



Defense Security Service - Voice of Industry Survey

OMB Control No.: 0704-0472 Expiration Date: 07/13/2013

The public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 20301-1155. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Note, information provided on this form will be kept private to the extent permitted by law. Information collected is compiled to provide an overview of DSS performance with regard to NISP operations. Only the aggregate data is reported and all individual company information is kept in DSS records.

PRIVACY ACT ADVISEMENT

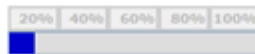
Name and email information is requested for the purpose of validating Facility Security Officer (FSO) contact information for the Defense Security Service records. Any updates to name and email information will be provided to the appropriate Industrial Security Representative. The information provided will become part of DSS records of cleared contractor facility surveys, retrieved by the name of the facility / CAGE Code, not the FSO contact information. FSO name and information are separated from analysis of data. Participation in this survey is voluntary. AUTHORITY: Executive Order (EO) 12829, "National Industrial Security Program".

BACKGROUND

The Defense Security Service (DSS) is conducting this survey of U.S. cleared defense industry for feedback on DSS performance with respect to the administration and implementation of the National Industrial Security Program (NISP). If you received this survey email invitation, DSS records indicate that you are the Facility Security Officer for a specific cleared facility.

Please click "Next" below to begin.

-----Next-----



Page 1 of 10

Introduction

11. How long have you been working in the industrial security field?

Please pick one of the answers below.

- Less than one year
- One year to fewer than five years
- Five years to fewer than fifteen years
- Fifteen years to fewer than twenty-five years
- Twenty-five years or more

12. *Our database currently reflects your current Industrial Security Representative as . Your responses should be associated with that person unless you wish to specify another ISR:

Please pick one of the answers below.

- ISR indicated above
- Respond regarding another ISR (please specify)

13. How long have you been working with your Industrial Security (IS) Representative?

Please pick one of the answers below.

- Fewer than 6 months
- 6 months to fewer than one year
- One year to fewer than three years
- Three years to fewer than five years
- Five years or more
- N/A; I have not yet had the opportunity to work with my IS Representative*

14. How frequently do you interact with your IS Representative?

Please pick one of the answers below.

- Daily
- Weekly
- Monthly
- Quarterly
- Yearly
- Less than once a year
- N/A; I have not yet had the opportunity to work with my IS Representative*

15. Between your ISR and other DSS personnel (Information System Security Professional, Field Counterintelligence Specialist, etc.) how often does DSS assist you with identification and/or mitigation of vulnerabilities within your security program?

Please pick one of the answers below.

- Daily
- Weekly
- Monthly
- Quarterly
- Yearly
- Less than once a year
- N/A; I have not yet had the opportunity to work with DSS in this area*

16. How would you rate DSS in the area of industrial security program vulnerability identification and mitigation?

Please fill in the answer in the table below.

	Rating					N/A or Not yet worked with DSS in this area	Comments
	Very Poor	Poor	Adequate / Neutral	Good	Very Good		
Choose one	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

17. *Does your organization currently use classified information systems?

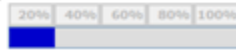
Please pick one of the answers below.

- Yes
- No

18. *Does your organization, including branches and subsidiaries, currently have a FOCI mitigation plan in place (e.g. Security Control Agreement, Special Security Agreement, Proxy Agreement)?

Please pick one of the answers below.

- Yes
- No



ISR4. Please rate the quality of the relationship between DSS and your government customers:
 Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

My IS Representative ...

	Rating						Comments
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	
Understands the needs and concerns of my government customer(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Understands my relationship with my government customer(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Communicates or collaborates with my government customer(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Overall, I am satisfied with the relationship between DSS and my government customer(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

ISR5. Overall, how satisfied are you with the guidance and support you receive from your IS Representative?
 Please pick one of the answers below.

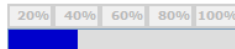
N/A or Cannot respond due to infrequency of interaction

Very Dissatisfied
 Dissatisfied
 Neither Satisfied nor Dissatisfied
 Satisfied
 Very Satisfied

ISR6. Please fill in one word or phrase that best describes your IS Representative:
 Please use blank space to write your answer:

Enter word or phrase:

ISR7. Please provide any additional comments on your current IS Representative:
 Please use blank space to write your answer:



IS5. Please rate the following statements about your current ISSP:

Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

My Information System Security Professional ...

	Rating						Comments
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	
Understands my facility's defense work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Knows and engages with management in my facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Understands my company's line of business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Has a thorough understanding of physical security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Has a thorough understanding of classified information systems security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Can clearly explain DSS processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Can clearly explain NISPOM requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Applies the NISPOM to my facility in a reasonable manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Makes suggestions to improve my security program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Helps me achieve my security mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

IS6. Please provide feedback on the information systems (IS) accreditation process:

Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating			Comments
	Yes	No	Don't Know or N/A	
Does the IS accreditation process currently meet your customers' needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Is the IS accreditation process fast enough?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Do the accreditation requirements incorporate industry best practices?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Has the IS accreditation process improved in the past three years?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

IS7. Overall, how satisfied are you with the guidance and support you receive from your Information Systems Security Professional?

Please pick one of the answers below.

Very Dissatisfied
 Dissatisfied
 Neither Satisfied nor Dissatisfied
 Satisfied
 Very Satisfied
 N/A or Cannot respond due to infrequency of interaction

IS8. Please fill in one word or phrase that best describes your ISSP:

Please use blank space to write your answer:

Enter word or phrase:

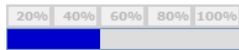
IS9. Please provide any additional comments on your current ISSP:

Please use blank space to write your answer:

-----Back-----

-----Next-----

Save to Complete Later



Counterintelligence (CI)

***Reminder - Do not provide any classified information on this form. If you have any classified items you wish to discuss please coordinate a meeting with your local DSS contacts.**

- I will not submit any classified information on this form.

CI1. Please provide the name of the DSS Field Counterintelligence Specialist (FCIS) you wish to respond on behalf of:

Optional

-

CI2. How frequently do you interact with your Field Counterintelligence Specialist (FCIS), to include via phone, email, or in person?

Please select one of the answers below.

- Daily
 Weekly
 Monthly
 Quarterly
 Yearly
 Less than once a year
 N/A; I have not yet had the opportunity to work with my FCIS

CI3. In what capacity has a DSS FCIS or DSS CI HQ representative provided **on-site** support to your facility?

Select all that apply

- Participated in a Security Vulnerability Assessment
 Conducted an advice or assistance visit
 Provided a written threat product
 Conducted formal or informal threat training at our facility
 Introduced CI or Law Enforcement community members
 Other
 N/A, None of the above

C14. Please evaluate the counterintelligence support you receive:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	Very Poor	Poor	Adequate / Neutral	Good	Very Good	N/A	
Quality of Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Appropriate subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Openness / Approachability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Current ability to serve your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

C15. DSS CI produces **CLASSIFIED** analytical products (Trends, Threat Advisories, Company Assessments, Program Assessments, etc.) to articulate the threat posed to information and technology resident in cleared industry.
How do you receive these products?
Select all that apply

- From my FCIS
- From the dss.smil.mil website
- From my company chain of command
- Other
- I have not received any of these products

C16. How would you rate these **CLASSIFIED** analytical products:

	Rating						Comments
	N/A or Have not Received	Very Poor	Poor	Adequate / Neutral	Good	Very Good	
Quality of threat information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Timeliness of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Relevance to my facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Usefulness of the information to my security program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

C17. DSS CI produces **UNCLASSIFIED** analytical products and training materials (brochures, tri-folds, web-based-training, etc.) to articulate the threat and provide educational materials to cleared industry.
How do you receive these products?
Select all that apply

- From my FCIS
- From the dss.mil website
- From my company chain of command
- From the Homeland Security Information Sharing Network (HSIN)
- Other
- I have not received any of these products

CI8. How would you rate these UNCLASSIFIED analytical products:

	Rating						Comments
	<i>N/A or Have not Received</i>	Very Poor	Poor	Adequate / Neutral	Good	Very Good	
Quality of threat information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Timeliness of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Relevance to my facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Usefulness of the information to my security program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

CI9. Are you receiving an adequate level of CI support for your facility?

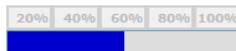
- Yes
- Unsure
- No

CI10. Overall, how satisfied are you with the guidance and support you receive from your Field Counterintelligence Specialists?
Please select one of the answers below.

- Strongly Dissatisfied**
 Dissatisfied
 Neither Satisfied nor Dissatisfied
 Satisfied
 Strongly Satisfied
 N/A or Cannot respond due to infrequency of interaction

CI11. Provide any comments concerning your involvement with DSS Field Counterintelligence cadre
Please use blank space to write your answer:

CI12. What do you perceive as the most concerning threat to your current work? (Reminder, Do not list any specific classified information in this form)
Please use blank space to write your answer:



Field Office

FO1. Overall, how satisfied are you with the guidance and support you receive from your coordination with your DSS field office or Field Office Chief?

Please pick one of the answers below.

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	<i>N/A or Cannot respond due to infrequency of interaction</i>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FO2. Please provide any additional comments on your field office:



Foreign Ownership, Control, Influence (FOCI) Mitigation

FOCI1. How do you view the burden of your FOCI mitigation agreement given your cleared work and foreign ownership?
Please pick one of the answers below.

- Too Little
- Appropriate
- Too Much

Comments:

FOCI2. If you had known the burden of your FOCI mitigation agreement prior to agreeing to the foreign acquisition, would you still have agreed to the acquisition?
Please pick one of the answers below.

- Yes
- Maybe
- No
- N/A; Not sure

FOCI3. Do the Outside Directors/Proxy Holders at your company keep you informed of potential FOCI issues facing the company?
Please pick one of the answers below.

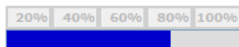
- Yes
- Maybe
- No
- N/A; Not sure

Comments:

-----Back-----

-----Next-----

Save to Complete Later



SVA5. During the vulnerability assessment:

Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

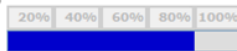
	Rating		It Yes, Please Explain
	Yes	No	
Are there any areas or issues where the DSS inspection team focuses too much attention?	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Are there any areas or issues where the DSS inspection team does not focus enough attention?	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Are the number of interviews conducted inappropriate?	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

SVA6. Please rate how consistent DSS is in interpreting NISPOM requirements:

Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						N/A or No experience with this area	Comments
	Never	Rarely	Sometimes	Often	Always			
DSS gives me consistent guidance with regard to DSS processes and NISPOM requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	
DSS is consistent with regard to NISPOM interpretation and application when compared to my previous IS Representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	
Locally, DSS is consistent with regard to NISPOM interpretation and application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	
Regionally, DSS field offices are consistent with regards to NISPOM interpretation and application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	
Nationally, DSS regions are consistent with regard to NISPOM interpretation and application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	
My Field Office Chief resolves inconsistencies in NISPOM interpretation among IS Representatives quickly and consistently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	
My Regional Director resolves inconsistencies in NISPOM interpretation among field offices quickly and consistently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	

-----Back----- -----Next----- Save to Complete Later



Please provide any comments on the above:

F5. Please describe any techniques or best practices your IS Representative, field office, or region currently employs that DSS should consider implementing agency-wide:
Please use blank space to write your answer:

F6. Please rate the below:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A or Don't Know	
My organization has a true partnership with DSS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
I believe Industry has a true partnership with DSS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

F7. What actions can DSS do to create a stronger partnership with your organization, and/or cleared industry as a whole?
Please use blank space to write your answer:

F8. Have you seen any overall process changes since last year's Industrial Security Survey?
Please pick one of the answers below.

- Yes
- No
- Did not complete prior survey or Unsure

If yes, please provide any specific examples or comments:

F9. To what degree are you satisfied with the changes that were implemented?
Please pick one of the answers below.

- Strongly Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied
- Strongly Dissatisfied
- Unaware of specific changes
- Did not participate in prior survey

F10. Are you familiar with the James S. Cogswell Outstanding Industrial Security Achievement Award presented by DSS?

- Yes
- No

F11. The James S. Cogswell Outstanding Industrial Security Achievement Award has a positive effect on industrial security programs.

- Strongly Agree
- Agree
- Disagree
- Neither Agree nor Disagree
- Strongly Disagree
- N/A, Unfamiliar

F12. Have you ever used the DSS Call Center? (http://www.dss.mil/about_dss/contact_dss/contact_dss.html)

- Yes - Once a year
- Yes - Two to Five times a year
- Yes - Six to Ten times a year
- Yes - More than Ten times a year
- No (-Skip Question F13 Below-)

F13. Please rate the DSS Call Center.

Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating					
	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	N/A
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness to Resolve Issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

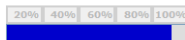
Please provide any comments or suggestions regarding the DSS Call Center.

F14. Do you have any other overall suggestions for DSS?

Please use blank space to write your answer:

F15. Do you have any other concerns or issues that you would like to share? Please do not include any Personally Identifiable Information (PII). If you would like to report anything confidentially please email DSSVOISurvey@dss.mil.

Please use blank space to write your answer:



Thank you for taking the time to fill out this Survey. Your feedback will directly assist DSS in enhancing the support it provides government agencies and cleared defense contractors with regards to the NISP.

--Important--

To finalize your survey submission you must click the "Submit Survey" button below!

-----Back-----

Submit Survey

