

## Supporting Statement

Defense Technical Information Center (DTIC) Generic Customer Satisfaction Survey Questionnaires  
OMB Control Number 0704-0403  
**DTIC Defense Solutions Submission Form**

### JUSTIFICATION

1. Need for Information Collection. The purpose of this voluntary submission form is to have a structured feedback tool to engage businesses who have not traditionally conducted business with the DoD and have potential technology solutions. This submission form 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 tool will be available on the following Department of Defense (DoD) DefenseSolutions.gov portal for accessibility. The information obtained by this voluntary submission feedback form will be completed by a business and submitted DoD technology ideas/solutions through the Defense Solutions portal to DoD idea brokers.
3. Information Technology. This is an electronic data collection (Web-based) submission form. The form will be accessible on the DefenseSolutions.gov portal. The DefenseSolutions.gov portal is a Department of Defense (DoD) portal designed to encourage innovation by the research community, including but not limited to: small businesses, solution providers, entrepreneurs, research organizations and academia.
4. Respondents, Response Rate, and Burden Hours.

#### Submission Form

Total annual respondents	100
Frequency of response	1
Total annual response	100
Burden per response	30 minutes
Total burden hours	50 hours

5. Sample, Sample Plan, and Response Rate. The universe population can be composed of the Private Industry to include Small business and entrepreneurs, academic researchers, non-profit research organizations. The respondents will be able to come to this Web site to volunteer to respond to the DefenseSolutions submission feedback form.
6. Analytic Considerations. The analyzed data will be made available to DoD for the purpose of enhancing DoD technology solutions.
7. Data Tabulation. The responses will be retrieved weekly from the database by an idea Broker. The Broker will log-in to the database and download an Idea(s) for assessment and distribute for appropriate action (Cancel – send back to database, reject – no, reserve for self, email to theme POC, send back to database and alert another Broker for action.)