Clear and Somewhat Easy to Understand
- ○ Not Clear and Not Easy to Understand

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PCII Stakeholder Survey

PCII Management System (PCIIMS)

The PCII Program uses the PCII Management System (PCIIMS) to provide training, register PCII authorized users, provide a look up function for PCII authorized users, and provide resources on PCII.

Q-6 To what extent are you satisfied or dissatisfied with using PCIIMS for the following functions?

Select one answer for each function.

	Very Satisfied	Satisfied	Somewhat Satisfied, Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
Registration	○	○	○	○	○	○
PCII Officer listing	○	○	○	○	○	○
Checking the status of other PCII Authorized Users	○	○	○	○	○	○
Training	○	○	○	○	○	○
Resources	○	○	○	○	○	○
E-mail notices	○	○	○	○	○	○
Training Reminders	○	○	○	○	○	○

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Q-7 Have you experienced any PCIIMS issues that were not resolved? Please describe in the space below.

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HELP DESK

Q-8 Have you ever contacted the PCII Help Desk?

The PCII help desk is reached on 703-235-3990/202-360-3023 or pcii-info@dhs.gov.

Select one answer.

○ Yes
○ No

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Question 8a-8e answered only if "Yes" selected for Question 8.

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*Please answer the following questions about your experience with the help desk for **PCIIMS questions**.*

Q-8a To what extent are you satisfied or dissatisfied with the *timeliness* of the response?

Select one answer.

- ○ Very Satisfied
- ○ Satisfied
- ○ Somewhat Satisfied, Somewhat Dissatisfied
- ○ Dissatisfied
- ○ Very Dissatisfied
- ○ Not Applicable

Q-8b To what extent are you satisfied or dissatisfied with the *quality* of the response?

Select one answer.

- ○ Very Satisfied
- ○ Satisfied
- ○ Somewhat Satisfied, Somewhat Dissatisfied
- ○ Dissatisfied
- ○ Very Dissatisfied
- ○ Not Applicable

*Please answer the following questions about your experience with the help desk for **other PCII** questions.*

Q-8c To what extent are you satisfied or dissatisfied with the *timeliness* of the response?

Select one answer.

- ○ Very Satisfied
- ○ Satisfied
- ○ Somewhat Satisfied, Somewhat Dissatisfied
- ○ Dissatisfied
- ○ Very Dissatisfied
- ○ Not Applicable

Q-8d To what extent are you satisfied or dissatisfied with the *quality* of the response?

Select one answer.

Q-8b To what extent are you satisfied or dissatisfied with the *quality* of the response?

Select one answer.

- ○ Very Satisfied
- ○ Satisfied
- ○ Somewhat Satisfied, Somewhat Dissatisfied
- ○ Dissatisfied
- ○ Very Dissatisfied
- ○ Not Applicable

*Please answer the following questions about your experience with the help desk for **other PCII** questions.*

Q-8c To what extent are you satisfied or dissatisfied with the *timeliness* of the response?

Select one answer.

- ○ Very Satisfied
- ○ Satisfied
- ○ Somewhat Satisfied, Somewhat Dissatisfied
- ○ Dissatisfied
- ○ Very Dissatisfied
- ○ Not Applicable

Q-8d To what extent are you satisfied or dissatisfied with the *quality* of the response?

Select one answer.

- ○ Very Satisfied
- ○ Satisfied
- ○ Somewhat Satisfied, Somewhat Dissatisfied
- ○ Dissatisfied
- ○ Very Dissatisfied
- ○ Not Applicable

Q-8e How often do you contact the help desk?

Select one answer.

- ○ A few times a week
- ○ Once every few weeks
- ○ Once a month
- ○ Once every few months
- ○ Once every six months
- ○ Once a year
- ○ Less than once a year

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INFORMATION SHARING

Q-9 If you have experienced any difficulties in sharing PCII please provide an explanation or example of a situation in the space below.

[   ]

Q-10 In the situation described above, what would you like to see done to make it easier to share PCII? Please discuss below.

[   ]

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Q-11 Through which of the following channels or contexts are you accessing PCII?

Select all answers that apply.

☐ Emergency Action (Response) Plans
☐ Recovery Plans
☐ Buffer Zone Plans (BZPP)
☐ Site Assistance Visits (SAVs)
☐ ACAMS Asset Cataloging
☐ Enhanced Critical Infrastructure Program/Infrastructure Survey Tool
☐ Risk Self Assessment Tool (RSAT)
☐ Informal Vulnerability or Threat Assessments
☐ Other (please specify)

If you selected other, please specify:
[   ]

Q-12 What are you creating with the PCII you access?

○ Security, Emergency Action (Response), or Recovery Plans
○ Advisories, Alerts and Warnings
○ Vulnerability or Threat Assessments
○ Do Not Create PCII Products

Q-13 What recommendations do you have for new ways to use PCII for homeland security purposes?

[   ]

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Q-14 How long have you been a PCII Authorized User?

Select one answer.

- ○ Less than 6 months
- ○ 6 months to less than 1 year
- ○ 1 year to less than 2 years
- ○ 2 years or more

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Q-15 Which of the following best describes your professional affiliation?

Select one answer.

- ○ Federal Government Employee or Contractor
- ○ State Government Employee or Contractor
- ○ Local Government Employee or Contractor
- ○ Territorial Government Employee or Contractor
- ○ Tribal Government Employee or Contractor
- ○ Other (please specify)

If you selected other, please specify:
[ ]

Q-16 Do you work for a Fusion Center?

Select one answer.

- ○ Yes
- ○ No

Q-17 In which State or Territory are you located?

Select one answer.

- ○ ALABAMA
- ○ ALASKA
- ○ AMERICAN SAMOA
- ○ ARIZONA
- ○ ARKANSAS
- ○ CALIFORNIA
- ○ COLORADO
- ○ CONNECTICUT
- ○ DELAWARE
- ○ DISTRICT OF COLUMBIA
- ○ FEDERATED STATES OF MICRONESIA
- ○ FLORIDA
- ○ GEORGIA
- ○ GUAM

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○ IDAHO
○ ILLINOIS
○ INDIANA
○ IOWA
○ KANSAS
○ KENTUCKY
○ LOUISIANA
○ MAINE
○ MARSHALL ISLANDS
○ MARYLAND
○ MASSACHUSETTS
○ MICHIGAN
○ MINNESOTA
○ MISSISSIPPI
○ MISSOURI
○ MONTANA
○ NEBRASKA
○ NEVADA
○ NEW HAMPSHIRE
○ NEW JERSEY
○ NEW MEXICO
○ NEW YORK
○ NORTH CAROLINA
○ NORTH DAKOTA
○ NORTHERN MARIANA ISLANDS
○ OHIO
○ OKLAHOMA
○ OREGON
○ PALAU
○ PENNSYLVANIA
○ PUERTO RICO
○ RHODE ISLAND
○ SOUTH CAROLINA
○ SOUTH DAKOTA
○ TENNESSEE
○ TEXAS
○ UTAH
○ VERMONT
○ VIRGIN ISLANDS
○ VIRGINIA
○ WASHINGTON
○ WEST VIRGINIA
○ WISCONSIN
○ WYOMING

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COMMENTS

Q-18 Please provide any suggestions for changes to the PCII Program in the space below.

Q-19 Please provide any additional comments in the space below.

Thank you for taking part in the PCII Stakeholder survey.

This survey is voluntary. Your information will be used for statistical and program improvement purposes only and be kept private to the extent permitted by law.

For more information about the PCII Program, please e-mail: pcii-info@dhs.gov

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