

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

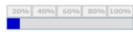
Name and email information is requested for the purpose of validating Facility Security Officer (FSO) contact information for the Defense Security Service records. Any updates to name and email information will be provided to the appropriate Industrial Security Representative. The information provided 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-----



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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.
O Daily
© Weekly
Monthly
O Quarterly
O Yearly
Less than once a year
 N/A; I have not yet had the opportunity to work with my IS Representative
I5. 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.
O Daily
© Weekly
Monthly
O Quarterly
O Yearly
 Less than once a year N/A; I have not yet had the opportunity to work with DSS in this area
- 10/2, 1 have not yet had the opportunity to north min 200 in this dred

Introduction

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Industrial Security Representative Note - DSS records list your current ISR as and you indicated you will respond for: ISR indicated above ISR1. How would you characterize your relationship with your IS Representative? Please pick one of the answers below. Collaborative Corrective Both

ISR2.Please evaluate your IS Representative:

Other (please specify)

Comments:

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

				Comments			
	Very Poor	Poor	Adequate / Neutral	Good	Very Good	N/A	
Quality of Support	0	0	0	0	0	0	
Responsiveness	0	0	0	0	0	0	
Appropriate subject matter expertise	0	0	0	0	0	0	
Professionalism	0	0	0	0	0	0	
Openness/ Approachability	0	0	0	0	0	0	

ISR3.Please rate the following statements about your current IS Representative:

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

My IS Representative ...

			Rati	ng			Comments
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	
Understands my facility's defense work	0	©	0	0	0	0	
Knows and engages with management in my facility	(©	(©	©	©	
Understands my company's line of business	0	0	0	0	0	0	
Has a thorough understanding of physical security	©	©	(©	©	©	
Has a thorough understanding of classified information systems security	0	0	0	0	0	0	
Can clearly explain DSS processes	0	0	0	0	0	0	
Can clearly explain NISPOM requirements	0	0	0	0	0	0	
Applies the NISPOM to my facility in a reasonable manner		©	(©	©	©	
Makes suggestions to improve my security program	0	0	0	0	0	0	
Helps me achieve my security mission	(0	(©	©	0	

.....

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 ...

			Rati	ng			Comments
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	
Understands the needs and concerns of my government customer(s)	0	0	0	0	0	0	
Understands my relationship with my government customer(s)	0	0	0	0	0	0	
Communicates or collaborates with my government customer(s)	0	0	0	0	0	0	
Overall, I am satisfied with the relationship between DSS and my government customer(s)	0	0	0	0	0	0	

ISR5. Overall, how satisfied are you with the guidance and support you receive from your IS Representative? 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
	•	0	•	0	0	0
	ease fill in one word or j se blank space to write		scribes your IS Representative	e:		
Enter wo	rd or phrase:					
	ease provide any additions to write		your current IS Representativ	 re:	-	
					м	
Bac	ckNext	Save to Compl	ete Later	0% 100%		

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Classified Information Systems

ľ	Note -	If available	please coordinate with	your Information S	System Security	Manag	ger for the n	iost acurate res	ponses to th	e below

IS1. Please provide the name of the DSS Information System Security Professional (DSS) you wish to respond on behalf of: Optional
-
IS2. How frequently do you interact with your Information System Security Specialist (ISSP)? Please pick one of the answers below.
Daily
Weekly
 Monthly
O Quarterly
O Yearly
Less than once a year
 N/A; I have not yet had the opportunity to work with my ISSP
IS3. How would you characterize your relationship with your ISSP? Please pick one of the answers below.
Collaborative
O Corrective
Both

IS4. Please evaluate the support you receive for your classified information systems / ISSP: Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

			Rat	ing			Comments
	Very Poor	Poor	Adequate / Neutral	Good	Very Good	N/A	
Quality of Support	0	0	0	0	0	0	
Responsiveness	©	©	©	©	©	©	
Appropriate subject matter expertise	0	0	0	0	0	0	
Professionalism	©	©	<u></u>	©	©	©	
Openness / Approachability	0	0	0	0	0	0	

.....

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 ...

			Rati	ng			Comments
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A	
Understands my facility's defense work	0	0	0	0	0	0	
Knows and engages with management in my facility	(©	©	©	©	©	
Understands my company's line of business	0	0	0	0	0	0	
Has a thorough understanding of physical security	©	©	©	©	©	©	
Has a thorough understanding of classified information systems security	0	0	0	0	0	•	
Can clearly explain DSS processes	0	0	0	0	0	0	
Can clearly explain NISPOM requirements	0	0	0	0	0	0	
Applies the NISPOM to my facility in a reasonable manner	(©	©	©	©	©	
Makes suggestions to improve my security program	0	0	0	0	0	0	
Helps me achieve my security mission	(0	(0	©	0	

 		 	 -			 		 	 	 	 	
 	_			_	- 1		describe.					

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								
	Yes	No	Don't Know or N/A							
Does the IS accreditation process currently meet your customers' needs?	0	0	0							
Is the IS accreditation process fast enough?	•	0	•							
Do the accreditation requirements incorporate industry best practices?	0	0	0							
Has the IS accreditation process improved in the past three years?	0	0	•							

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 Dissatisifed	Satisfied	Very Satisfied	N/A or Cannot respond due to infrequency of interaction
	0	0	0	0	0	0
Please	ease fill in one word or pl use blank space to write y word or phrase:		cribes your ISSP:			

IS9. Please provide	anv additional	comments on your currer	nt ISSP:	
Please use blank sp	-	•		
Back	Next	Save to Complete Later	1	
		Core to company can	20% 40% 60% 80% 100%	
			Page 4 of 10	
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 of meeting with your local DSS contacts.
I will not submit any classified information on this form.
CII. Please provide the name of the DSS Field Counterintelligence Specialist (FCIS) you wish to respond on behalf of: Optional
-
C12. 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.
O 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

Rating								
	Very Poor	Poor	Adequate / Neutral	Good	Very Good	N/A		
Quality of Support	0	0	0	0	0	0		
tesponsiveness	0	0	0	•	0	0		
appropriate subject matter expertise	0	0	0	0	0	0		
rofessionalism	0	0	0	•	0	0		
Openness / Approachability	0	0	0	0	0	0		
Current ability to serve your needs	0	0	0	0	0	0		
There are accessored and access	andmate							
I have not received any of these p How would you rate these CLASSI		cal products:						
		cal products:		ting			Comments	
		cal products:		ting Adequate / Neutral	Good	Very Good	Comments	
How would you rate these CLASSI	N/A or Have not		Ra	Adequate /	Good	Very Good	Comments	
How would you rate these CLASSI	N/A or Have not Received	Very Poor	Rat Poor	Adequate / Neutral	Good	-	Comments	
How would you rate these CLASSI Quality of threat information Timeliness of information	N/A or Have not Received	Very Poor	Poor	Adequate / Neutral	Good	0	Comments	
	N/A or Have not Received	Very Poor	Poor	Adequate / Neutral	Good	0	Comments	

CI4. Please evaluate the counterintelligence support you receive:

I have not received any of these products

	CI8.	How would	you rate these	UNCLASSIFIED	analytical	products:	
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			Rating							
	N/A or Have not Received	N/A or Have not Very Poor Poor Adequate / Good Very Good								
Quality of threat information	0	0	0	0	0	0				
Timeliness of information	0	0	0	0	0	0				
Relevance to my facility	0	0	0	0	0	0				
Usefulness of the information to my security program	0	0	0	0	0	0				

CI9.	Are you receiving an ade	quate level of CI s	upport for your facility?			
	O Yes O Unsure No					
	Overall, how satisfied a e selectone of the answers		dance and support you receiv	e from your Field	Counterintelligence Spec	ialists?
	Strongly Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisified	Satisfied	Strongly Satisfied	N/A or Cannot respond due to infrequency of interaction
	0	0				
		oncerning your inv	olvement with DSS Field Co	unterintelligence o	 eadre	•
Pleas	Provide any comments co e use blank space to write	oncerning your invo	olvement with DSS Field Co	unterintelligence o	eadre	
Pleas CI12. form	Provide any comments con e use blank space to write	oncerning your invo		unterintelligence o	eadre	
Pleas CI12. form	Provide any comments con e use blank space to write	oncerning your invo	olvement with DSS Field Co	unterintelligence o	eadre	

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	N/A or Cannot respond due to infrequency of interaction
	0	0	0	0	0	0
FO2. P	lease provide any additio	nal comments on y	our field office:			
B	lackNext	Save to Comple	20% 40% 60% Page 6 of 1			

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 the acquisition? Please pick one of the answers below.
YesMaybe
© 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.
O Yes
Maybe
O No
○ N/A; Not sure
Comments:
th.
Back Save to Complete Later 20% 40% 60% 80% 100% Page 7 of 10

DSS Facility Vulnerability Assessment & NISPOM Requirements

In September 2013 DSS will implement an update to the Vulnerability Assessment Rating Matrix Process. http://www.dss.mil/documents/facility-clearances/Vuln Assm Rating Matrix 2013 Update.pdf

SVA1. How would you rate the Rating Matrix in the areas of:

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

			Comments				
	N/A or Unsure	Very Poor	Poor	Adequate / Neutral	Good	Very Good	
Vulnerability Definitions	0	0	0	0	0	0	
Enhancement Category Definitions and Intent	0	0	0	0	0	0	
Process' Ability to Properly Rate Facility Security Programs	0	0	0	0	0	0	

	How does the DSS Team assess your fa select one of the answers below.	ncility?					
	Uses a risk-based approach (Based on NI Uses a checklist approach (Based on NIS my facility) I do not feel that my DSS assessment tear N/A: I have not worked with DSS long er Other (please specify)	POM requireme m bases their as:	ents, but only as	a checklist that	does not factor i		
Comm	ents (Optional)					al	
SVA3.	Please rate the effectiveness of the Indu	strial Security	y Representa	tive during th	e DSS assessm	ent process:	

				Comments			
	N/A or Not yet had DSS assessment	Very Ineffective	Ineffective	Adequate / Neutral	Effective	Very Effective	
In enforcing NISPOM requirements	0	0	0	0	0	0	
In ensuring physical security	0	0	0	0	0	0	
In assessing personnel clearances and security	0	0	0	0	0	0	
In validating effectiveness of the security education program	©	0	0	©	0	(

SVA4. Please rate the effectiveness of the Information System Security Professional during the DSS assessment process:

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

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

			Comments				
	N/A or No AIS at my site	Very Ineffective	Ineffective	Adequate / Neutral	Effective	Very Effective	
In enforcing NISPOM requirements	0	0	0	0	0	0	
In ensuring physical security	0	0	0	0	0	0	
In ensuring classified information systems security	0	0	0	0	0	0	

SVA5. During the vulnerability assessment:

 ${\it Please fill in the answers in the table below (mark appropriate circles and optionally provide comments)}.$

	Rat	ing	It Yes, Please Explain
	Yes	No	
Are there any areas or issues where the DSS inspection team focuses too much attention?	0	0	
Are there any areas or issues where the DSS inspection team does not focus enough attention?	©	©	
Are the number of interviews conducted inappropriate?	0	0	

$\ensuremath{\mathbf{SV\!A6}}.$ Please rate how consistent DSS is in interpreting NISPOM requirements:

 ${\it Please fill in the answers in the table below (mark appropriate circles and optionally provide comments)}.$

		Comments					
	Never	Rarely	Sometimes	Often	Always	N/A or No experience with this area	
DSS gives me consistent guidance with regard to DSS processes and NISPOM requirements	0	0	0	0	0	0	
DSS is consistent with regard to NISPOM interpretation and application when compared to my previous IS Representatives	©	•	6	•	6	•	
Locally, DSS is consistent with regard to NISPOM interpretation and application	0	0	0	0	0	0	
Regionally, DSS field offices are consistent with regards to NISPOM interpretation and application	©	0	©	©	0	0	
Nationally, DSS regions are consistent with regard to NISPOM interpretation and application	0	0	0	0	0	•	
My Field Office Chief resolves inconsistencies in NISPOM interpretation among IS Representatives quickly and consistently	6	•	0	•	•	•	
My Regional Director resolves inconsistencies in NISPOM interpretation among field offices quickly and consistently	0	0	0	0	0	0	

Back	Next	Save to Complete Later					
			20%	40%	60%	80%	100%
				Dag	a S of	10	

Final Thoughts

F1. Overall, how satisfied are you with the guidance and support you receive from DSS? Please pick one of the answers below.

	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	N/A; Unsure
	0	0	0	0	0	0
	has your level of satisfaction it one of the answers below.	a with DSS changed over the p	sast 12 months?			
	Satisfaction Decreased Significantly	Satisfaction Decreased Slightly	Satisfaction Stayed the Same	Satisfaction Increased Slightly	Satisfaction Increased Significantly	N/A or New FSO
	0	0	0	0	0	0
	s (optional)		d			
	e fill in one word or phrase th e blank space to write your a					
Enter wor	d or phrase:					
			d			

F4. Below are questions relating to - Cybersecurity, Economic Environment, and Insider Threat

Cybersecurity practices are aimed to mitigate nefarious cyber activity on contractor networks, regardless of classification, that pose a significant threat to a successful NISP. The Economic Environment in recent years has led many companies to modify their structure, staffing, and business lines.

In the coming years contractors under the NISP, in conformance with Executive Order 13587, will be required to establish and maintain an Insider Threat program.

Please Rate ---

	Rating								
	N/A or Unsure	Very Low or Could Use Improvement	Low	Average	High	Very High or Strong			
Awareness of Cyber threats as they relate to your facility	0	0	0	0	0	0			
Cybersecurity and NISPOM- required reporting education program at your facility	©	©	©	©	©	0			
Technical Cybersecurity capability (timely identification mitigation of threats) at your facility	0	0	•	•	•	•			
Desire for Government assistance in enhancing your Cybersecurity program	•	•	•	©	©	0			
Your facility's ability to minimize impact of economic factors as they relate to your security program's funding and effectiveness	•	•	0	0	0	•			
Ability to navigate structure, staffing, and business shifts with relation to maintaining consistent security to classified information and programs	0	0	•	•	•	•			
Desire for Government assistance to support any structure, staffing, or business shifts as it relates to classified contracts	0	0	•	0	•	•			
Effectiveness of your facility's current Insider Threat program/process	©	©	•	•	•	0			
Ability for your facility to stand up or maintain an effective Insider Threat Program	•	•	0	•	•	0			
Desire for Government assistance in developing or enhancing your Insider Threat program	©	©	©	0	©	©			

F5.1	Please describe any techniques or b	est practices you	ur IS Represe	entative, field o	office, or reg	ion currently	employs that I	OSS should consider implementing	ng agency-w
	ase use blank space to write your an					10	1337		
F6.	Please rate the below:								
Plea	ase fill in the answers in the table be	rlow (mark appr	ropriate circle	es and optiona	lly provide	comments).			
				Rati	ng			Comments	
		Strongly	73.757 SW. 757 S	Neither	00000000000000000000000000000000000000	Strongly	N/A or		
		Disagree	Disagree	Agree nor Disagree	Agree	Agree	Don't Know		
	My organization has a true	0	0	0	0	.0	0		
	partnership with DSS	-	0	.0	0	.0	U		
	I believe Industry has a true partnership with DSS	0	0.	0	0	.0	0		
-	What artises are DOS to to contra		and in mid-		an and the of	and in both			
Plan	What actions can DSS do to create	a snonger parm	ersaup wiai y	our organization	on, and or c	rearea mausary	y as a whole.		
Plea	ase use blank space to write your an	SWEF.							
F8.	Have you seen any overall process	s changes since	last year's In	dustrial Securi	ity Survey?				
	Have you seen any overall process se pick one of the answers below.	s changes since	last year's In	dustrial Securi	ity Survey?				
	se pick one of the answers below.	s changes since	last year's In	dustrial Securi	ity Survey?	*******			
	se pick one of the answers below. Yes	s changes since	last year's In	dustrial Securi	ity Survey?				
	se pick one of the answers below. Yes No		last year's In	dustrial Securi	ity Survey?				
Plea	se pick one of the answers below. Yes No Did not complete prior survey	y or Unsure		dustrial Securi	ity Survey?	*******			
Plea	se pick one of the answers below. Yes No	y or Unsure		dustrial Securi	ity Survey?	********			
Plea	se pick one of the answers below. Yes No Did not complete prior survey	y or Unsure		dustrial Securi	ity Survey?	********			
Plea	se pick one of the answers below. Yes No Did not complete prior survey	y or Unsure		dustrial Securi	ity Survey?	*******			
Plea	se pick one of the answers below. Yes No Did not complete prior survey	y or Unsure		dustrial Securi	survey?				
Plea:	es pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exam To what degree are you satisfied w	y or Unsure	nts:		Survey?				
Plea:	se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exam	y or Unsure	nts:		ity Survey?				
Plea:	Se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exam To what degree are you satisfied we pick one of the answers below.	y or Unsure	nts:		survey?				
Plea:	Se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exam To what degree are you satisfied was pick one of the answers below. Strongly Satisified	y or Unsure	nts:		ity Survey?				
Plea:	Se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exam To what degree are you satisfied we pick one of the answers below.	y or Unsure uples or comme	nts:		ity Survey?				
Plea: If ye F9.	yes pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exam To what degree are you satisfied was pick one of the answers below. Strongly Satisified Satisifed Neither Satisfied nor Dissatis Dissatisfied	y or Unsure uples or comme	nts:		survey?	4			
Plea: If ye F9.	Se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exam To what degree are you satisfied was pick one of the answers below. Strongly Satisified Satisified Neither Satisfied nor Dissatis Dissatisfied Strongly Dissatisfied	y or Unsure uples or comme	nts:		survey?				
Plea:	Se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exams. To what degree are you satisfied we pick one of the answers below. Strongly Satisified Satisified Neither Satisfied nor Dissatis Dissatisfied Neither Strongly Dissatisfied Unaware of specific changes	y or Unsure uples or comme	nts:		survey?	d			
Plea:	Se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exam To what degree are you satisfied was pick one of the answers below. Strongly Satisified Satisified Neither Satisfied nor Dissatis Dissatisfied Strongly Dissatisfied	y or Unsure uples or comme	nts:		survey?				
Plea:	Se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exams. To what degree are you satisfied we pick one of the answers below. Strongly Satisified Satisified Neither Satisfied nor Dissatis Dissatisfied Neither Strongly Dissatisfied Unaware of specific changes	y or Unsure uples or comme	nts:		ity Survey?				
Plea:	Se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exames, please provide any specific exames, please provide any specific exames pick one of the answers below. Strongly Satisified Satisified Neither Satisfied nor Dissatis Dissatisfied Strongly Dissatisfied Unaware of specific changes Did not participate in prior si	y or Unsure uples or comme	nts:	uplemented?					
Plea:	yes Yes No Did not complete prior surveys, please provide any specific exam To what degree are you satisfied was pick one of the answers below. Strongly Satisified Satisifed Neither Satisfied nor Dissatis Dissatisfied Strongly Dissatisfied Unaware of specific changes Did not participate in prior st	y or Unsure uples or comme	nts:	uplemented?			resented by D	187	
Plea:	Se pick one of the answers below. Yes No Did not complete prior surveys, please provide any specific exames, please provide any specific exames, please provide any specific exames pick one of the answers below. Strongly Satisified Satisified Neither Satisfied nor Dissatis Dissatisfied Strongly Dissatisfied Unaware of specific changes Did not participate in prior si	y or Unsure uples or comme	nts:	uplemented?			resented by D:	587	
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Overall Satisfaction	0	.0	0	0	. 0	0	
lease provide any comments or sugg	gestions regardin	the DSS Call Ce	nter:				
14. Do you have any other overall s lease use blank space to write your		55?		4			
15. Do you have any other concerns lease email DSSVOISurvey@dss.m lease use blank space to write your	iil.	u would like to sh	are? Please do no	t include any Perso	onally Identifiable I	nformation (PII).	If you would like to report anything confide
				.h.			

Satisfied

Very Satisified

N/4

Neither

Satisfied nor Dissatisfied

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

F13. Please rate the DSS Call Center:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

Dissatisfied

Very Dissatisfied

Yes - Once a yearYes - 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-)

Professionalism

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

