

Supporting Statement

Defense Technical Information Center (DTIC) Generic Customer Satisfaction Survey Questionnaires

OMB Control Number 0704-0403

DoDTechipedia Web site User Feedback Form

JUSTIFICATION

1. Need for Information Collection. The purpose of this voluntary questionnaire is to determine users' satisfaction levels with a DTIC Web site. This Web-based feedback instrument 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 on a daily basis. The information obtained by this voluntary Web-based feedback instrument 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) feedback questionnaire. DTIC utilizes an automated survey software program called Survey Tracker. Implementation of the evaluation instrument will be placed on DTIC's DoDTechipedia Web site for access.

4. Respondents, Response Rate, and Burden Hours

Feedback Form

Total annual respondents	2400 (estimated)
Frequency of response	1
Total annual response	2400
Burden per response	3 minutes
Total burden hours	120 hours

5. Sample, Sample Plan, and Response Rate. The universe population can be composed of the Defense community including components of the Department of Defense and the military services, other U.S. federal government agencies, and U.S. government contractors actively supporting both the Department of Defense and other federal government agencies. The respondents may voluntarily respond to this feedback questionnaire after accessing DTIC's DoDTechipedia Web site.

6. Analytic Considerations. The analyzed data will be made available to management for the purpose of enhancing DTIC's customer services and support.

7. Data Tabulation. The responses will be retrieved and automatically downloaded into specified databases for analysis and reporting.