

Request for Approval under the “Generic Clearance for the Collection of Customer Feedback” (OMB Control Number: 1545-1432)

TITLE OF INFORMATION COLLECTION: 2011 Survey of Statistical Information Services Customers

PURPOSE:

To gauge the level of customer satisfaction with the services provided by the Statistical Information Services (SIS) Office, the Statistics of Income (SOI) Division is performing a survey that will collect information regarding the customers’ most recent inquiry.

DESCRIPTION OF RESPONDENTS:

Respondents are external to the IRS interested in obtaining tax data from SOI. Most respondents classify themselves as being from Academia, Consultant/Research, State/Local Government, or other agencies within the Federal Government.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Diane Milleville

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
All SIS Customers (asked to participate)	308	1 minute	5.13 hrs
Customers who respond to survey (subset of above)	123	5 minutes	10.25 hrs
Totals			15.38 hrs

FEDERAL COST: The estimated annual cost to the Federal government is \$0.00

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Any customer who contacts the SIS office during the survey period (September 1, 2011 through November 30, 2011) will be asked to participate in the customer satisfaction survey.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain – Survey will be embedded in an email and sent to participants. They can complete the survey in their email and send it back.
2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.