

Vulnerability Management Client Satisfaction Survey Template

* Company name -
* Client name and job title –
* Interview conducted by – [insert name of person or platform]

General satisfaction

1. How would you rate the following attributes of [your company]’s service to you from 1 to 10 (where 1 is poor and 10 is excellent):

|  |  |  |
| --- | --- | --- |
| Service Area | Score | Comments |
| Understanding and Awareness  |
| Understanding of your company |  |  |
| Understanding of your industry |  |  |
| Understanding of your needs |  |  |
| Knowledge of security climate and finger on pulse of changing trends |  |  |
| Level of vulnerability intelligence shown by the team |  |  |
| Any other comments |  |  |
| Tools and technology |
| Appropriateness of technology used |  |  |
| Cost of technology used (if the costs are shared/passed on to you) |  |  |
| Choice of tools presented to you |  |  |
| Effectiveness of technology in enhancing team performance |  |  |
| Any other comments |  |  |
| Decision-making |
| The team’s vulnerability prioritisation decision making and process |  |  |
| The team’s approach to acceptance and deference |  |  |
| Any other comments |  |  |
| Effectiveness |
| Speed to respond effectively to vulnerabilities |  |  |
| Speed to respond effectively to breaches |  |  |
| Speed to patch high risk vulnerabilities |  |  |
| Setting and meeting of targets |  |  |
| Change in security posture |  |  |
| Any other comments |  |  |
| Reporting |
| Level of detail  |  |  |
| Clarity |  |  |
| Frequency |  |  |
| Flexibility (to meet your own reporting needs) |  |  |
| Any other comments |  |  |
| Team  |
| Extent of knowledge and skills |  |  |
| Enthusiasm to work with you |  |  |
| Ability to listen to your feedback |  |  |
| Team turnover |  |  |
| Responsiveness and accessibility at short notice |  |  |
| Any other comments |  |  |
| Communication |
| Frequency of communication from key contact |  |  |
| Frequency of communication from core team |  |  |
| Frequency of communication from [your company]’s senior team |  |  |
| Track record of keeping you informed of results and progress of work |  |  |
| Ability to explain terminology in terms that you understand |  |  |
| Any other comments |  |  |

1. How would you rate your overall satisfaction with [your company name] from 1 to 10 (where 1 is poor and 10 is excellent)?
2. On a scale of 0 to 10, how likely are you to recommend [your company name] to others (with 0 being not likely to recommend and 10 being extremely likely to recommend)?
3. How would you rate the team you work with at [your company name] from 1 to 10 (where 1 is poor and 10 is excellent)? If you have any comments about specific members of your team, please add them here:
4. How fair and reasonable are our fees?
5. What would trigger you, if anything, to decide to terminate our contract?
6. If you were to move to another company which was seeking MSSP support, would you consider [your company name]?

Measures of success

1. Aside from the metrics listed in question one, what other factors are important to you when assessing the performance of your MSSP? These will be added to the survey for six months’ time and added to the team’s objectives.

Supporting you and your business

1. How does your line manager measure your success? And is [your company name] supporting you sufficiently in this area? If not, why not?
2. In the past, what are some of the things that you’ve liked most and least about working with MSSPs, both [your company name] and others?
3. Do you see any future trends or developments in your business or industry that will affect the need for managed security services support?
4. When you have the opportunity to step back and you’re thinking about the business and your role in supporting the business, what issues are running through your mind?
5. How could we better use technology to be of service to you?
6. Are there any services that you think we are missing out on by not making them available to companies like yours?
7. If you were appointed the Managing Partner for an MSSP like ours, what would you do differently