Defense Security Service - Voice of Industry Survey

OMB Control No.: 0704-0472 Expiration Date: 08/31/2016

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PRIVACY ACT ADVISEMENT

Name and email information is requested for the purpose of validating Facility Security Officer (FSO) contact information for the Defense Security Service records. Any updates to name and email information will be provided to the appropriate Industrial Security Representative. The information provided will become part of DSS records of cleared contractor facility surveys, retrieved by the name of the facility / CAGE Code, not the FSO contact information. FSO name and information are separated from analysis of data. Participation in this survey is voluntary. AUTHORITY: Executive Order (EO) 12829, "National Industrial Security Program".

BACKGROUND

The Defense Security Service (DSS) is conducting this survey of U.S. cleared defense industry for feedback on DSS performance with respect to the administration and implementation of the National Industrial Security Program (NISP). If you received this survey email invitation, DSS records indicate that you are the Facility Security Officer for a specific cleared facility.

Please click "Next" below to begin.

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Introduction

I1. How long have you been working in the industrial security field?
Please pick one of the answers below.

- ○ Less than one year
- ○ One year to fewer than five years
- ○ Five years to fewer than fifteen years
- ○ Fifteen years to fewer than twenty-five years
- ○ Twenty-five years or more

I2. *Our database currently reflects your current Industrial Security Representative as . Your responses should be associated with that person unless you wish to specify another ISR:
Please pick one of the answers below.

- ○ ISR indicated above
- ○ Respond regarding another ISR (please specify) _____

I3. How long have you been working with your Industrial Security (IS) Representative?
Please pick one of the answers below.

- ○ Fewer than 6 months
- ○ 6 months to fewer than one year
- ○ One year to fewer than three years
- ○ Three years to fewer than five years
- ○ Five years or more
- ○ *N/A; I have not yet had the opportunity to work with my IS Representative*

I4. How frequently do you interact with your IS Representative?
Please pick one of the answers below.

- ○ Daily
- ○ Weekly
- ○ Monthly
- ○ Quarterly
- ○ Yearly
- ○ Less than once a year
- ○ *N/A; I have not yet had the opportunity to work with my IS Representative*

I5. Between your ISR and other DSS personnel (Information System Security Professional, Field Counterintelligence Specialist, etc.) how often does DSS assist you with identification and/or mitigation of vulnerabilities within your security program?
Please pick one of the answers below.

- ○ Daily
- ○ Weekly
- ○ Monthly
- ○ Quarterly
- ○ Yearly
- ○ Less than once a year
- ○ *N/A; I have not yet had the opportunity to work with DSS in this area*

I6. How would you rate DSS in the area of industrial security program vulnerability identification and mitigation?
Please fill in the answer in the table below.

	Rating						Comments
	Very Poor	**Poor**	**Adequate / Neutral**	**Good**	**Very Good**	***N/A or Not yet worked with DSS in this area***	
Choose one	○	○	○	○	○	○	

I7. *Does your organization currently use classified information systems?
Please pick one of the answers below.

- ○ Yes
- ○ No

I8. *Does your organization, including branches and subsidiaries, currently have a FOCI mitigation plan in place (e.g. Security Control Agreement, Special Security Agreement, Proxy Agreement)?
Please pick one of the answers below.

- ○ Yes
- ○ No

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Industrial Security Representative

Note - DSS records list your current ISR as and you indicated you will respond for: ISR indicated above

ISR1. How would you characterize your relationship with your IS Representative?
Please pick one of the answers below.

- Collaborative
- Corrective
- Both
- Other (please specify)

Comments:

ISR2. Please evaluate your IS Representative:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	Very Poor	**Poor**	**Adequate / Neutral**	**Good**	**Very Good**	***N/A***	
Quality of Support							
Responsiveness							
Appropriate subject matter expertise							
Professionalism							
Openness/ Approachability							

ISR3. Please rate the following statements about your current IS Representative:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

My IS Representative ...

	Rating						Comments
	Strongly Disagree	**Disagree**	**Neither Agree nor Disagree**	**Agree**	**Strongly Agree**	***N/A***	
Understands my facility's defense work							
Knows and engages with management in my facility							
Understands my company's line of business							
Has a thorough understanding of physical security							
Has a thorough understanding of classified information systems security							
Can clearly explain DSS processes							
Can clearly explain NISPOM requirements							
Applies the NISPOM to my facility in a reasonable manner							
Makes suggestions to improve my security program							
Helps me achieve my security mission							

ISR4. Please rate the quality of the relationship between DSS and your government customers:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

My IS Representative ...

	Rating						Comments
	Strongly Disagree	**Disagree**	**Neither Agree nor Disagree**	**Agree**	**Strongly Agree**	***N/A***	
Understands the needs and concerns of my government customer(s)	○	○	○	○	○	○	
Understands my relationship with my government customer(s)	○	○	○	○	○	○	
Communicates or collaborates with my government customer(s)	○	○	○	○	○	○	
Overall, I am satisfied with the relationship between DSS and my government customer(s)	○	○	○	○	○	○	

ISR5. Overall, how satisfied are you with the guidance and support you receive from your IS Representative?
Please pick one of the answers below.

Very Dissatisfied	**Dissatisfied**	**Neither Satisfied nor Dissatisfied**	**Satisfied**	**Very Satisfied**	***N/A or Cannot respond due to infrequency of interaction***
○	○	○	○	○	○

ISR6. Please fill in one word or phrase that best describes your IS Representative:
Please use blank space to write your answer:

Enter word or phrase:

ISR7. Please provide any additional comments on your current IS Representative:
Please use blank space to write your answer:

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Classified Information Systems

Note - If available please coordinate with your Information System Security Manager for the most acurate responses to the below:

IS1. Please provide the name of the DSS Information System Security Professional (DSS) you wish to respond on behalf of:
Optional

-

IS2. How frequently do you interact with your Information System Security Specialist (ISSP)?
Please pick one of the answers below.

- Daily
- Weekly
- Monthly
- Quarterly
- Yearly
- Less than once a year
- *N/A; I have not yet had the opportunity to work with my ISSP*

IS3. How would you characterize your relationship with your ISSP?
Please pick one of the answers below.

- Collaborative
- Corrective
- Both

IS4. Please evaluate the support you receive for your classified information systems / ISSP:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	Very Poor	**Poor**	**Adequate / Neutral**	**Good**	**Very Good**	***N/A***	
Quality of Support							
Responsiveness							
Appropriate subject matter expertise							
Professionalism							
Openness / Approachability							

IS5. Please rate the following statements about your current ISSP:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

My Information System Security Professional ...

	Rating						Comments
	Strongly Disagree	**Disagree**	**Neither Agree nor Disagree**	**Agree**	**Strongly Agree**	***N/A***	
Understands my facility's defense work							
Knows and engages with management in my facility							
Understands my company's line of business							
Has a thorough understanding of physical security							
Has a thorough understanding of classified information systems security							
Can clearly explain DSS processes							
Can clearly explain NISPOM requirements							
Applies the NISPOM to my facility in a reasonable manner							
Makes suggestions to improve my security program							
Helps me achieve my security mission							

IS6. Please provide feedback on the information systems (IS) accreditation process:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating			Comments
	Yes	**No**	***Don't Know or N/A***	
Does the IS accreditation process currently meet your customers' needs?				
Is the IS accreditation process fast enough?				
Do the accreditation requirements incorporate industry best practices?				
Has the IS accreditation process improved in the past three years?				

IS7. Overall, how satisfied are you with the guidance and support you receive from your Information Systems Security Professional?
Please pick one of the answers below.

Very Dissatisfied	**Dissatisfied**	**Neither Satisfied nor Dissatisifed**	**Satisfied**	**Very Satisfied**	***N/A or Cannot respond due to infrequency of interaction***

IS8. Please fill in one word or phrase that best describes your ISSP:
Please use blank space to write your answer:

Enter word or phrase:

IS9. Please provide any additional comments on your current ISSP:
Please use blank space to write your answer:

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Counterintelligence (CI)

Reminder - Do not provide any classified information on this form. If you have any classified items you wish to discuss please coordinate a meeting with your local DSS contacts.

- I will not submit any classified information on this form.

CI1. Please provide the name of the DSS Field Counterintelligence Specialist (FCIS) you wish to respond on behalf of:
Optional

-

CI2. How frequently do you interact with your Field Counterintelligence Specialist (FCIS), to include via phone, email, or in person?
Please select one of the answers below.

- Daily
- Weekly
- Monthly
- Quarterly
- Yearly
- Less than once a year
- *N/A; I have not yet had the opportunity to work with my FCIS*

CI3. 'In what capacity has a DSS FCIS or DSS CI HQ representative provided **on-site** support to your facility?
Select all that apply

- Participated in a Security Vulnerability Assessment
- Conducted an advice or assistance visit
- Provided a written threat product
- Conducted formal or informal threat training at our facility
- Introduced CI or Law Enforcement community members
- Other
- *N/A, None of the above*

CI4. Please evaluate the counterintelligence support you receive:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	Very Poor	**Poor**	**Adequate / Neutral**	**Good**	**Very Good**	***N/A***	
Quality of Support	○	○	○	○	○	○	
Responsiveness	○	○	○	○	○	○	
Appropriate subject matter expertise	○	○	○	○	○	○	
Professionalism	○	○	○	○	○	○	
Openness / Approachability	○	○	○	○	○	○	
Current ability to serve your needs	○	○	○	○	○	○	

CI5. DSS CI produces **CLASSIFIED** analytical products (Trends,Threat Advisories, Company Assessments, Program Assessments, etc.) to articulate the threat posed to information and technology resident in cleared industry.
How do you receive these products?
Select all that apply

- ☐ From my FCIS
- ☐ From the dss.smil.mil website
- ☐ From my company chain of command
- ☐ Other
- ☐ I have not received any of these products

CI6. How would you rate these **CLASSIFIED** analytical products:

	Rating						Comments
	N/A or Have not Received	**Very Poor**	**Poor**	**Adequate / Neutral**	**Good**	**Very Good**	
Quality of threat information	○	○	○	○	○	○	
Timeliness of information	○	○	○	○	○	○	
Relevance to my facility	○	○	○	○	○	○	
Usefulness of the information to my security program	○	○	○	○	○	○	

CI7. DSS CI produces **UNCLASSIFIED** analytical products and training materials (brochures, tri-folds, web-based-training, etc.) to articulate the threat and provide educational materials to cleared industry.
How do you receive these products?
Select all that apply

- ☐ From my FCIS
- ☐ From the dss.mil website
- ☐ From my company chain of command
- ☐ From the Homeland Security Information Sharing Network (HSIN)
- ☐ Other
- ☐ I have not received any of these products

CI8. How would you rate these **UNCLASSIFIED** analytical products:

	Rating						Comments
	N/A or Have not Received	**Very Poor**	**Poor**	**Adequate / Neutral**	**Good**	**Very Good**	
Quality of threat information	○	○	○	○	○	○	
Timeliness of information	○	○	○	○	○	○	
Relevance to my facility	○	○	○	○	○	○	
Usefulness of the information to my security program	○	○	○	○	○	○	

CI9. Are you receiving an adequate level of CI support for your facility?

- ○ Yes
- ○ Unsure
- ○ No

CI10. Overall, how satisfied are you with the guidance and support you receive from your Field Counterintelligence Specialists?
Please selectone of the answers below.

Strongly Dissatisfied	**Dissatisfied**	**Neither Satisfied nor Dissatisified**	**Satisfied**	**Strongly Satisfied**	***N/A or Cannot respond due to infrequency of interaction***
○	○	○	○	○	○

CI11. Provide any comments concerning your involvement with DSS Field Counterintelligence cadre
Please use blank space to write your answer:

CI12. What do you perceive as the most concerning threat to your current work? **(Reminder, Do not list any specific classified information in this form)**
Please use blank space to write your answer:

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Field Office

FO1. Overall, how satisfied are you with the guidance and support you receive from your coordination with your DSS field office or Field Office Chief?
Please pick one of the answers below.

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	*N/A or Cannot respond due to infrequency of interaction*
○	○	○	○	○	○

FO2. Please provide any additional comments on your field office:

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Foreign Ownership, Control, Influence (FOCI) Mitigation

FOCI1. How do you view the burden of your FOCI mitigation agreement given your cleared work and foreign ownership?
Please pick one of the answers below.

- Too Little
- Appropriate
- Too Much

Comments:

FOCI2. If you had known the burden of your FOCI mitigation agreement prior to agreeing to the foreign acquisition, would you still have agreed to the acquisition?
Please pick one of the answers below.

- Yes
- Maybe
- No
- N/A; Not sure

FOCI3. Do the Outside Directors/Proxy Holders at your company keep you informed of potential FOCI issues facing the company?
Please pick one of the answers below.

- Yes
- Maybe
- No
- N/A; Not sure

Comments:

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DSS Facility Vulnerability Assessment & NISPOM Requirements

In September 2013 DSS will implement an update to the Vulnerability Assessment Rating Matrix Process.
http://www.dss.mil/documents/facility-clearances/Vuln_Assm_Rating_Matrix_2013_Update.pdf

SVA1. How would you rate the Rating Matrix in the areas of:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	N/A or Unsure	Very Poor	Poor	Adequate / Neutral	Good	Very Good	
Vulnerability Definitions	○	○	○	○	○	○	
Enhancement Category Definitions and Intent	○	○	○	○	○	○	
Process' Ability to Properly Rate Facility Security Programs	○	○	○	○	○	○	

SVA2. How does the DSS Team assess your facility?
Please select one of the answers below.

- ○ Uses a risk-based approach (Based on NISPOM requirements, factoring in the overall operational environment and security risks and threats at my facility)
- ○ Uses a checklist approach (Based on NISPOM requirements, but only as a checklist that does not factor in the overall operational environment and security risks at my facility)
- ○ I do not feel that my DSS assessment team bases their assessments on NISPOM requirements
- ○ N/A: I have not worked with DSS long enough to understand how they assess my security program
- ○ Other (please specify)

Comments *(Optional)*

SVA3. Please rate the effectiveness of the **Industrial Security Representative** during the DSS assessment process:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	N/A or Not yet had DSS assessment	Very Ineffective	Ineffective	Adequate / Neutral	Effective	Very Effective	
In enforcing NISPOM requirements	○	○	○	○	○	○	
In ensuring physical security	○	○	○	○	○	○	
In assessing personnel clearances and security	○	○	○	○	○	○	
In validating effectiveness of the security education program	○	○	○	○	○	○	

SVA4. Please rate the effectiveness of the **Information System Security Professional** during the DSS assessment process:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	N/A or No AIS at my site	Very Ineffective	Ineffective	Adequate / Neutral	Effective	Very Effective	
In enforcing NISPOM requirements	○	○	○	○	○	○	
In ensuring physical security	○	○	○	○	○	○	
In ensuring classified information systems security	○	○	○	○	○	○	

SVA5. During the vulnerability assessment:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating		It Yes, Please Explain
	Yes	No	
Are there any areas or issues where the DSS inspection team focuses too much attention?			
Are there any areas or issues where the DSS inspection team does not focus enough attention?			
Are the number of interviews conducted inappropriate?			

SVA6. Please rate how consistent DSS is in interpreting NISPOM requirements:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	Never	Rarely	Sometimes	Often	Always	N/A or No experience with this area	
DSS gives me consistent guidance with regard to DSS processes and NISPOM requirements							
DSS is consistent with regard to NISPOM interpretation and application when compared to my previous IS Representatives							
Locally, DSS is consistent with regard to NISPOM interpretation and application							
Regionally, DSS field offices are consistent with regards to NISPOM interpretation and application							
Nationally, DSS regions are consistent with regard to NISPOM interpretation and application							
My Field Office Chief resolves inconsistencies in NISPOM interpretation among IS Representatives quickly and consistently							
My Regional Director resolves inconsistencies in NISPOM interpretation among field offices quickly and consistently							

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Final Thoughts

F1. Overall, how satisfied are you with the guidance and support you receive from DSS?
Please pick one of the answers below.

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	*N/A; Unsure*
○	○	○	○	○	○

F2. How has your level of satisfaction with DSS changed over the past 12 months?
Please pick one of the answers below.

Satisfaction Decreased Significantly	Satisfaction Decreased Slightly	Satisfaction Stayed the Same	Satisfaction Increased Slightly	Satisfaction Increased Significantly	*N/A or New FSO*
○	○	○	○	○	○

Comments *(optional)*

F3. Please fill in one word or phrase that best describes DSS:
Please use blank space to write your answer:

Enter word or phrase:

F4. Below are questions relating to - Cybersecurity, Economic Environment, and Insider Threat
Cybersecurity practices are aimed to mitigate nefarious cyber activity on contractor networks, regardless of classification, that pose a significant threat to a successful NISP.
The **Economic Environment** in recent years has led many companies to modify their structure, staffing, and business lines.
In the coming years contractors under the NISP, in conformance with Executive Order 13587, will be required to establish and maintain an **Insider Threat** program.

Please Rate ---

	Rating					
	N/A or Unsure	Very Low or Could Use Improvement	Low	Average	High	Very High or Strong
Awareness of Cyber threats as they relate to your facility	○	○	○	○	○	○
Cybersecurity and NISPOM-required reporting education program at your facility	○	○	○	○	○	○
Technical Cybersecurity capability (timely identification mitigation of threats) at your facility	○	○	○	○	○	○
Desire for Government assistance in enhancing your Cybersecurity program	○	○	○	○	○	○
Your facility's ability to minimize impact of economic factors as they relate to your security program's funding and effectiveness	○	○	○	○	○	○
Ability to navigate structure, staffing, and business shifts with relation to maintaining consistent security to classified information and programs	○	○	○	○	○	○
Desire for Government assistance to support any structure, staffing, or business shifts as it relates to classified contracts	○	○	○	○	○	○
Effectiveness of your facility's current Insider Threat program/process	○	○	○	○	○	○
Ability for your facility to stand up or maintain an effective Insider Threat Program	○	○	○	○	○	○
Desire for Government assistance in developing or enhancing your Insider Threat program	○	○	○	○	○	○

Please provide any comments on the above:

F5. Please describe any techniques or best practices your IS Representative, field office, or region currently employs that DSS should consider implementing agency-wide:
Please use blank space to write your answer:

F6. Please rate the below:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating						Comments
	Strongly Disagree	**Disagree**	**Neither Agree nor Disagree**	**Agree**	**Strongly Agree**	***N/A or Don't Know***	
My organization has a true partnership with DSS	○	○	○	○	○	○	
I believe Industry has a true partnership with DSS	○	○	○	○	○	○	

F7. What actions can DSS do to create a stronger partnership with your orgainzation, and/or cleared industry as a whole?
Please use blank space to write your answer:

F8. Have you seen any overall process changes since last year's Industrial Security Survey?
Please pick one of the answers below.

- ○ Yes
- ○ No
- ○ Did not complete prior survey or Unsure

If yes, please provide any specific examples or comments:

F9. To what degree are you satisfied with the changes that were implemented?
Please pick one of the answers below.

- ○ Strongly Satisified
- ○ Satisifed
- ○ Neither Satisfied nor Dissatisfied
- ○ Dissatisfied
- ○ Strongly Dissatisfied
- ○ *Unaware of specific changes*
- ○ *Did not participate in prior survey*

F10. Are you familiar with the James S. Cogswell Outstanding Industrial Security Achievement Award presented by DSS?

- ○ Yes
- ○ No

F11. The James S. Cogswell Outstanding Industrial Security Achievement Award has a positive effect on industrial security programs.

- ○ Strongly Agree
- ○ Agree
- ○ Disagree
- ○ Neither Agree nor Disagree
- ○ Strongly Disagree
- ○ *N/A, Unfamiliar*

F12. Have you ever used the DSS Call Center? (http://www.dss.mil/about_dss/contact_dss/contact_dss.html)

- Yes - Once a year
- Yes - Two to Five times a year
- Yes - Six to Ten times a year
- Yes - More than Ten times a year
- No (-Skip Question F13 Below-)

F13. Please rate the DSS Call Center:
Please fill in the answers in the table below (mark appropriate circles and optionally provide comments).

	Rating					
	Very Dissatisfied	**Dissatisfied**	**Neither Satisfied nor Dissatisfied**	**Satisfied**	**Very Satisified**	***N/A***
Professionalism						
Effectiveness to Resolve Issues						
Overall Satisfaction						

Please provide any comments or suggestions regarding the DSS Call Center:

F14. Do you have any other overall suggestions for DSS?
Please use blank space to write your answer:

F15. Do you have any other concerns or issues that you would like to share? Please do not include any Personally Identifiable Information (PII). If you would like to report anything confidentially please email DSSVOISurvey@dss.mil.
Please use blank space to write your answer:

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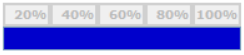
Thank you for taking the time to fill out this Survey. Your feedback will directly assist DSS in enhancing the support it provides government agencies and cleared defense contractors with regards to the NISP.

--Important--

To finalize your survey submission you must click the "Submit Survey" button below!

------Back------ Submit Survey