



# STOP-IT

## **T8.2: Feedback questionnaire (supporter)**

**KWR**  
[www.stop-it-project.eu](http://www.stop-it-project.eu)



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The following questions, directed at the support staff of the WP8 training activity, aim at capturing the experience of developer support during the demonstration process from the supporters' perspective.

To fill this questionnaire, please provide:

- your ranking, in case of grading questions. If needed, an explanation of the different grades is provided below each question.
- your feedback, in case of open questions or conditional (Yes/No) answers.

Most questions are based on a grading/ranking evaluation that ranges from 1 (poor performance) to 5 (great performance). Open questions supplement some sections, allowing you to provide direct open feedback.



## 1. Introduction

Please fill in the required information.

Demonstration Event Date:     \_\_ / \_\_ / \_\_\_\_

Supporter works at (employer):

First Name: .....

Last Name: .....

Job Role at the employer: .....

Support session provided to (FR/FL): .....

Which is the tool that was demonstrated and that you are supporting (**already filled, no need to fill it**)

- |  |                                       |   |   |
|--|---------------------------------------|---|---|
| <input checked="" type="checkbox"/> RIDB         | Risk Identification Database          | <input type="checkbox"/> CVT                | Computer Vision Tools   |
| <input type="checkbox"/> InfraRisk CP            | InfraRisk for Cyber Physical threats  | <input type="checkbox"/> FCAC               | Fine-grain Cyber Access Control   |
| <input type="checkbox"/> AVAT                    | Asset Vulnerability Assessment Tool   | <input type="checkbox"/> Smart-Locks        | Access Control System using Electronic Locks  |
| <input checked="" type="checkbox"/> SP           | Scenario Planner                      | <input type="checkbox"/> HPD                | Human Presence Detection using WiFi signals   |
| <input checked="" type="checkbox"/> RAET         | Risk Analysis and Evaluation Toolkit  | <input type="checkbox"/> CTsS               | Cyber Threat Sharing Service  |
| <input checked="" type="checkbox"/> RRMD         | Risk Reduction Measures Database      | <input type="checkbox"/> RTAD               | Real-Time Anomaly Detector  |
| <input checked="" type="checkbox"/> STP          | Stress Testing Platform               | <input type="checkbox"/> XL-SIEM            | Cross Layer Security Information and Event Management                               |
| <input checked="" type="checkbox"/> FTE          | Fault Tree Editor                     | <input checked="" type="checkbox"/> KPItool | Key Performance Indicators tool   |
| <input type="checkbox"/> Jdct                    | Jammer Detector                       | <input type="checkbox"/> OPWS               | Optimised Public Warning System   |
| <input type="checkbox"/> NTSA                    | Network Traffic Sensors and Analysers | <input type="checkbox"/> WQSP               | Optimisation Tool for Sensor Placement and Management                               |
| <input type="checkbox"/> RSDP                    | Real-time sensor data protection      | <input type="checkbox"/> FTCS               | Fault-tolerant Control Strategies for Physical Anomalies affecting the SCADA system |
| <input type="checkbox"/> Other (Please specify): | .....                                 |   |   |



Was support (e.g. in the form of online direct help, support sessions, a wiki etc.) provided successfully from you to the particular FR/FL as part of the demonstration phase?

Yes

No

## **Successful support session**

**In case you answered yes** to the previous question, how would you rate the support with regards to:

a.) The overall quality of the support session (regarding the information exchanged and any problems that you encountered)

(low quality) (high quality)  
1 2 3 4 5

**Low quality:** the quality of the service was low, due to e.g. hardware problems, intermissions, network errors etc.

**High quality:** the quality of the service and content of the exchanged information was high. There were no connection/network problems hindering communication.

b.) The willingness and interest of the FR/FL to participate in the support session

(not willing) (very willing)  
1 2 3 4 5

**Not willing:** the FR/FL was unwilling to join in and participate in the support session

**Very willing:** the FR/FL actively join in, participated and asked questions during the support session.

c.) The curiosity of the FR/FL and his interest in exploring different parts of the Virtual Machine during the support session

(not curious) (very curious)  
1 2 3 4 5

**Not curious:** the FR/FL focused on very specific tasks and was unwilling to explore different aspects of the STOP-IT VM functionality.

**Very curious:** the FR/FL was eager to explore different aspects of the STOP-IT VM and leave feedback to them.

d.) The feedback the FR/FL left during and after the support session:

(no feedback) (ample feedback)  
1 2 3 4 5



**No feedback:** the FR/FL did not provide feedback on how to improve the STOP-IT VM functionality.

**Ample feedback:** the FR/FL was keen on providing feedback and ideas on improvement, both on the STOP-IT VM functionality and on the support process itself.

### **Unsuccessful support session**

In case you answered **no** to the previous question, please answer the following questions:

a.) Why was the support session unsuccessful?

- Technical issue with regards to the support session (skype errors, no connection, hardware issues etc.).
- Technical issue with regards to the (interaction with the) Virtual Machine (network errors, technical difficulties resulting in inaccessibility, lag etc.).
- The FR/FL did not participate and join in the support session.
- The FR/FL participated but I could not join on the specified time, due to my schedule.
- Other reason (please specify):  
.....

### **Open Questions**

Would you like to add any specific remarks, suggestions or anecdotal evidence regarding the particular support event?

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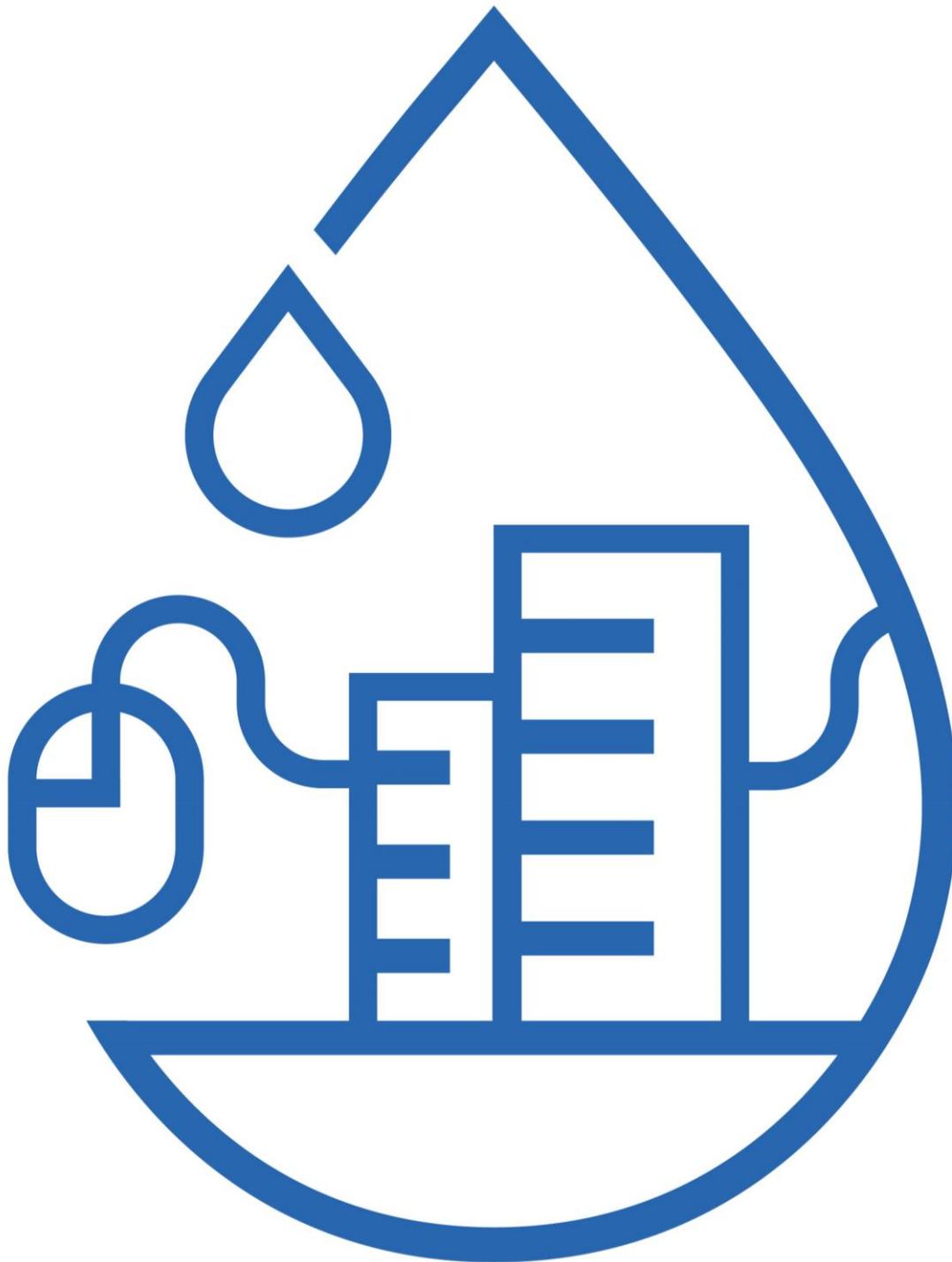
.....

Would you like to add any general remarks or recommendations on how to improve the support process?

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