OMB CONTROL NUMBER: 1670-0009

EXPIRATION DATE: XX/XX/XXXX

**Department of Homeland Security**

**National Protection and Programs Directorate**

**Privacy Act Statement:**

Authority: 44 U.S.C. § 3101 and 44 U.S.C. § 3534 authorize the collection of this information.   
Purpose: DHS will use this information to create and manage your user account and grant access to the Infrastructure Protection (IP) Gateway.   
**Routine Use:** This information may be disclosed as generally permitted under 5 U.S.C. § 552a(b) of the Privacy Act of 1974. This includes using the information, as necessary and authorized by the routine uses published in DHS/ALL-004 - General Information Technology Access Account Records System (GITAARS) November 27, 2012, 77 Fed. Reg. 70,792.   
**Disclosure:** Furnishing this information is voluntary; however failure to provide the information requested may delay or prevent DHS from processing your access request.

**Paperwork Reduction Act:**

The public reporting burden to complete this information collection is estimated at 30 minutes 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.  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/IICD, Kimberly Sass, [Kimberly.sass@hq.dhs.gov](mailto:Kimberly.sass@hq.dhs.gov) ATTN: PRA [OMB Control Number 1670-0009].

**IP Gateway Utilization Assessment Survey**

Infrastructure Protection (IP) Gateway Mission Partners,

The Infrastructure Information Collections Division (IICD) is conducting an evaluation of IP Gateway users to assess the value of the system and its capabilities, in meeting the needs of our mission partners.

This survey has four overarching goals:

* to identify IP Gateway system use;
* to determine IP Gateway’s effectiveness in meeting your mission;
* to determine IP Gateway strengths and areas to improve; and
* to further our on-going evolution of the IP Gateway in support of our mission partners.

**Confidentiality Statement**

Your responses are non-attributional and confidential. To protect your privacy, all responses will be aggregated.  Only aggregate results will be shared with a limited group within IICD. Responding to this survey is voluntary however; your feedback is an important factor in providing you with the best service possible.

**Survey Assistance**

If you have any questions regarding this survey, please contact the consolidated IP Gateway Help Desk at [IPGateway@hq.dhs.gov](mailto:IPGateway@hq.dhs.gov) or 1-866-844-8163.

Thanks in advance for you for participation in the IP Gateway Utilization Assessment Survey.

**Infrastructure Protection (IP) Gateway Utilization Assessment Survey**

1. To which organization do you belong or support?
2. Federal Government (*Drop down list of fed gov agencies*); then (Please enter name of agency):
3. State Government (*Drop Down list of states*; then (Please enter name of agency):
4. Local Government (Please enter name of agency):
5. Tribal Government (Please enter name of tribe):
6. Territorial Government (*Drop down list of US territories*; then (Please enter name of agency):
7. What homeland security functions do you perform (*Select all that apply*)?

* Analysis and Research
* Critical Infrastructure Analysis
* Cyber and Information Security
* Emergency Management
* Fire/Emergency Response
* Fusion Center Operations
* Homeland Security Advisory
* Information Technology
* Intelligence Analysis
* Intelligence Management
* Law Enforcement
* Planning (Contingency)
* Planning (Risk Management)
* Policy and Strategy
* Program Management
* State/Local Grant Administration
* Other (Please specify):

1. From the first time you used the IP Gateway until present, what information did you access?

|  |  |  |
| --- | --- | --- |
| * ACAMS data | * Assessments (Risk, Security, Vulnerability, etc.) | * Assessments and Special Events Templates |
| * Common Operating Picture | * Cyber Threat Information | * Critical Infrastructure Research Resources |
| * Dependency Information | * Geospatial Information/Datasets | * Infrastructure (Asset) Visualization |
| * List of Special Events and Domestic Incidents | * Modeling and Simulation Products | * Open Source Reports |
| * Resiliency Information | * Risk Management Information | * RSS Feeds |
| * Situational Awareness | * Surveys (Rapid, Expanded, Expanded) | * Training Documentation |
| * Other (Please specify): | | |

1. In the past, what artifacts and derivative products did you create using the IP Gateway?

|  |  |  |
| --- | --- | --- |
| * Assessments | * Causal Outcomes | * Consequence, Impacts, etc. |
| * Critical Infrastructure Datasets | * Data Taxonomy Information | * Data/Technical Standards |
| * Dependency Information | * Intelligence and Information Products | * Reports (Qualitative and Quantitative) |
| * Risk Products (Reports, Prioritization matrix, etc.) | * Scenarios/Training Exercises | * Sector Specific Information |
| * Survey Question Sets | * Statistical Models | * Training Documentation |
| * Trending Alerts |  |  |
| * Other (Please specify): | | |

1. How effective were IP Gateway capabilities in assisting you to fulfill your homeland security functions?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Extremely Effective | Somewhat  Effective | Effective | Ineffective | Somewhat Ineffective | Extremely Ineffective | Not applicable, I did not use |
| Surveys & Assessments |  |  |  |  |  |  |  |
| Map View |  |  |  |  |  |  |  |
| Tools: |  |  |  |  |  |  |  |
| Data Viewer (ACAMS) |  |  |  |  |  |  |  |
| Calendar |  |  |  |  |  |  |  |
| Infrastructure Data Taxonomy |  |  |  |  |  |  |  |
| Digital Library |  |  |  |  |  |  |  |
| Events & Incidents |  |  |  |  |  |  |  |

1. Please describe the effectiveness of the IP Gateway user interface (usability).

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Extremely Effective | Somewhat  Effective | Effective | Ineffective | Somewhat Ineffective | Extremely Ineffective | Not applicable, I did not use |
| Ease of Navigation/Usability |  |  |  |  |  |  |  |
| Layout/Design |  |  |  |  |  |  |  |
| Content |  |  |  |  |  |  |  |
| Search Features |  |  |  |  |  |  |  |
| Print Capabilities |  |  |  |  |  |  |  |
| Export Capabilities |  |  |  |  |  |  |  |
| Overall IP Gateway Usability (Ease of Use) |  |  |  |  |  |  |  |

1. Rate your overall IP Gateway experience; indicate your level of agreement with the statements below.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Somewhat Agree | Agree | Disagree | Somewhat Disagree | Strongly Disagree | Not applicable, I did not use |
| The training I received was adequate for my needs: |  |  |  |  |  |  |  |
| * Web-Based Demonstrations |  |  |  |  |  |  |  |
| * Web-Based Training |  |  |  |  |  |  |  |
| * Instructor-Led Demonstrations |  |  |  |  |  |  |  |
| * Instructor-Led Training |  |  |  |  |  |  |  |
| The resource links and support materials aided me in using IP Gateway capabilities. |  |  |  |  |  |  |  |
| The help desk was responsive to my inquiries. |  |  |  |  |  |  |  |
| Systems enhancements/upgrades increased my ability to perform my homeland security functions. |  |  |  |  |  |  |  |
| I would recommend the IP Gateway to a colleague or other mission partner. |  |  |  |  |  |  |  |
| Overall, the IP Gateway assisted me in fulfilling homeland security functions. |  |  |  |  |  |  |  |