Background Questions

Respondent Information

Please provide the following information so that the HHS CIP office may follow up on comments and questions.

1. Name
2. Organization
3. Phone Number
4. Email

THAM Survey Questions

THAM Tool Content

1. How clear and easy to follow is the organization of the content in the THAM Tool? (1 – Confusing and hard to follow | 5 – Very clear and easy to follow)
2. Provide any comments on the organization of the content in the THAM Tool in the space below.
3. Rate the quality of the data sources used in the THAM Tool. (1 – Very poor quality or unreliable data | 5 – Very high quality and reliable data)
4. How well do the data sources used in the THAM Tool address the threats and hazards being assessed? (1 – Data sources are irrelevant or inappropriate | 5 – Data sources are very relevant and appropriate)
5. How easy is it to access the data sources used in the THAM Tool? (1 – Very difficult to access data | 5 – Very easy to access data)
6. Provide any comments on the data sources used in the THAM Tool in the space below.
7. How clear and easy to follow are the instructions for calculating Threat/Hazard Ratings? (1 – Confusing and hard to follow | 5 - Very clear and easy to follow)
8. How simple are the calculations for Threat/Hazard Ratings? (1 – Very simple to perform | 5 – Very complicated to perform)
9. Provide any comments on calculating Threat/Hazard Ratings in the space below.
10. Provide any additional comments on the content of the THAM Tool in the space below.

THAM Tool User Interface and Flow

11. Rate the overall user interface of the THAM Tool. (1 – Very poor user interface, difficult to follow or use | 5 – Very good user interface, easy to follow and use)
12. Rate the ease of navigation through the THAM Tool, including the usefulness of the navigation buttons. (1 – Very poor navigation: confusing, tedious, or incomplete | 5 – Very good navigation: clear, efficient, and effective)
13. What additional functionality would make the THAM Tool more user-friendly?
14. Provide any additional comments about the user interface of the THAM Tool in the space below.

THAM Tool Reporting Content and Format
15. Rate the overall organization and presentation of results in the THAM Tool. (1 – Very poor | 5 – Very good)
16. How useful is the information provided via the THAM Tool results function? (1 – Not useful | 5 – Very useful)
17. What additional information or metrics would you like to see in the THAM Tool results function and/or reporting format?
18. What additional functionality would make the results of the THAM Tool more useful?
19. Provide any additional comments about the results function and reporting format of the THAM Tool in the space below.

THAM Tool Use-case
20. Rate the overall usefulness of the THAM Tool for your risk management activities. (1 – Not useful | 5 – Very useful)
21. How do you foresee using the THAM Tool in your risk management activities?
22. What additional functionality would you like to see in the THAM Tool to better support your risk management activities?

Additional Comments
23. Provide any additional comments about the THAM Tool in the space below.

RIST-V Survey Questions

RIST-V Tool Content
1. How clear and easy to follow is the organization of the content in the RIST-V Tool? (1 – Confusing and hard to follow | 5 – Very clear and easy to follow)
2. Provide any comments on the organization of the content in the RIST-V Tool in the space below.

3. How well do the questions in each of the sections of the RIST-V capture the important aspects of all-hazards vulnerability and resilience? (Very poorly | Poorly | Adequately | Well | Very well)
    a. Resilience Management (Section 2.0)
    b. Physical Security (Section 3.0)
    c. Critical Dependencies (Section 4.0)
    d. Cybersecurity (Section 5.0)
4. Provide specific comments on the questions within the Resilience Management (including emergency management and climate change) section of the RIST-V in the space below.
5. Provide specific comments on the questions within the Physical Security section of the RIST-V in the space below.
6. Provide specific comments on the questions within the Critical Dependencies section of the RIST-V in the space below.
7. Provide specific comments on the questions within the Cybersecurity section of the RIST-V in the space below.
8. Provide any additional comments on the content of the RIST-V Tool in the space below.

RIST-V Tool User Interface and Flow
9. Rate the overall user interface of the RIST-V Tool. (1 – Very poor user interface, difficult to follow or use | 5 – Very good user interface, easy to follow and use)
10. Rate the ease of navigation through the RIST-V Tool, including the usefulness of the navigation buttons. (1 – Very poor navigation: confusing, tedious, or incomplete | 5 – Excellent navigation: clear, efficient, and effective)
11. What additional functionality would make the RIST-V Tool more user-friendly?
12. Provide any additional comments about the user interface of the RIST-V Tool in the space below.

RIST-V Tool Reporting Content and Format
13. Rate the overall organization and presentation of results in the RIST-V Tool. (1 – Very poor | 5 – Very good)
14. How useful is the information provided via the RIST-V Tool results function? (1 – Not useful | 5 – Very useful)
15. What additional information or metrics would you like to see in the RIST-V Tool results function and/or reporting format?
16. What additional functionality would make the results of the RIST-V Tool more useful?
17. Provide any additional comments about the results function of the RIST-V Tool in the space below.

RIST-V Tool Use-case
18. Rate the overall usefulness of the RIST-V Tool for your risk management activities. (1 – Not useful | 5 – Very useful)

19. How do you foresee using the RIST-V Tool in your risk management activities?
20. What additional functionality would you like to see in the RIST-V Tool to better support your risk management activities?

Additional Comments
21. Provide any additional comments about the RIST-V Tool in the space below.

RIST-C Survey Questions

RIST-C Tool Content
1. How clear and easy to follow is the organization of the content in the RIST-C Tool? (1 – Confusing and hard to follow | 5 – Very clear and easy to follow)
2. Provide any comments on the organization of the content in the RIST-C Tool in the space below.
3. How well do the questions in each of the sections of the RIST-C capture the important aspects of criticality to the HPH Sector? (Very poorly | Poorly | Adequately | Well | Very well)
   a. General Sector Criticality (Section 1.0)
   b. Direct Patient Care (Section 3.1)
   c. Healthcare IT (Section 3.2)
   d. Laboratories (Section 3.3)
   e. Blood (Section 3.4)
   f. Pharmaceuticals (Section 3.5)
   g. Medical Materials (Section 3.6)
4. How well do the questions in the RIST-C capture the potential human impacts to a facility (Questions 2.1.4, 3.1.10.1, and 3.1.10.2)? (1 – Very poorly | 5 – Very well)
5. How well do the questions in the RIST-C capture the potential property impacts to a facility (Questions 2.1.6, 2.1.7, and 2.2.8)? (1 – Very poorly | 5 – Very well)
6. Provide feedback on the methodology used to calculate property impacts in the space below.
7. How well do the questions in the RIST-C capture the potential business impacts to a facility (Questions 2.1.8, 2.1.9, 2.1.10, 2.2.6, and 2.2.7)? (1 – Very poorly | 5 – Very well)
8. Provide feedback on the methodology used to calculate business impacts in the space below.
9. Were you able to easily provide the cost estimates for Questions 2.1.6 – 2.1.10 and 2.2? Comment on the ability to produce those numbers, including any resources or activities referenced, in the space below.
10. Provide any additional comments on the content of the RIST-C Tool in the space below.

RIST-C Tool User Interface and Flow

11. Rate the overall user interface of the RIST-C Tool. (1 – Very poor user interface, difficult to follow or use | 5 – Very good user interface, easy to follow and use)
12. Rate the ease of navigation through the RIST-C Tool, including the usefulness of the navigation buttons. (1 – Very poor navigation: confusing, tedious, or incomplete | 5 – Excellent navigation: clear, efficient, and effective)
13. What additional functionality would make the RIST-C Tool more user-friendly?
14. Provide any additional comments about the user interface of the RIST-C Tool in the space below.

RIST-C Tool Reporting Content and Format

15. Rate the overall organization and presentation of results in the RIST-C Tool. (1 – Very poor | 5 – Very good)
16. How useful is the information provided via the RIST-C Tool results function? (1 – Not useful | 5 – Very useful)
17. What additional information or metrics would you like to see in the RIST-C Tool results function and/or reporting format?
18. What additional functionality would make the results of the RIST-C Tool more useful?
19. Provide any additional comments about the results function of the RIST-C Tool in the space below.

RIST-C Tool Use-case

20. Rate the overall usefulness of the RIST-C Tool for your risk management activities. (1 – Not useful | 5 – Very useful)
21. How do you foresee using the RIST-C Tool in your risk management activities?
22. What additional functionality would you like to see in the RIST-C Tool to better support your risk management activities?

Additional Comments

23. Provide any additional comments about the RIST-C Tool in the space below.

Other Comments/Recommendations

Provide any additional comments about the HPH Sector risk tools effort, including any thoughts you have on validating the use case for each of the tools identified, in the space below.