

## **Protected Critical Infrastructure Information (PCII)** **Stakeholder Survey**

### **Instructions:**

This is a short series of questions designed to collect information the PCII Program can use to improve its processes and procedures and provide better customer service to its user community. Please do not attach any personally identifiable information to the form.

When completed, the form can be submitted to [pcii-info@dhs.gov](mailto:pcii-info@dhs.gov). Please contact us at this address if you have any questions.

### **Confidentiality Notice:**

We appreciate your comments and findings. Please do not include any personally identifiable information on the form. The survey results will be collected and analyzed in order to help the PCII Program improve its processes and procedures and better assist its user community. The resulting report on survey results that is shared inside DHS will not identify particular responses by state or locality.

**Paperwork Reduction Act Notice:** The public reporting burden to complete this information collection is estimated at 30 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and the completing and reviewing the collected information. The collection of this information is voluntary. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to DHS/NPPD/IP/IICD Barbara Forrest, 703-235-1921 ATTN: PRA [1670-New].

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

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

COMMUNICATION MATERIALS

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

Select one answer for each source.

PCII Web pages on DHS.gov ( <a href="http://www.dhs.gov/pcii">www.dhs.gov/pcii</a> )	Very Useful	Somewhat Useful	Not Useful	Not Applicable
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 Easy to Understand
- Not Clear and Easy to Understand

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?

	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						

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

[Text box: unlimited text]

#### HELP DESK

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

*The PCII help desk includes [e-mail addresses and phone number]*

*Select one answer.*

Yes [Continue to Q-8a]

No [Skip to Q-9]

*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.

- 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

## 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.

[Text Box: unlimited text]

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

[Text Box: unlimited text]

## BACKGROUND

Q-11 Which of the following best describes your current status with regards to PCII?

*Select all that apply.*

- PCII Officer
- PCII PM Designee (Federal Government only)
- PCII Authorized User
- Submitter

Q-12 How long have you been a PCII Officer or 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

Q-13 How are you using PCII?

*Select all answers that apply.*

- Security Plans
- 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)
- Advisories, Alerts and Warnings
- High-Level Work Products Which Quote PCII Documents

Informal Vulnerability or Threat Assessments  
Other, please specify [Text Box]

Q-14 Are there any other uses for PCII that are not currently in existence?

[Text Box: unlimited text]

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  
Tribal Government  
Other, please specify [text box]

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.*

[State and territory list]

## COMMENTS

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

[Text box: unlimited]

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

[Text box: unlimited]