

Department of Homeland Security

Cybersecurity and Infrastructure Security Agency

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 10 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/CISA/ISD IPGatewayHelpDesk@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 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?
 - A. Federal Government (*Drop down list of fed gov agencies*); then (Please enter name of agency):
 - B. State Government (*Drop Down list of states*); then (Please enter name of agency):
 - C. Local Government (Please enter name of agency):
 - D. Tribal Government (Please enter name of tribe):
 - E. Territorial Government (*Drop down list of US territories*); then (Please enter name of agency):
- 2. 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):

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

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

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

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

5. 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 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Map View | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Tools: | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Data Viewer (ACAMS) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Calendar | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Infrastructure Data Taxonomy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Digital Library | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Events & Incidents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

6. 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 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Layout/Design | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Content | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Search Features | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Print Capabilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Export Capabilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall IP Gateway Usability (Ease of Use) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

7. 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 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Web-Based Training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Instructor-Led Demonstrations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| • Instructor-Led Training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The resource links and support materials aided me in using IP Gateway capabilities. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The help desk was responsive to my inquiries. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Systems enhancements/upgrades increased my ability to perform my homeland security functions. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would recommend the IP Gateway to a colleague or other mission partner. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall, the IP Gateway assisted me in fulfilling homeland security functions. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |