

**U.S. Department of Energy (DOE)
Insider Threat Stakeholder Satisfaction Survey**

Voluntary Consent

The purpose of this research project is to gain deeper insight and understanding of the complexities of the culture and communications landscape at the Department of Energy (DOE). The goal is to leverage your feedback to design Insider Threat Program communications that effectively reach and engage all segments of the DOE population to ensure a safe and secure working environment.

This is a research project being conducted by Edelman on behalf of the Office of Insider Threat (AU-1.21). You are invited to participate in this research project because you are a DOE employee or contractor.

Your participation for this questionnaire is strictly voluntary. You may choose not to participate. If you decide to participate, you may withdraw at any time. If you decide not to participate or if you withdraw from participating at any time, you will not be penalized.

This online questionnaire will take approximately 10 minutes. Your responses will be confidential, and we do not collect identifying information such as your name, email address, or IP address. Questions are focused on the best ways to communicate and engage with you, particularly as it relates to security awareness and effectiveness.

All responses are confidential. All data is stored in an electronic format on an encrypted server. To help protect your privacy, this questionnaire does not contain information that will personally identify you or any particular contractor organization and is not an evaluation of communications performance or effectiveness. The results of this study will be used for directional purposes only to inform the ITP communications strategy and may be shared with Office of Insider Threat (AU-1.21) representatives in an aggregated format.

If you have any questions about this project, please contact Vanessa.Hammett@Edelman.com. This research has been reviewed according to IRB procedures for research involving human subjects and PRA evaluation for DOE contractors. Thank you for your understanding and time.

Clicking "I Agree" below indicates that you:

- *Have read the above information*
- *Voluntarily agree to participate*
- *Are at least 18 years of age*

If you do not wish to participate, please click "I Do Not Agree."

- a. I Agree
- b. I Do Not Agree [TERMINATE]

Demographics

1. How long have you been a member of the DOE workforce?
 - a. 1-2 years
 - b. 3-5 years
 - c. 6-15 years
 - d. 16+ years
 - e. Prefer not to answer
2. Which range most accurately represents your age?
 - a. 18-24
 - b. 25-34
 - c. 35-44
 - d. 45-54
 - e. 55-64
 - f. 65+
 - g. Prefer not to answer
3. Which program office or agency do you support?
 - a. Office of Cybersecurity, Energy Security, and Emergency Response
 - b. Office of Electricity
 - c. Office of Environmental Management
 - d. Office of Legacy Management
 - e. Office of Nuclear Energy
 - f. Office of Science
 - g. National Nuclear Security Administration
 - h. Other [Open-Ended]
4. Which best describes your DOE affiliation level?
 - a. Contractor
 - b. Federal Employee
 - c. Manager
 - d. Senior Leader
5. Which best describes your job function? Check all that apply.
 - a. Management
 - b. Scientist
 - c. Engineer

- d. Safety
- e. Security
- f. Maintenance
- g. Administration
- h. Other [Open-Ended]

Security Communications Effectiveness

First, we want to understand the quality of your overall communications experience regarding safety and security. Safety is defined to include the safeguarding of employees from threats such as workplace violence. Security is defined to include data security and cybersecurity as well as the protection of classified information. An insider threat is an individual who can use their access, either maliciously or unintentionally, to act in a way that could negatively affect the DOE and/or any personnel thereof. The following questions focus on DOE's all-employee communications—for example, emails from senior leaders and training communications.

1. Over the last few years, there have been increased efforts towards preventing leaks of classified information and acts of workplace violence. On a scale of 1 to 5, with 1 being "Strongly Disagree" and 5 being "Strongly Agree" how would you rate the following:
 - a. DOE fosters a culture where ensuring employee safety and providing a secure workplace are taken seriously and upheld to the highest standards.
 - b. I feel personally and professionally accountable for preventing insider threats in my work environment.
 - c. My team/office understands where to find the resources and support necessary to manage and ensure employee safety.
 - d. I believe DOE is well-prepared to detect, deter, and prevent the misuse of classified information.
 - e. I have a clear understanding of the things I need to do to personally protect classified information.
 - f. DOE security and monitoring policies to protect classified information do not affect my ability to work and complete tasks.
 - g. My team/office makes a consistent effort to be vigilant in protecting classified information.
2. In thinking about the agency-wide communications you receive and read, on a scale of 1 to 5, with 1 being "Never Heard of This" and 5 being "Heard of This and Am Very Familiar," how would you rate the following:
 - a. DOE's commitment to safety and security
 - b. Alignment of DOE's commitment to safety and security to my program office's mission and strategy
 - c. Available security training and safety resources
 - d. Insider threat detection and prevention objectives and programs

ITP Communications

3. On a scale of 1 to 5, with 1 being "Strongly Disagree" and 5 being "Strongly Agree," how would you rate the following:
 - a. I am familiar with the Insider Threat Program.
 - b. I have heard of and am familiar with the Office of Insider Threat (AU-1.21).
 - c. I have met and/or heard presentations from Office of Insider Threat (AU-1.21) staff members.
 - d. I am aware of the role and importance of the Office of Insider Threat (AU-1.21) in ensuring the safety and security of DOE assets and employees.
 - e. I believe the Office of Insider Threat (AU-1.21) plays an important role in ensuring the safety and security of DOE assets and employees.
4. On a scale of 1 to 5, where 1 is "Never" and 5 is "Frequently," please indicate the frequency with which you have received materials of training from the Office of Insider Threat (OIT)?

- a. 1 – Never
- b. 2 – Infrequently (annually)
- c. 3 – Occasionally (semi-annually or twice a year)
- d. 4 – Somewhat Frequently (quarterly)
- e. 5 – Frequently (monthly)

Communication Preferences and Effectiveness

As part of our efforts to strengthen employee communications, we're reviewing the use and effectiveness of various DOE communication channels and content specific to the Insider Threat Program (ITP).

5. On a scale of 1 to 5, where 1 is "Never" and 5 is "Frequently," please indicate the frequency with which you would like to receive the following types of content:
 - a. Insider threat indicators and prevention tips
 - b. Best practice case studies from other agencies
 - c. Site-specific program spotlights and achievements
 - d. Insider Threat Program training opportunities
 - e. Local Insider Threat Working Group (LITWG) updates
 - f. Office of Insider Threat (AU-1.21) updates
6. On a scale of 1 to 5, where 1 is "No Value" and 5 is "High Value," please indicate the value you get (or would get) from the following formats for receiving communications:
 - a. Article-length communications that provide in-depth context and detail on a subject (e.g., emails, blog posts, Employee News articles)
 - b. Short-length, "tweet-like" communications that can be read quickly
 - c. Multimedia formats such as videos
 - d. Podcasts
 - e. In-person meetings and forums (e.g., town halls)
 - f. VTC or conference calls
 - g. Other [Open-Ended]
7. Which communication methods or activities have contributed most to your awareness of the Insider Threat Program? Please select the top five from the list:
 - a. Agency-wide email
 - b. Program office-wide email
 - c. DOE intranet
 - d. ITP internal website
 - e. Office-wide newsletter
 - f. ITP newsletter
 - g. My manager

- h. Senior leaders in my department/office
 - i. Word of mouth/peers
 - j. Blue box messages
 - k. I have not heard of ITP.
8. On a scale of 1 to 5, where 1 is "Least Preferred" and 5 is "Most Preferred," please indicate your PREFERENCE for receiving and viewing information through or from the following channels:
- a. Agency-wide email
 - b. Program office-wide email
 - c. DOE intranet
 - d. ITP internal website
 - e. Office-wide newsletter
 - f. ITP newsletter
 - g. My manager
 - h. Senior leaders in my department
 - i. Word of mouth/peers
 - j. Blue box messages
 - k. General external social media channels (e.g., Facebook, LinkedIn, Twitter)
9. On a scale of 1 to 5, where 1 is "Never" and 5 is "Frequently," please indicate the FREQUENCY through which you would prefer to receive and view information through or from the following channels:
- a. Agency-wide email
 - b. Program office-wide email
 - c. DOE intranet
 - d. ITP internal website
 - e. Office-wide newsletter
 - f. ITP newsletter
 - g. My manager
 - h. Senior leaders in my department
 - i. Word of mouth/peers
 - j. Blue box messages
 - k. General external social media channels (e.g., Facebook, LinkedIn, Twitter)