

**Justification for Non-Substantive Changes for
Request for Internet Services & 800 # Automated Telephone Services
Knowledge-Based Authentication (RISA)
20 CFR 401.45
OMB No. 0960-0596**

Justification for the Non-Substantive Change

On April 27, 2011, President Obama signed an Executive Order entitled Streamlining Service Delivery and Improving Customer Service. In accordance with the executive order, the Commissioner of Social Security requested SSA's Office of Telephone Services (OTS) to consider streamlining the National 800 Number Network (N8NN) call flows. As a result, a coordinated effort between the OTS and the vendor, AT&T is currently underway to revamp SSA's automated N8NN Interactive Voice Recognition (IVR) services.

As part of this effort, a private vendor conducted an analysis of all of SSA's current IVR services and automated application call flows to identify areas for improvement. This analysis showed that in a majority of instances, N8NN agents must re-verify data collected by the automated Screen Splash application resulting in lengthier call flows. SSA uses Screen Splash in cases where the caller wishes to speak with an N8NN agent. The Screen Splash feature prompts callers to the N8NN to provide information that verifies their identity by requesting the following information:

- Name
- Social Security Number (SSN)
- Date of Birth (DOB)
- Mother's Maiden Name
- Place of Birth

Screen Splash automatically displays the above information on the computer screen of the agent prior to taking the call.

SSA is revising OMB clearance number 0960-0596 to place the Screen Splash automated application on hold for an undetermined period. The revision becomes effective May 19, 2011.

Changes

Effective May 19, 2011, SSA temporarily set the Screen Splash application aside.

Burden Information

We are reducing the burden to a one-hour place-holder burden as a result of placing the Screen Splash application on hold. We estimate that it will reduce the number of telephone respondents by 22,901,120 resulting in a reduction of 572,529 annual burden hours.

Revised Burden Estimate Chart

Forms	Number of Respondents	Frequency of Response	Average Burden Per Response (minutes)	Total Annual Burden (hours)
Internet Requestors	3,357,503	1	1 ½	83,937
Telephone Requestors	1,270,747	1	1 ½	31,768
Screen Splash (on hold)	1			1
Totals:	4,628,251			115,706