



ISO Survey on Asset Management and Public Policy

Thank you for volunteering to take part in this survey, which is being conducted by the International Organization for Standardization's Technical Committee no. 251 (ISO/TC 251).

ISO/TC 251 is planning to develop a new International Standard entitled "ISO 55011 Asset management - Guidance for developing public policy to support good asset management". The survey is intended to provide input into the development process, and specifically to:

1. Gather input from public policy authorities on the challenges they face relating to the delivery of public services;
2. Determine if those who develop, administer, and/or influence the formation of public policy can benefit from guidance that may enhance their existing public policy, facilitating the realization of maximum value from their infrastructure; and
3. Obtain input on what type of guidance would help promote or enable asset management, especially related to specific public policy instruments or applicable public policy documents.

There are 12 questions and this questionnaire will take approximately 15 minutes to complete on average. You can access the survey online [here](#) or submit a PDF response by email attachment to our [Secretariat](#).

If you have any comments or questions about the survey, please send them to the ISO/TC251 Committee Manager at charles.corrie@bsigroup.com.

You will **not** be contacted for any sales or marketing activity as a result of having taken part in this survey.

Data Protection

By participating to this survey, you agree that your personal data will be shared with ISO.

This means that your name and other contact details will be processed by ISO and may be shared with ISO Members for the purpose indicated above. This survey does not collect any sensitive data and all user survey data will be deleted upon the publication of the ISO 55011 Survey Report in the first quarter of 2021. All responses will be kept strictly confidential, and no responses will be attributed to any individual or organization.

For more information on ISO's privacy policy, please visit: <https://www.iso.org/privacy-and-copyright.html>.



Responder's profile

1. What country do you work in?
Please specify.

2. What level of government organization do you work in or for?
Please select one.

- Multinational
- National
- State
- Provincial
- Local (city or town)
- Other [*please specify*]

3. What is your job title?
Please specify.

4. How would you describe your role in public policy?
Please select all that apply.

- Pass legislation
- Issue executive guidance
- Issue implementing agency guidance
- Issue final regulations
- Approve proposed legislation or regulations
- Submit proposed legislation or regulations
- Advise on public policy
- Implement public policy
- None
- Other [*please specify*]



5. What government sector(s) do you work in or for?

Please select all that apply.

- Water, Wastewater, & Waste
- Transportation
- General Government (e.g. Treasury, Administration, etc.)
- Oil & Gas
- Electrical Utility
- Industry and Manufacturing
- Health
- Education
- Agriculture
- Environment, including Flood Defense
- Natural Resources and Land Management
- Defense
- Tourism and Entertainment
- Mining
- Fishing
- Information Technology/Security
- Research and Development
- Law Enforcement
- Other(s) [*please specify*]

Challenges you are facing

6. Of the following, which are your top challenges related to the delivery of public services?

Responses to this question are intended to support identification of public policy needs and areas where asset management-related guidance may help.

Please select all that apply.

- Understanding current infrastructure performance and service delivery
- Having clear infrastructure performance and service quality expectations
- Including goals that address sustainable development
- Meeting infrastructure performance and service quality expectations
- Needing to prioritize short-term issues over long-term mission
- Understanding the long-term mission consequences of current policy and funding choices
- Aligning current or future policies
- Appraising and supporting successful transition of new public policy authorities



- Balancing needs for new infrastructure against needs to maintain existing infrastructure
- Securing adequate resources (e.g., financial, non-financial, and/or competencies)
- Obtaining sufficiently accurate and timely data to support good decision-making
- Demonstrating compliance of subordinate governments or non-governmental entities with the national or local government's objectives and related goals
- Other [*please specify*]

What guidance would be helpful to you

The following questions are intended to understand what types of guidance and the content of guidance that would help governments and their authorities realize benefits of asset management, achieve public policy objectives, and improve societal outcomes.

7. Please identify which of the following areas would your government benefit from additional public policy guidance or assistance related to asset management.

Please select all that apply.

- Understanding current infrastructure performance and service delivery
- Having clear infrastructure performance and service quality expectations
- Including goals that address sustainable development
- Meeting infrastructure performance and service quality expectations
- Needing to prioritize short-term issues over long-term mission
- Understanding the long-term mission consequences of current policy and funding choices
- Aligning current or future policies
- Apprising and supporting successful transition of new public policy authorities
- Balancing the need for new infrastructure against the need to maintain existing infrastructure
- Securing adequate resources (e.g., financial, non-financial, and/or competencies)
- Obtaining sufficiently accurate and timely data to support good decision-making
- Demonstrating compliance of subordinate governments or non-governmental entities with the national or local government's objectives and related goals
- None of the above
- Other [*please specify*]



8a. Please rate how helpful guidance would be on the following public policy instruments and how they can be developed in a way that promotes good asset management for your government/public policy authorities.

Please rate how helpful guidance on each public policy instrument would be on a scale of 1 to 5, where 5 is very helpful. If a public policy instrument is not listed that your government would benefit from international guidance on, please move to question 8b and specify using the blank text box provided.

Policy Instrument	Not Applicable (1)	Of No Help (2)	Of Little Help (3)	Somewhat Helpful (4)	Very Helpful (5)
Legal Framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Institutional Framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governance Models	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Instruments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tariff and Tax Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training and Capacity Building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competition Policy and Procurement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Governance and Whole of Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government Strategic Plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service Goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data and Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research and Innovation Partnerships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sustainability and Resilience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8b. If a public policy instrument was not listed in question 8a that your government would benefit from international guidance on, please use the space below to specify.



9. What kinds of information should international guidance provide that might be useful to your policy makers in developing and implementing public policies that support good asset management?

Please select all that apply.

- What** public policy instruments can support good asset management
- Why** certain policy instruments should be applied, expected benefits or outcomes of each
- How** to apply/implement certain policy instruments that support good asset management
- Where** certain public policy instruments have been applied for this context
- Examples and case studies** (including elements of good practice, lessons learned – successes, challenges, and how policy instruments have been applied in relevant public policy documents to support good asset management)
- Other** [*please specify*]

10. Who do you consider is the main target audience for an international guidance document on public policy enabling asset management that supports achievement of desired government or public service outcomes? Those who:

Please select all that apply

- Pass legislation
- Issue executive guidance
- Issue implementing agency guidance
- Issue final regulations
- Approve proposed legislation or regulations
- Submit proposed legislation or regulations
- Advise on public policy
- Implement public policy
- Other [*please specify*]



11. If you are aware of any public policy instruments (e.g., laws or regulations, executive guidance, financial incentives, applied research programs, etc.) that have impacted positively the management of assets to achieve desired outcomes in your country, would you be willing to participate in a brief interview to inform the development of international guidance and best practice? If yes, please send a separate email to advise the Convener of ISO/TC251/WG7 at tiffany.batac@wsp.com.

- Yes, I would be willing to participate in a brief case study interview to inform the development of international guidance and best practice.
- No, I am not able to participate in a brief case study interview to inform the development of international guidance and best practice at this time.

12. Are there any other comments or suggestions you would like to add?

Please use the comment box below for any additional comments or suggestions you would like to add.

Thank you for completing this survey

A copy of the survey report will be made available via the ISO/TC 251 website in due course (see: <https://committee.iso.org/home/tc251>)