Supporting Statement

Defense Technical Information Center (DTIC) Generic Customer Satisfaction Survey Questionnaires
OMB Control Number 0704-0403
DTIC Web Hosting Feedback Questionnaire

JUSTIFICATION

1. Need for Information Collection. The purpose of this survey is to assess the level of satisfaction for the DTIC Web hosting service customer base (e.g., Joint Staff, OSD, etc.). This survey will also attempt to identify possible areas for improving our Web hosting services. This customer satisfaction survey is required to implement Executive Order 12862, dated September 11, 1993, titled "Setting Customer Service Standards;" the memorandum of the Deputy Secretary of Defense dated January 7, 1994, directing the components to apply the principles in the Executive Order to all of their customers; and the GPRA of 1993.

2. Use for Information Collection. The proposed collection of information will be conducted annually and the collection period will run for one month. The information obtained by this survey will be used to assist agency management in determining agency business policies and processes that should be examined, modified, and reengineered from the customer's perspective.

3. Information Technology. This is an electronic data collection (Internet) survey. DTIC utilizes an automated survey which employs a survey software program called Survey Tracker. Each potential respondent will receive the survey via email, utilizing a notification cover letter. In order to complete the survey, instructions will appear in the notification letter as well as in the actual survey introduction and at the end of the Web-based electronic survey questionnaire. The letter will include the proper URL for responding to the survey. All electronically generated response data will be automatically downloaded into specified databases for analysis and reporting.

4. Respondents, Response Rate, and Burden Hours. Respondents are DTIC users who receive support for Web hosting services.

<div align="center">Web-Based Survey</div>

Total annual respondents	100
Frequency of response	1
Total annual response	100
Burden per response	3 minutes
Total burden hours	5 hours

5. Sample, Sample Plan, and Response Rate. The survey population is composed of the Defense community including components of the Department of Defense and the military services. Samples will be drawn from DTIC's users who are provided support for Web hosting services. A complete sampling (census) method of all users who utilize the Web hosting services will receive a survey. Based on years of previous customer satisfaction surveys, DTIC's customer base has historically experienced response rates in the 15-60 percent range.

6. Analytic Considerations. The analyzed data will be made available to management for the purpose of enhancing the Web hosting services.   The goal is to achieve a 95 percent confidence level with an error rate of + or –5 percent.

7. <u>Data Tabulation</u>. The generated response data will be automatically collected using the Survey Tracker software. The responses will be retrieved and automatically downloaded into specified databases for analysis and reporting.