

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number 0690-0030)

TITLE OF INFORMATION COLLECTION: Information Resources Needs for NIST Standards Coordination Office (SCO) Customers (World Standards Week Event)

PURPOSE: The purpose of this survey is to better understand our customer needs with respect to the delivery of information from the NIST Standards Coordination Office (SCO). The users of our tools, including databases and inquiry services, are varied and their needs are evolving with the speed of technology development. We would like to anticipate customer (e.g. industry) needs so that proper, robust, user-friendly, tools are available with the most relevant information in a usable format.

The SCO conducts standards-related programs, and provides knowledge and services that strengthen the U.S. economy and improve the [quality of life](#). Our goal is to equip U.S. industry with the standards-related tools and information necessary to effectively compete in the global marketplace.

In order to do this, SCO work closely with the NIST laboratories to identify opportunities for NIST participation in standards-related activities, coordinate with the private sector and with other federal agencies on standards activities and programs and monitor standards development and conformity assessment activities globally. We offer training, publications, policy analysis, and research and information services. Our staff works closely with U.S. industry, standards developers, other government agencies, and leaders in the global standards community to build a standards infrastructure that will support innovation and create opportunities for business to thrive.

DESCRIPTION OF RESPONDENTS: Respondents will represent industry, other government agencies, associations, and academia. All respondents will have at least a basic familiarity with standards and will have a potential need for related information in the future.

TYPE OF COLLECTION: (Check one)

Customer Comment Card/Complaint Form
 Usability Testing (e.g., Website or Software)
 Focus Group

Customer Satisfaction Survey
 Small Discussion Group
 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.

- 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: Clare M. Allocca

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

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
- If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
- If Yes, has an up-to-date System of Records Notice (SORN) 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 Hours
Private Sector	30	10 min.	5
State and local government	10	10 min.	1.5
Federal Government	10	10 min.	1.5
Totals	50		8 Hours

FEDERAL COST: The estimated annual cost to the Federal government is \$0

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

- 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?

This survey will be presented at a booth during the exhibit portion of the World Standards Week Event on October 12, 2012 in Washington, DC. Participants will be volunteers from among the event’s attendees—professionals in the world of standards from industry, government, and academia. There will be staff at the booth who will offer the survey using a tablet (or written form, if the participant prefers).

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
2. Will interviewers or facilitators be used? Yes No

Please submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.