

## 2017 Membership Survey

### Introduction

In early November 2017, we invited our members to participate in the annual AFERM membership survey. We wanted to gather members' input about our trainings and activities, and their overall experiences with the AFERM organization.

At the time of the survey, AFERM was 650 members strong. Although the number of responses was lower than we expected, we gathered valuable information that will allow the Board to continue to grow the association while considering the information gathered.

In summary, the member survey results showed that:

- AFERM members value knowledge, networking, and community involvement as the aspects most important to them.
- Advance notice of events and different speakers and topics will increase members' ability/willingness to attend AFERM events.

A few more statistics about AFERM training events:

- Over 89% rated speakers and topics at AFERM events as excellent (70%) and good (29%)
- Over 89% rated relevance/timeliness of topics at AFERM events as excellent (75.5%) and good (13.5%)
- When asked what aspects of being an AFERM member are most important to you, 89% rated knowledge gained in meetings or workshops very important and 89% rated networking opportunities very important.

We will continue our efforts to effectively communicate with our members and to provide everyone with adequate support to advance their career.

Thanks for your strong support of our organization and for the thoughtful feedback you shared with us! We hope you are as excited about the future as we are.

Many Thanks to Domenyck Schweyer, who assisted in compiling the data and developed the graphs in this report.

Thank you,

Yehuda Schmidt

AFERM Membership Committee Chair

## 2017 Membership Survey

### Survey Result

**Q1: How many years have you been a member of AFERM?**



**Q2: In which sector do you work?**



**Q3: How long have you worked or provided services in, or to, the federal government sector?**

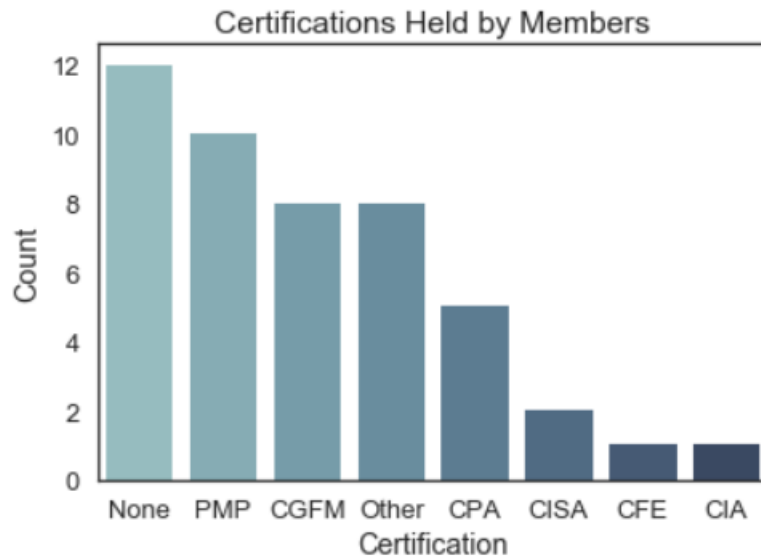


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### Q4: In which occupational field do you primarily work?



### Q5: What certification do you hold?

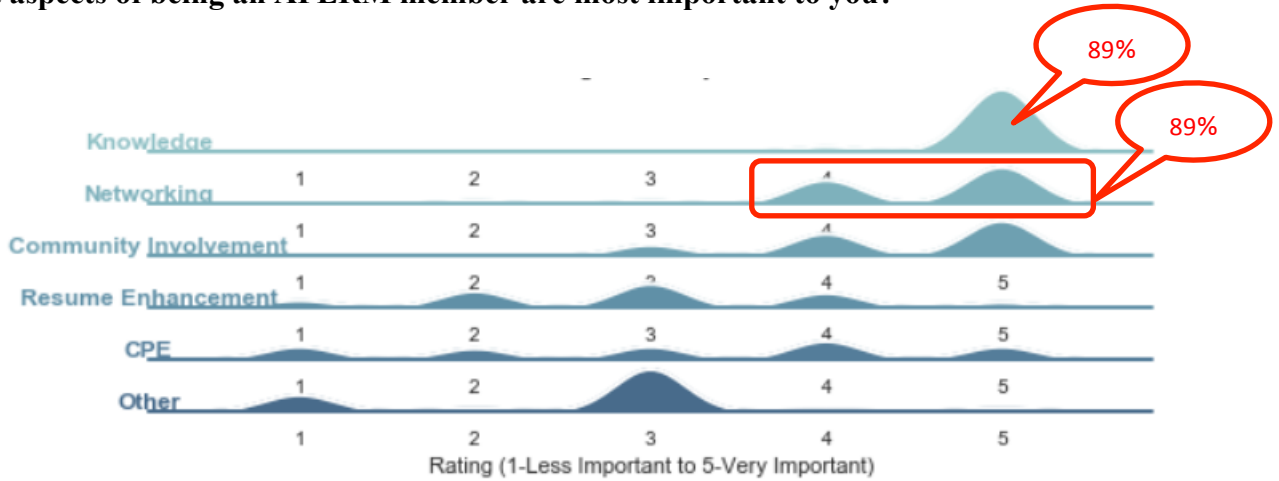


#### Other:

- CRMA through the IIA
- CGEIT
- Attorney-at-law
- CIGA
- ERM
- COR I
- Prosci Change Management
- Business Process Management
- ARM - Associate in Risk Management

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**Q6: What aspects of being an AFERM member are most important to you?**



**Q7: How many AFERM educational events (including luncheons, workshops and summits) have you attended in the last 12 months?**



**Q8: How many AFERM networking events have you attended in the last 12 months?**



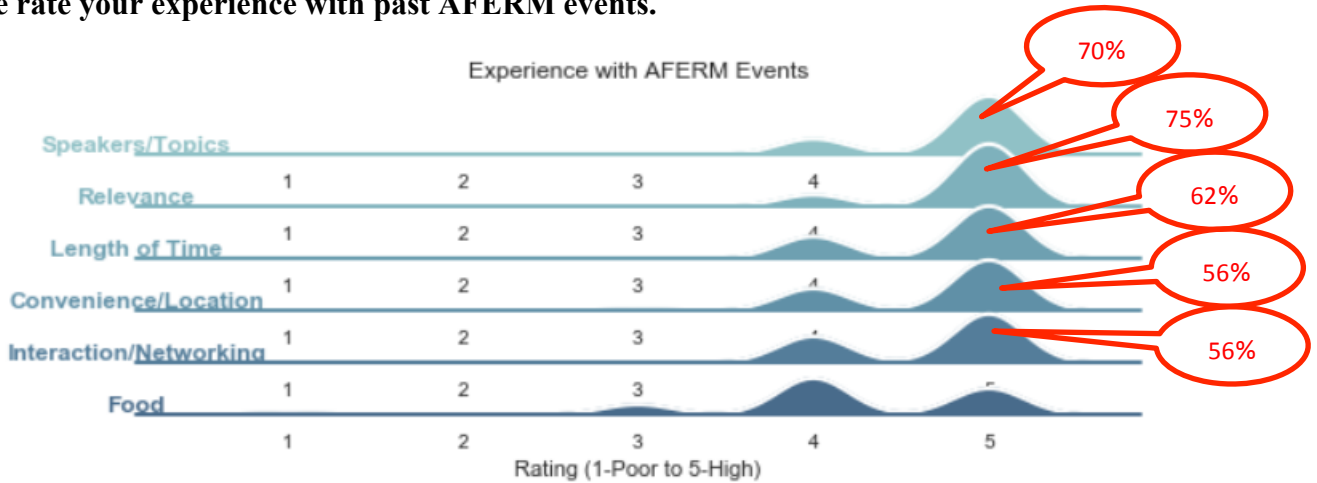
**Q8.a: If you haven't attended any events in the last year, please share with us your reasons.**

- Cost, I like to learn more than network
- Schedule conflicts
- new father, not much free time

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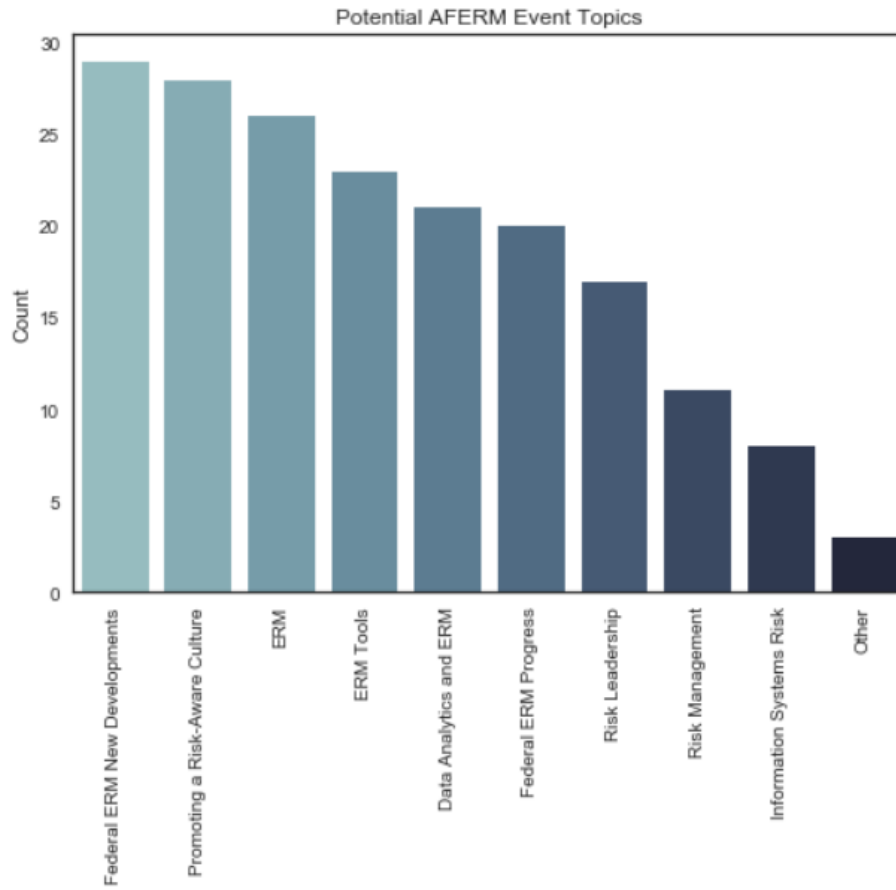
- I don't tend to attend events that are purely networking without another purpose such as a speaker
- schedule conflicts and work
- My networking occurs at the educational events.

**Q9: Please rate your experience with past AFERM events.**



**Q10: What topics interest you for future luncheon meetings and/or Summit?**

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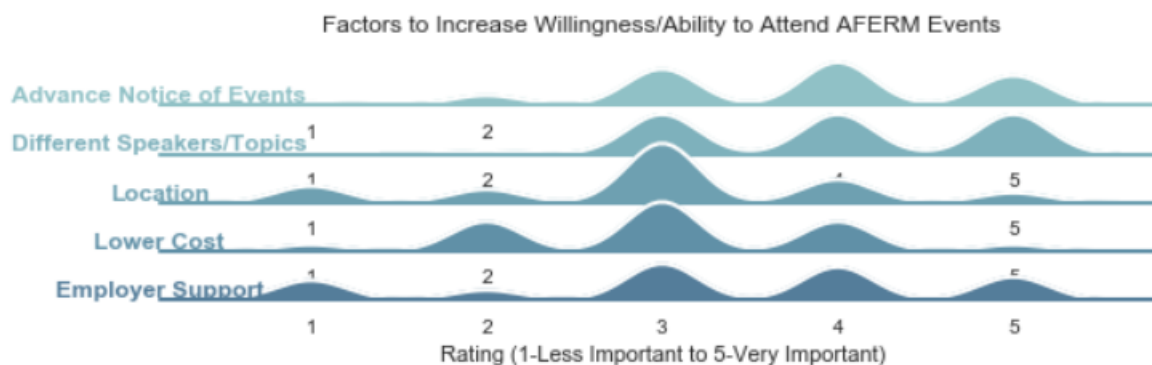


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**Q10: If you have a suggestion for a topic or a speaker, please list below.**

- OMB expectations for small agencies
- Applied Risk Management for those not practicing the risk management function
- Risk Management for strategic planners; financial analysts; and, field operations
- Presenting risk management/analysis data effectively to varying audiences, using various visualizations, etc.

**Q11: What change would increase your ability/willingness to attend AFERM events?**

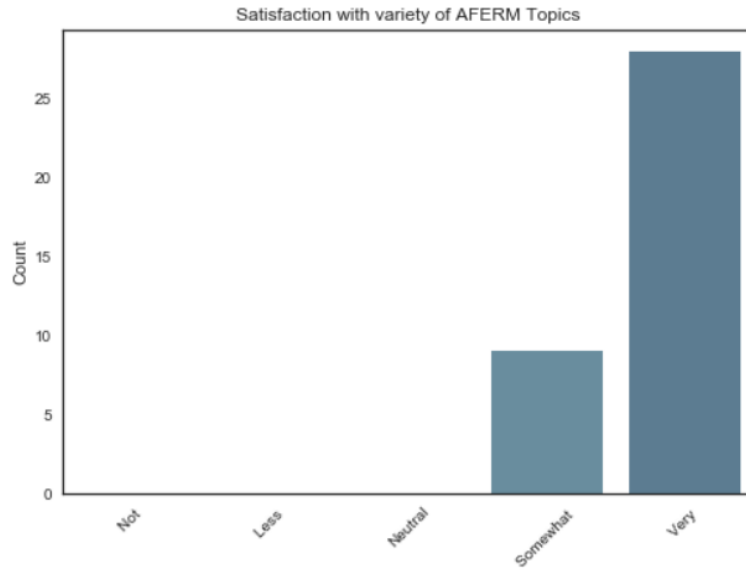


**Other:**

- Events for decentralized offices (outside the beltway)
- Confirmation that ERM is going to be high priority in the Federal Government

**Q12: Overall, how satisfied are you with the variety of programs and events that AFERM offers as part of your membership?**

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### Q13. What can we do to get you more involved in AFERM?

- Continue to provide updates on periodic, short-term, and/or long-term opportunities.
- Discrete opportunities (i.e. not long-term) for involvement would be great.
- The programs and services currently offered and/or planned meet my expectations.
- Clearly indicating the time commitment when providing a description of the opportunities.
- Timing is an issue with attending AFERM events.
- You do an excellent job. I need to make the time to become more engaged and I plan to do just that.
- Be aware at the AFERM leadership/board level that the way you present yourselves as a tight group of experienced ERM folks who know each other makes it intimidating to "break in" to your clique.

### Q14. What general suggestions would you make to improve AFERM services to its members?

- The discussions are too general. It would be great if we could get a walk-through of the process.
- AFERM is doing a great job.
- More online resources and training.
- The speakers need to have material and examples to share with members to show the practical application of an idea.
- There needs to be more knowledge sharing of information.
- I love the idea of a certification program, and I'm glad to hear AFERM is working toward starting one in the very near future
- Practical tools and updates based on communities such as developments in required reporting from OMB or communities of practice online with speakers such as the budget roundtables hosted on OMB Max.
- Periodic meetings or calls only for CRO or CRO-equivalent.
- Work to represent the federal ERM profession with key stakeholders (GAO, OMB, and Congress).
- Having a list of paid events in October would help me complete my IDP for training opportunities. If it is on my IDP there is less pain required to get approval.
- Maybe help to facilitate and encourage more direct agency to agency benchmarking and information sharing. I would really like to have discussions with my peers at other federal financial regulators.

### Q15. What would you improve about or add to your membership experience?

- Continued networking and educational events.
- Allow the CPA firms to show the how to do functions. They are experts and should show practical applications of processes.
- Less abstract information.
- Would like access to events occurring outside the beltway.
- A certification in Enterprise Risk Management would be nice.
- I'd rather attend seminars on topics than networking events. Webinars would be good too.
- Linking ERM to actual subject matter areas. We need to speak the language of the individuals who we want to do ERM for integration. I think this means, we need to have knowledge of those areas.

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- Small group coaching and mentoring from an experienced risk management practitioner.

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### Q16: Is there anything you would like to see added or enhanced about our service offerings?

- Nothing. ARERM is doing an excellent job.
- I'm looking forward to the certification program.
- I would like to see more ERM templates being shared that shows how to build and implement a program.
- Virtual experiences for conferences, summits, etc. Use of technology to have learning experiences.
- A certification in Enterprise Risk Management would be nice.
- Expands to others not focused on ERM but need to understand the application of the function
- Provides for non-DC / State/local members.
- At the conferences, it would be most helpful to have the slides and presentations available after the conference. Otherwise, we are taking time away from what the speaker is saying to copy their info.
- I am beginning to wonder whether the summit is a value adding experience. Many of the breakout speakers talked in vague and veiled terms about what they are doing in their agencies - not useful.
- At the summit breakout sessions try to make them more interactive. Like, if there is one on reporting and dashboards, have people come and bring actual reports and dashboards to share and discuss

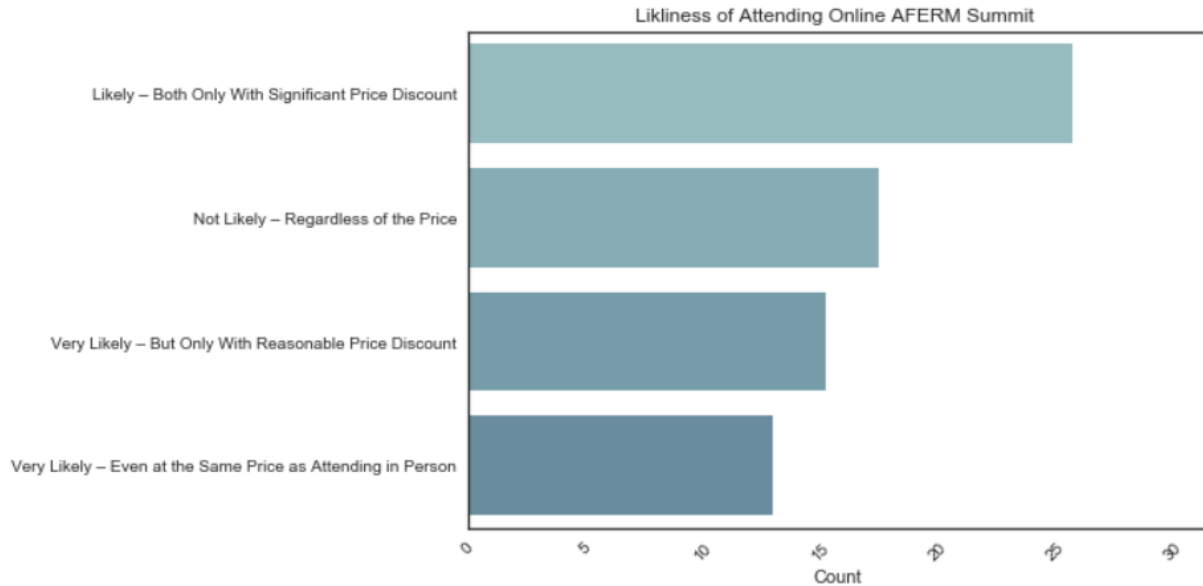
### Q17: What do you like the most about being a member of AFERM?

- Helping establish a community of practice and raising awareness of ERM with the federal government.
- The community's willingness to participate and share information!
- Great people and great programs.
- The networking and learning from others.
- The leadership and energy displayed by those who are spearheading the ERM efforts.
- I love the training sessions and the opportunity to meet individuals from other agencies that are also in the process of implementing ERM. It's great to hear how others are doing things.
- The opportunity to learn new best practices while recognizing the practical challenges from enthusiastic and dedicated public servants.
- Networking and learning about what other organizations are doing.
- Interact with other practitioners in the field and acquire knowledge in the area of risk assessment and ERM.
- Continual learning and leveraging successful tools in use elsewhere.
- Knowledge sessions, conference sessions, networking with others interested in ERM.
- Networking/meeting others facing the same challenges.
- Educational opportunities and learning about programs at other federal agencies.
- I am gaining a lot of new ideas that I can apply at my agency.
- Networking and learning from experiences/insights of others.
- The events, topics, networking and future opportunities.
- Keeps me up to date with the latest thinking and direction about Risk Management.
- I can apply the knowledge I receive to my job and planning for the agency.
- Focus is on the federal government. There's already enough ERM from the private or consulting perspective. We need more focus on our industry).
- I like the learning opportunities provided and feeling part of a community of practitioners in the federal government.

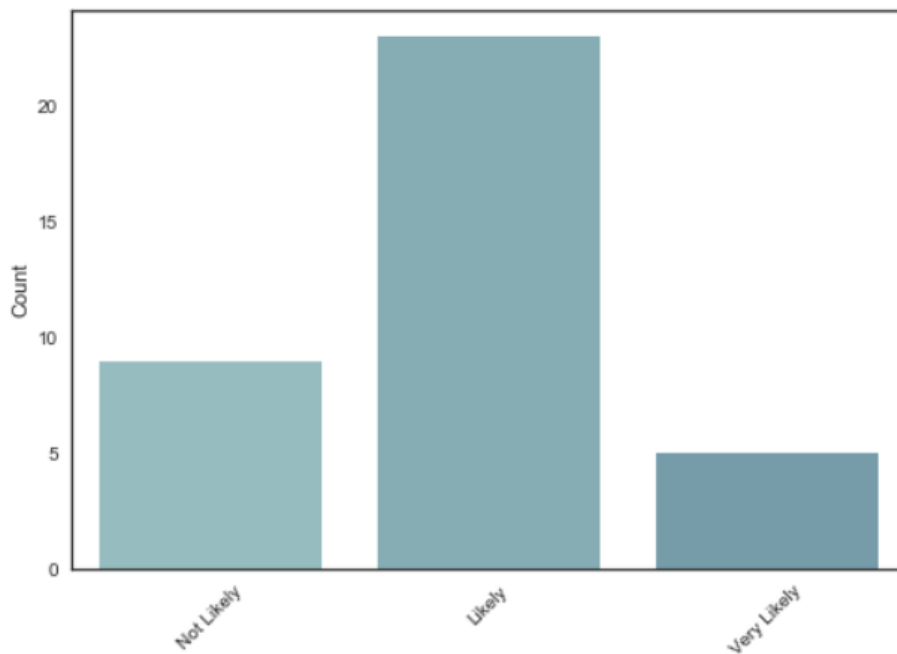
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- The sense of community and sharing of ideas.

**Q18: If offered the opportunity to pay for virtual attendance (online, live streaming) at the annual AFERM Summit, how likely are you to participate in the 2-day event?**



**Q19: If offered a discount on your membership dues, how likely are you to refer a colleague to join AFERM as a member?**



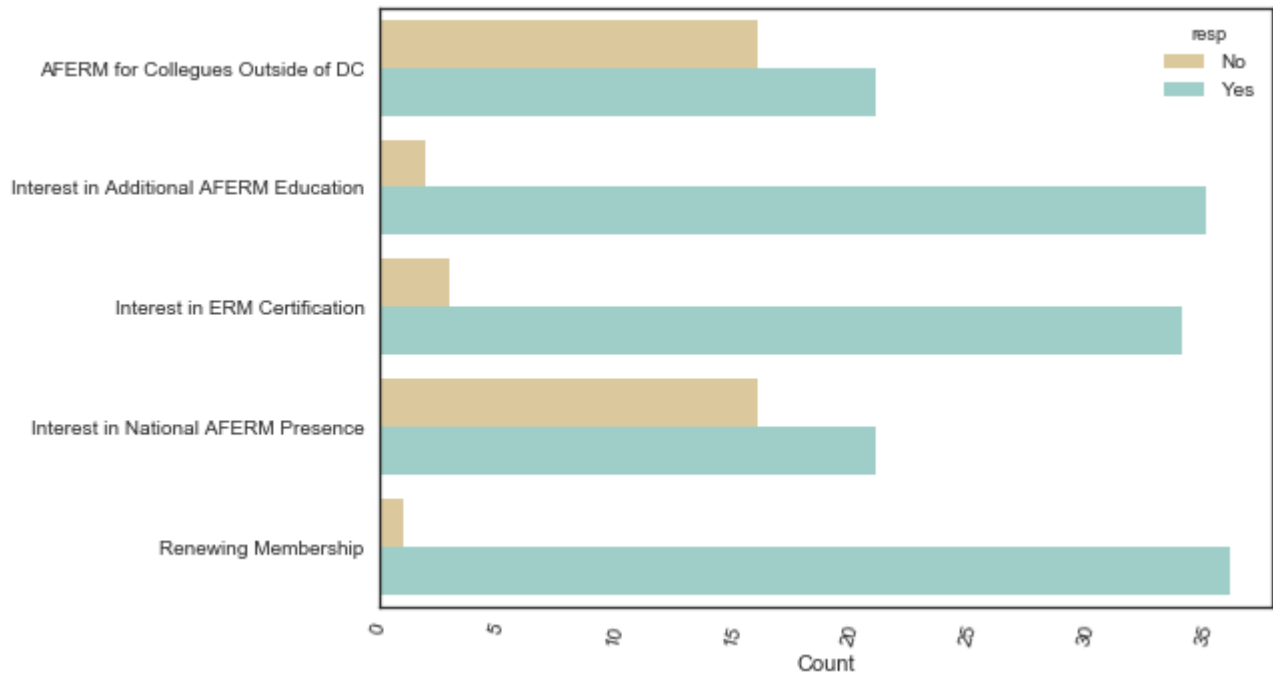
## 2017 Membership Survey

### **Q20: What do you feel is the greatest benefit offered by your AFERM membership?**

- Networking opportunities with ERM practitioners
- Sharing ideas
- Networking and Speakers
- Learning about ERM
- Meetings with SMEs and CPEs offered
- Sharing information with other industry professionals
- Committed dedication to fostering federal ERM
- Networking and learning
- AFERM Summit
- Friends and knowledge
- Timely practical information and shared personal professional experiences through networking.
- Access to resource and training
- Building a supportive network and base of knowledge
- Education events at a discounted price
- Access to a like-minded community
- Keeping updated on status of agency implementation of federal ERM
- Information shared by other Federal Risk practitioners
- Educational opportunities and learning about programs at other federal agencies
- Connections made during the events
- Real time information and tools for ERM
- Community of Practice
- Events like the Summit and lunches
- Access to thought leadership and ERM network

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**Q21: Please provide a response to each of these questions.**



**Q21.a. Please provide additional information about your answers above. What would encourage you to renew? Which cities/regions should AFERM consider? Which certifications interest you?**

- RM certification.
- **New Orleans.**
- PMP, Risk Management Cert, and CGFM.
- One area that could be considered is **Kansas City** as it has a fairly significant USDA employee base.
- Webinars or live sessions with different ERM experts would be a nice addition.
- **Maryland.**
- **Western U.S.**
- While it's a federal ERM organization, it is interesting to hear about state and local efforts.
- While I enjoy attending events in person, others who live outside of the area may appreciate opportunities for teleconference events or virtual events.
- I am 30% engaged overall and the chapters in other cities would not benefit me or my team.
- **Virginia.**
- More federal government focused. Large cities included.
- I have a colleague in **Atlanta** who works with me on risk management issues who would be very interested in becoming more active in AFERM but must travel to DC if he wants to attend events. In addition, I have contacts in Chicago that would be excellent speakers but could not pay their own travel expenses to speak at events.

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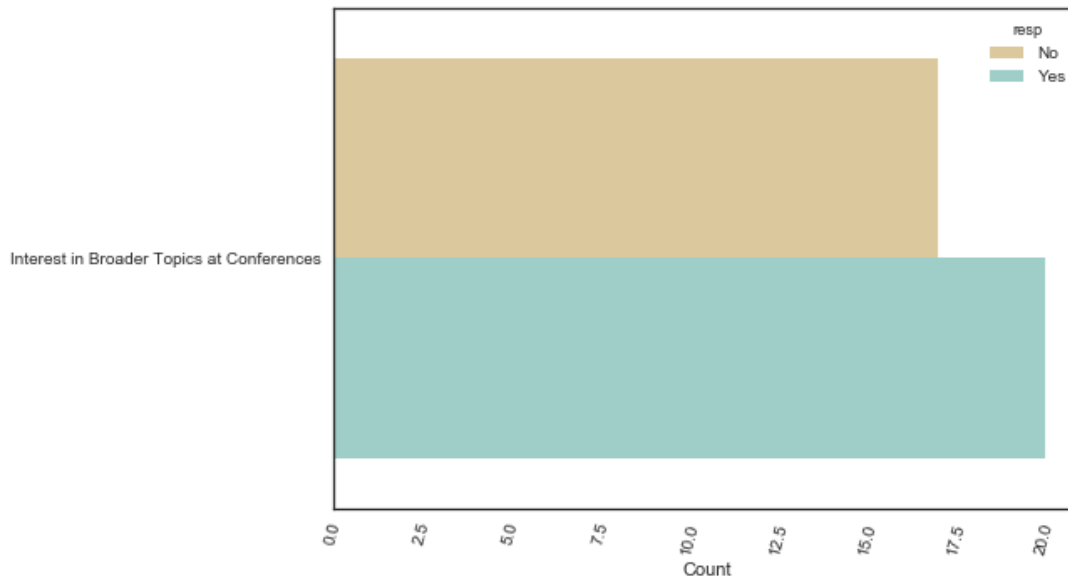
### Q22: What do you feel the AFERM brand currently stands for?

- Broad understanding of organizational risk factors with a disciplined approach to ID risks and develop mitigation strategies.
- Thought leadership in federal ERM.
- Risk Management Expertise
- Prompting A-123, and awareness of federal ERM.
- Professional Development; Knowledge Sharing.
- Being proactive and prepared.
- Sharing ERM knowledge among one another.
- Excellence in government.
- Educating and Informing Government Employees and its stakeholder about Government enterprise Risk Management.
- Proactive leadership in ERM in the federal government.
- Effectively implementing enterprise risk management in the federal government.
- I think AFERM is the premier ERM organization - it's got a reputation as the place to go to learn about how to implement ERM within government Departments and agencies.
- A community of practice in the federal government.
- Quality information about leading enterprise risk management practices in the federal government.
- Recognized leader on ERM in the federal space.
- Best place for government risk managers to convene, learn and share best practices.
- Support a better understanding of risk management.
- Leading professional association in the areas of risk, risk assessment, and ERM in the public sector.
- Pursuit of ERM excellence and better government.
- Providing real-time knowledge of federal ERM to assist agencies in implementation.
- The best place to learn about Federal ERM.
- Professionalism, collaboration, federal perspective.
- People performing Enterprise Risk Management for federal agencies.
- It stands for a collaborative approach to implementing an important management activity across the federal government. This is something the GPRA efforts from days past was lacking.
- Thought leadership in federal ERM.
- Efficiency and Professionalism.
- Advocate for professionals in the realm of ERM with the federal sector.
- Association of Federal ERM. (umbrella organization for federal ERM)
- Promotion of excellence in federal enterprise risk management, career development, and excellence.
- Quality gatherings/ information.
- Industry-leading, practical applications, techniques, and insights into ERM in the federal space.

## 2017 Membership Survey

Q23:

events  
more



Would you be interested in having more conference with broader or specific topics?

### Please list topics:

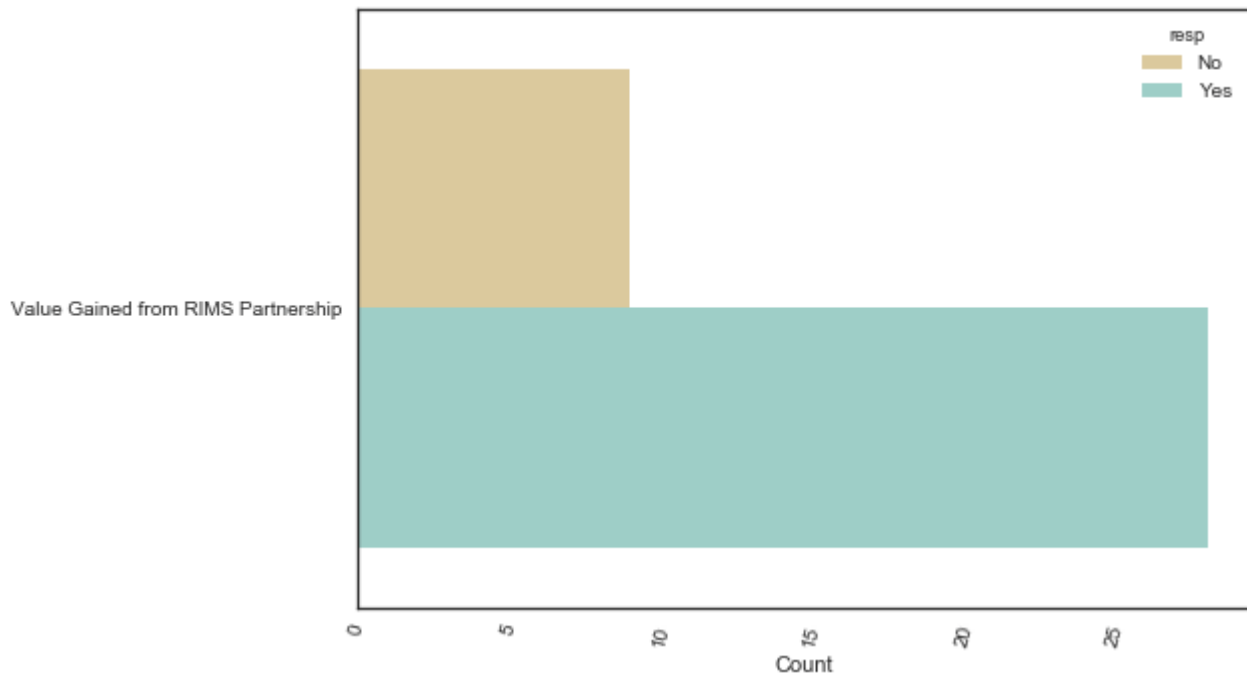
- Mentoring individuals entering ERM field
- Developing practical ERM practice tools
- Case studies
- Comparison of private vs. public at the last Summit.
- How to overcome ""Silo"" barriers
- Establishing ERM
- Risk culture; ERM agility in the midst of budget cuts and policy leader transitions; sustainability of ERM in the federal space; ERM and Change management; why isn't ERM included in the budget and resource decision-making process where priorities are established and the rubber meets the road in Government?
- Managing security risk across IT platforms
- How to make risk appetite a useful tool for federal agencies
- Meeting OMB requirements with limited resources and change culture
- Program risk management
- How to better write if/then statement and mitigation plans
- Cyber-security risk as part of ERM
- Change management
- Operational Risk Assessment methodologies and tools



## 2017 Membership Survey

- Would be interested in having discussions on cross-government risks - and how we could work together as a community to propose solutions at the national level (e.g., HR issues - work with OMB to present to OPM)
- IT Risk Management
- Contracting Risk Management
- Risk Management for non RM functions
- Risk Management train the trainer
- Risk Management without the bureaucracy.
- Performance Management.
- Strategic planning.
- Business Continuity, Fraud Prevention, Best practices in risk analysis and visualization, Best practices on introducing tools and technologies to advance your ERM program, etc.
- ERM for regulatory agencies.
- Cybersecurity risks for non-IT professionals.

**Q24: If we could source benefits (discounts, education, and/or conference attendance) through a partnership with RIMS (Commercial Risk Management Society) and/or AGA, would they be valuable to you?**



**Which would appeal most to you?**

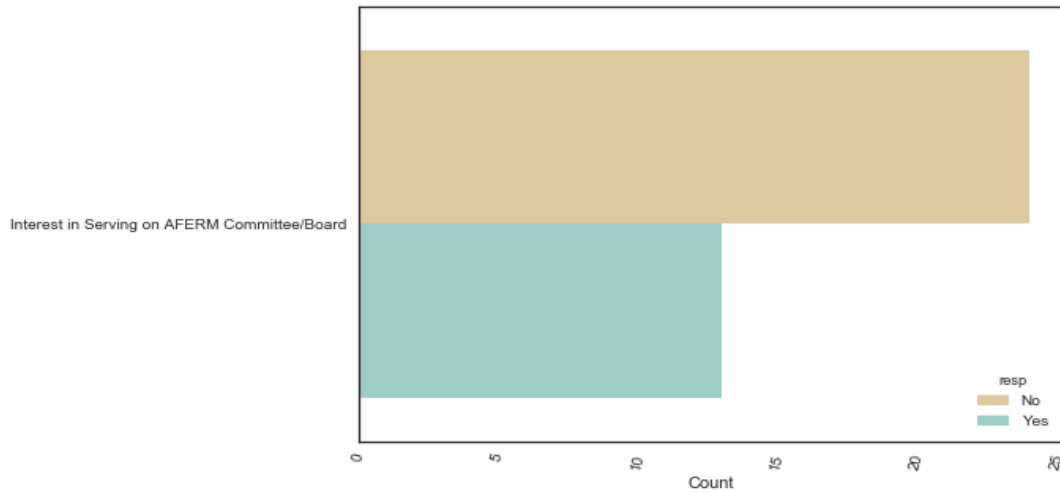
- RIMS [10]
- AGA [9]
- Education
- Education/certification

## **2017 Membership Survey**

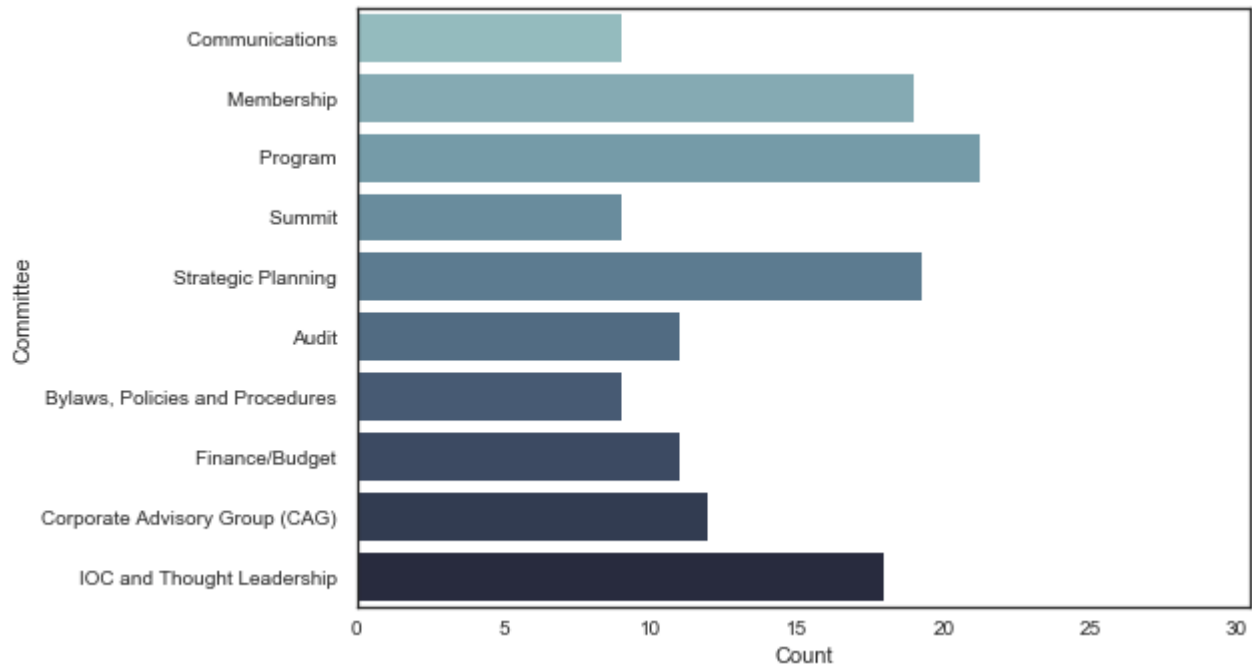
- Education
- Reduced cost and education opportunities
- Education & conferences
- Education
- Educational opportunities and conferences
- ISACA, PMI, VA CPA society

## 2017 Membership Survey

**Q25: Would you be interested in serving on one of AFERM's Committees or on the Board?**



**Please select the Committees that you are interested in**



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Association for Federal Enterprise Risk Management

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