

SUPPORTING STATEMENT FOR PAPERWORK REDUCTION ACT SUBMISSION

A. Justification

Need for the information

1. The collection of audience feedback is necessary in order to improve the National Security Agency's (NSA) annual Information Assurance Workshop (IAWS). It is necessary to ensure that the NSA presents the best products and events to the workshop's attendees. The collection of this information is authorized by Executive Order 12862 dated September 11, 1993, "Setting Customer Service Standards."

Use of information

2. The information will be aggregated and used by the NSA's Information Assurance Directorate (IAD) and the IAWS planning team to provide substantive feedback to the presenters, attendees and event coordinators so that changes can be made according to attendee opinions.

Use of Technology

3. The data collection will be electronic.

Non-duplication

4. Duplication will be minimized because attendees will only be asked to complete an online survey once.

Burden on Small Business

5. Does not involve small business.

Less Frequent Collection

6. The consequences to the NSA should this collection not be conducted would be that the organizers of the presentations and events will not have objective feedback in order to improve their events and products. Without the objective feedback, the organizers of this specific event will not be able to tailor their message to the audience and create the best experience for attendees. Not being able to create the best product could diminish the NSA IAD's reputation to some audiences. Attendees will only be asked to complete one electronic survey. The data collection instruments have no more than 21 questions and relate to the event or presentation in the immediate past.

Paperwork Reduction Act Guidelines

7. There are no special circumstances. The collection of information will be conducted in a manner consistent with the guidelines in 5 CFR 1320.5(d)(2).

Consultation and Public Comments

8. Attached is a copy of the notice that was published in the *Federal Register* on August 27, 2007 (72 FR 48895). No comments were received.

No efforts were made to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and recordkeeping,

disclosure, or reporting format, and on the data elements to be recorded, disclosed or reported. This effort was not made due to the nature of the data collection which is for the sole purpose of improving a presentation or this event.

Gifts or Payments

9. No payment or gift will be offered to respondents.

Confidentiality

10. The collection of information will be completely anonymous and no identifying information will be requested. An email address is requested (voluntarily) only if a respondent would like to be contacted concerning their input.

Sensitive Questions

11. There will be no questions of a sensitive nature on the data collection instrument.

Respondent Burden and its Costs

12. Presentation Comment Card

Number of Respondents: 400

Frequency of Response: 1

Total Annual Response: 400

Hours per Response: 5 minutes (0.08 hours)

Total Burden Hours: 33

The annualized cost of the hour burden to respondents is negligible.

Cost of Respondent Burden

13. There are no capital or start-up costs associated with this information collection. No record keeping is required.

Cost to the Federal Government

14. The annualized cost to the Federal government is as follows:

Personnel cost = \$600 (1 civilian at \$35 per hour) X (16 work hours)

Printing and overhead costs - minimal

Total Cost to the Federal Government: \$600

Reasons for Change in Burden

15. This is a program change due to a new collection.

Collections of Information

16. The results will not be published.

Expiration Date

17. The NSA is not seeking an exception to display of the expiration date of this information collection.

Certification Statement

18. No exceptions to the certification statement are being requested.

B. Collections of Information Employing Statistical Methods.

1. The information collection is not a statistical sample and statistical methods will only be used to aggregate the responses. The information collected will be summarized using simple statistical procedures such as frequency distributions and simple statistics such as “average.” The sample is a self-selected convenience sample of respondents who have attended the IAWS.