Questionnaire
ccTLD Workshop
Amsterdam 15-19 September 2008

ccTLD: _____

Role: admin-c ( )   tech-c ( )

What did you expect to learn during this ccTLD workshop and what were your learning goals for this course?

_____

_____

_____

_____

*** Please answer the following questions with grades from 1 to 10.***

1. How much of the material was new for you?   ____
(1 = I knew everything; 10 = everything was new)

2. Did the workshop cover what you expected to learn?   ____
(1=Not at all; 10=fully)

3. How would you rate the quantity of the presented material, considering the time frame given?   (1 = there was too little time; 10 = there was enough time)   ____

4. How satisfied were you with how material was presented?   ____
(1=Not at all; 10= Completely)

5. How confident you are now to: (1 = Will not do it; 10 = I will do it, no matter what)

   - deploy TSIG for your DNS infrastructure   ____

   - explain DNSSEC to your colleagues   ____

   - make a choice for registration tool package   ____

   - install the DSC monitoring package   ____

6. Would you recommend this course to other ccTLDs? (Yes/No)   ____

7.Other:

   - Was something missing in the workshop?

   - Do you have any other suggestions, questions, remarks?

   - What should we do to improve the workshop?

8. Please assess the training team, based on the following criteria:
(1=extremely poor; 10=excellent)

	Knowledge	Performance	Interaction
Name: Hervey	_____	_____	_____
Name: Jaap	_____	_____	_____
Name: Duane	_____	_____	_____
Name: Olaf	_____	_____	_____

9. Please rate the following items to assess the overall organisation of the workshop: (1=extremely poor; 10=excellent)

Registration   ____

Handouts   ____

Breaks   ____

Venue   ____

Hands-on exercises   ____

10. Additional feedback and questions for the instructors:

_____

_____

_____

11. Do you know of courses with similar content?   o Yes o No

If yes, where can we find information about it? _____

If yes, did you attend the course?   o Yes o No

If no, why did you not attend?

_____

Security Course Survey

1) Would you find the following topics useful if presented in this course? (Yes/No)

- Introduction / Overview of Network Security Topics   _____

- Discussion of Cyber Threats (technical and procedural) to Your ccTLD
  Network   _____

- Demonstrations of Specific Network Attacks & Vectors (DDoS, Misconfigured
    Database Server, etc)   _____

- Discussion of How to Respond to Network Threats & Attacks   _____

- Operating System and Application Hardening   _____

- Creating a Security Response Plan   _____

- Creating a Security Exercise Plan   _____

2) Would you find a hands-on component that demonstrated an attack, showed you how your network monitoring systems indicated the attack, and taught you how to configure your ccTLD systems against an attack useful? (Yes/No)   _____

3) What level of technical detail would you be comfortable with in a security course?
(Underline or circle appropriate level)

- **Minimal**, no experience required (Overview of Procedures, Management of
    Processes)
                                              OR
- **Medium**, Familiarity with Unix/Linux required (Development of procedures
    Minor configuration)
                                              OR
 - **Advanced**, System Administration experience required (software installation,
        reconfiguring services)

4) Would you be willing to contribute case studies, best practices, or lessons learned specifically from your organization? For example, if your network were the subject of a DDoS, would you be willing to share the outcome of the attack, your response to the attack, and the effects it had on your operations with other TLD organizations?

5) Would you use / reference a website dedicated to TLD organizations containing information on security, risk management, best practices, lessons learned and allowed you to interact with an online community of other TLD organizations? (Yes/No) _____

> **Rate the usefulness of the following website features:**
> (1-Would Never Use,2-Would Review for a particular issue, 3-Would Review frequently, 4-Would post questions, 5-Would post questions and answer others)
>
> **a.** Forum Q&A ____
>
> **b.** Wiki Best Practices/Lessons Learned Case Studies ____
>
> **c.** Blog Best Practices/Lessons Learned Case Studies ____

6) Do you currently have documented processes & procedures for contingency response?   (Yes/No)

7) Do you currently conduct cyber security or continuity exercises within your organization?   (Yes/No)

8) Would you be interested in participating in a tabletop exercise with other TLD organizations & ICANN?   (Yes/No)

Do you have any additional comment regarding security issues for future workshops?

Thank you for attending the ISOC ccTLD workshop!