

SED Convenings Survey – Critical Manufacturing

Thank you for participating in this important survey.

The Cybersecurity and Infrastructure Security Agency (CISA) has partnered with Team Guidehouse to conduct an evaluation to learn more about stakeholder engagements and satisfaction with CISA's convening activities, products, and services. Convening activities refer to CISA's guidance and expertise, as well as councils, working groups, roundtables, and other types of collaborative activities. Products and services refer to things like publications, emails, and webinars. Answers to questions may reflect your organization's experiences with CISA, as well as your personal perspective as a member of that organization.

The survey takes approximately 10 minutes to complete. Your participation is voluntary but important. You can skip any questions you do not want to answer, and you can decide not to participate at any time without consequence. The purpose of the survey is to learn your thoughts on CISA's convening activities, and whether they help improve risk reduction in your organization.

Your answers are confidential. Your name or your organization's name will not be identified in our reports. Findings will be presented in aggregate form to CISA. All data from the survey will be destroyed after the report is complete. This survey is intended to help inform and improve CISA's products and services. We will follow all CISA policies on handling data, and only a small number of members of our team will see the individual responses.

CISA identified you as a key stakeholder, but if you do not believe you are the appropriate person from your organization to complete this survey, please email betsy.flores@associates.cisa.dhs.gov. Please do not forward this email.

If you have any questions about the survey or your participation, feel free to contact Betsy Flores at 609-750-2018 or betsy.flores@associates.cisa.dhs.gov.

By pressing "next" you are consenting to participate in the survey.

SED Convenings Evaluation Privacy Act Statement:

Pursuant to 5 U.S.C. § 552a(e)(3), this Privacy Act Statement serves to inform you of the following concerning the collection of the information on this form.

Authority: Collection of the information solicited on this form is authorized by Homeland Security Act § 871 (6 U.S.C. § 451), 71 FR 14930 (Mar. 24, 2006), and Executive Order 12862 "Setting Customer Service Standards" 58 FR 48255 (Sept. 11, 1993) authorize the collection of this information.

Purpose: The purpose of this survey is to assess the extent to which CISA's convening activities, products, and services 1) provide timely, accurate, and useful information about security and risk resilience, including opportunities for meaningful information exchange between CISA and sector stakeholders; and 2) are accessed and used by stakeholders to enhance their abilities to respond to critical threats and improve strategic decision-making and risk reduction. This survey also aims to increase understanding of the best practices for getting stakeholders engaged and building trusted relationships. This survey is intended to help inform and improve CISA's activities, products, and services.

Routine Uses: The information solicited on this form may be disclosed as generally permitted under 5 U.S.C. §552a(b) of the Privacy Act of 1974, as amended. This includes using the information, as necessary and authorized by the routine uses published in DHS/ALL-002 - Department of Homeland Security (DHS) Mailing and Other Lists System of Records (November 25, 2008, 73 FR 71659).

Consequences of Failure to Provide Information: Providing this information is voluntary.; however, failure to provide any of the information requested may prevent CISA from obtaining the information needed to evaluate the effectiveness of CISA's convening activities with Stakeholder engagements.

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. The collection of information is voluntary. 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's Office of the Chief Procurement Officer, Office of Acquisition Policy and Legislation, 7th and D Street, Washington, D.C. ATTN: PRA [OMB Control No. 1601-XXXX].

Section A. Organization Characteristics

S1. This survey will be for individuals who are the representatives for their *organization* as well as those who are the representatives for an *association*.

Please indicate whether you are from an organization (a company with employees) or from association (an organization or association with member organizations).

- ☐ organization
- ☐ association

The first questions are about you and your [organization/association].

A1. Approximately how many employees or member organizations does your [organization/association] have?

- ☐ 1- 100
- ☐ 101 – 999
- ☐ 1,000 or more

A2. What classification best describes your [organization/association]?

- ☐ Public Sector – GO TO A2a
- ☐ Private Sector - GO TO A2b
- ☐ Non-Governmental Organization – GO TO A3a
- ☐ Other (please specify) _____ - GO TO A3a

A2a. IF PUBLIC SECTOR - Which of the following best describes your public sector [organization/association]? Select all that apply.

- ☐ Federal
- ☐ State
- ☐ Local
- ☐ Tribal
- ☐ Territorial

A2b. IF PRIVATE SECTOR - Which of the following best describes your private sector [organization/association]? Select all that apply

- ☐ Primary Metals Manufacturing
- ☐ Machinery Manufacturing
- ☐ Electrical Equipment, Appliance & Component Manufacturing
- ☐ Transportation Equipment Manufacturing
- ☐ Other Manufacturing Stakeholder (please specify) _____

A3a. Is your [organization/association] currently a member of the Critical Manufacturing Sector or Government Coordinating Council (SCC or GCC)?

- ☐ Yes – GO TO A3b
- ☐ No – GO TO A4c
- ☐ Don't know – GO TO A4a

A3b. IF YES - How long has your [organization/association] been a member of the Critical Manufacturing Sector or Government Coordinating Council? Your best guess is fine.

|_|_| YEARS

|_|_| MONTHS

A4a. Are you a representative to CISA for your [organization/association]?

- ☐ Yes – GO TO A4b
- ☐ No – GO TO A5

A4b. IF YES - How long have you been a representative to CISA for your [organization/association]?

|_|_| YEARS

|_|_| MONTHS

GO TO A5

IF A3a=NO

A4c. Why is your organization no longer a member of the Critical Manufacturing SCC or GCC?

A5. Please indicate other sectors for which your [organization/association] is a member.

Select all that apply

- ☐ Chemical
- ☐ Commercial Facilities
- ☐ Communications
- ☐ Dams
- ☐ Defense Industrial Base
- ☐ Emergency Services
- ☐ Energy
- ☐ Financial Services
- ☐ Food and Agriculture
- ☐ Government Facilities
- ☐ Healthcare and Public Health
- ☐ Information Technology
- ☐ Nuclear Reactors, Materials, and Waste
- ☐ Transportation Systems
- ☐ Water and Wastewater Systems

☐ *Not a member of any other sector*

Section B. Satisfaction with CISA's Convening Activities, Products, and Services

B1. The next questions are about the convening activities of CISA and how useful they are to your [organization/association].

How often does your [organization/association] participate in sector-specific Council meetings?

- ☐ Monthly
- ☐ Quarterly
- ☐ Bi-Annually
- ☐ Annually
- ☐ Other timeframe (please specify): _____
- ☐ *My [organization/association] has not participated in Council meetings*

B1a. IF HAS NOT PARTICIPATED: Why has your [organization/association] not participated in Council meetings?

_____ – SKIP TO B2

B1b. Do you think that the frequency of sector-specific Council meetings is too frequent, too seldom, or about right?

- ☐ Too frequent
- ☐ Too seldom
- ☐ The right amount of time

B2. How often does your [organization/association] participate in sector-specific working groups?

- ☐ Monthly
- ☐ Quarterly
- ☐ Bi-Annually
- ☐ Annually
- ☐ Other timeframe (please specify): _____
- ☐ *My [organization/association] has not participated in working groups*

B2a. IF HAS NOT PARTICIPATED: Why has your [organization/association] not participated in sector-specific working groups?

_____ – SKIP TO B3

B2b. Do you think that the frequency of sector-specific working groups is too frequent, too seldom, or about right?

- ☐ Too frequent
- ☐ Too seldom
- ☐ The right amount of time

B3. How often does your [organization/association] participate in threat briefings?

- ☐ Monthly
- ☐ Quarterly
- ☐ Bi-Annually
- ☐ Annually
- ☐ Other timeframe (please specify): _____

☐ N/A My organization has not participated in any threat briefings – SKIP TO B4

B3a. Do you think that frequency of threat briefings is too frequent, too seldom or about right?

- ☐ Too frequent
- ☐ Too seldom
- ☐ The right amount of time

B4_CM only. Has your [organization/association] participated in a Regional Security Roundtable?

- ☐ Yes
- ☐ No – SKIP TO B5

B4a_CM only. Do you think that the frequency of Regional Security Roundtables is too frequent, too seldom, or about right?

- ☐ Too frequent
- ☐ Too seldom
- ☐ The right amount of time

B4. How often do you receive emails from CISA Critical Manufacturing Sector?

- ☐ Daily
- ☐ Weekly
- ☐ Bi-Weekly
- ☐ Monthly
- ☐ Other timeframe (please specify): _____
- ☐ N/A – I do not receive any emails – SKIP TO B6

B4a. Do you think that the frequency of these emails is too frequent, too seldom, or about right?

- ☐ Too frequent
- ☐ Too seldom
- ☐ The right amount of time

B5. Thinking about the various convening activities with CISA, as well as the products and services they provide, please indicate how helpful you found each of the following to improve strategic decision-making and risk-reduction:

	Not at all helpful	A little helpful	Somewhat helpful	Very helpful	Extremely helpful	Don't know or N/A
Sector-specific Council Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GCC/SCC Working Groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital Communications (such as emails)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Threat Briefings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regional Security Roundtables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Critical Manufacturing Security Conference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Critical Manufacturing Sector Cybersecurity Framework Implementation Guidance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Critical Manufacturing Security Guide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Critical Manufacturing Sector Exercises and Tabletop Exercises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Critical Manufacturing Classified Briefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
DHS/CISA Online Training Courses (such as Active Shooter Preparedness, Insider threat, surveillance detection, Counter-Improvised Explosive Device Training)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Critical Manufacturing Road Show	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B6. Have you used other products or services provided by CISA, or attended other CISA meetings that have not yet been mentioned?

- ☐ Yes
☐ No – SKIP TO B7

B6a. IF YES: What are those other products, services, or meetings?

B6b. How helpful have those been?

B7_1. IF ASSOCIATION: The next questions are about actions that member organizations have taken to improve risk reduction as a result of CISA's convening activities*.

***By convening activities, we mean CISA's guidance and expertise, as well as councils, working groups, roundtables, and other types of collaborative activities.**

Recognizing that you may not be directly involved in these changes but based on what you know, please indicate how many organizations have taken the following actions to improve risk reduction as a result of CISA's convening activities.

Action	No member orgs	Some member orgs	Most member orgs	All member orgs	Don't know/Can't say
a. Updated policies or plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Created or updated an emergency action plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Created new positions or functions within the organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Introduced new security measures/processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Implemented new training courses or programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Made some other change (please specify:_____)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B7_2. IF ORGANIZATION: What action(s) has your organization taken to improve risk reduction as a result of working with CISA's convening activities?

Select all that apply.

- ☐ Updated policies or plans

- ☐ Created or updated an emergency action plan
- ☐ Created new positions or functions within the organization
- ☐ Introduced new security measures or processes
- ☐ Implemented new training courses or programs
- ☐ Other (please specify): _____

B7a. IF B7_1a = Some, Most, or All OR IF B7_2 = Updated policies or plans: **What kind of existing policies or plans [has your organization/have member organizations] updated?**

Select all that apply.

- ☐ Cyber security/safety
- ☐ Physical security/safety (including security screening)
- ☐ Insider threat (physical or cyber)
- ☐ Active assailant (including active shooter)
- ☐ Bag search
- ☐ Business and supply chain continuity
- ☐ Information sharing/communications
- ☐ Natural and man-made hazards and emergencies
- ☐ Other (please specify): _____

B7b. IF B7_1a = Some, Most, or All OR IF B7_2 = Introduced new security measures or processes: **What kind of new security measures or processes [has your organization/have member organizations] introduced?**

Select all that apply.

- ☐ Worker onboarding/offboarding
- ☐ Annual employee cyber and physical security training
- ☐ Employee/visitor identification usage and program (e.g., badges, PIV cards, etc.)
- ☐ Employee equipment inventory
- ☐ Visitor check-in/check-out/escort
- ☐ Vendor/client clearance
- ☐ Multifactor authentication usage
- ☐ Cyber hygiene enhancements
- ☐ Other (please specify): _____

B8. Since becoming a Critical Manufacturing Sector member, how much would you say CISA's convening activities, products, and services have added value to your [organization's/member organizations'] cyber security? Would you say....

- ☐ Not at all
- ☐ Slightly
- ☐ Moderately
- ☐ Significantly
- ☐ Not sure/Can't say

B8a. IF B8=MODERATELY OR SIGNIFICANTLY: **How has CISA's convening activities, products, and services added value to [your organization's/ member organizations'] cyber security?**

Select all that apply.

- ☐ Increased knowledge, understanding, and awareness about cyber security and impacts
- ☐ Timely and useful guidance and information about best practices
- ☐ Identification of gaps and need for additional information
- ☐ Awareness of useful support, tools, and resources (e.g., SRMA team, CSA presence, vulnerability assessments) that are available at no cost
- ☐ Take-up/utilization of useful support, tools, and resources that are available at no cost
- ☐ Networking opportunities/useful contacts
- ☐ Information exchange/sharing

☐ Other (please specify): _____

B9. Since becoming a Critical Manufacturing Sector member, how much would you say CISA's convening activities, products, and services have added value to your [organization's/ member organizations'] *physical* security? Would you say....

- ☐ Not at all
- ☐ Slightly
- ☐ Moderately
- ☐ Significantly
- ☐ *Not sure/Can't say*

B9a. IF B9=MODERATELY OR SIGNIFICANTLY: How has CISA's convening activities, products, and services added value to [your organization's/ member organizations'] *physical* security?

Select all that apply.

- ☐ Increased knowledge, understanding, and awareness about physical security and impacts
- ☐ Timely and useful guidance and information about best practices
- ☐ Identification of gaps and need for additional information
- ☐ Awareness of useful support, tools, and resources (e.g., SRMA team, PSA presence, physical assessments) that are available at no cost
- ☐ Take-up/utilization of useful support, tools, and resources that are available at no cost
- ☐ Networking opportunities/useful contacts
- ☐ Information exchange/sharing
- ☐ Other (please specify): _____

B10. How much has being a member of the Critical Manufacturing Sector added a reputational value to [your organization or your members organizations] that positively impacts your relationships with your clients?

- ☐ Not at all
- ☐ Slightly
- ☐ Moderately
- ☐ Significantly

Section C. Stakeholder Relationship

The next questions are about the relationship between your [organization/association] and CISA. We know there may be others at your [organization/association] who are engaged with CISA, but we would like to know your perspective.

C1. How much do you agree or disagree with the following statements relating to your *personal* engagement with CISA:

<i>Statement</i>	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. CISA openly shares all information, motives, and choices in straightforward and plain language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. CISA creates quality products, services, and/or experiences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. CISA consistently delivers on promises and experiences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I am kept informed about issues that are important to my [organization/association].	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C2. When responding to the next questions, please focus on your relationship with your contacts from the Critical Manufacturing Sector only, rather than from CISA generally.

Thinking about the following key attributes of engagement, how much do you agree or disagree with the following statements:

<i>Statement</i>	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. My CISA Critical Manufacturing Sector contacts follow through (do what they say they will do).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My opinion is valued and listened to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. We work together to address and solve problems and issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The Critical Manufacturing Sector Team is easy to engage with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Our relationship is based on clear objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The Critical Manufacturing Sector Team engages proactively with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The Critical Manufacturing Sector Team is consistent in its messages and behaviors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C3. Is there anything else you want to share about your relationship with CISA staff from the Critical Manufacturing Sector, or about their convening activities and/or products and services?

Thank you for your participation! We may be contacting you for an in-depth interview about your experience as a member of the Critical Manufacturing Sector. As with this survey, responses to the in-depth interview will be confidential. We appreciate your continued partnership in defending against today's threats and collaboration to build more secure and resilient infrastructure for the future.