

# Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number 1601-0014)

## TITLE OF INFORMATION COLLECTION:

US-CERT Website Feedback

## PURPOSE:

Collection of customer feedback regarding content on [www.us-cert.gov](http://www.us-cert.gov), the public website of the United States Computer Emergency Readiness Team (US-CERT), operational arm of DHS National Cyber Security Division (NCSA). The information collected will be used to develop and refine cybersecurity education and awareness materials and other forms of cybersecurity content on US-CERT's public website.

## DESCRIPTION OF RESPONDENTS:

Internet Browsers offer feedback about the content on [www.us-cert.gov](http://www.us-cert.gov), and respond to US-CERT website content administrators about whether the documentation that they found on the website was helpful or not.

## TYPE OF COLLECTION: (Check one)

Customer Comment Card/Complaint Form  
 Usability Testing (e.g., Website or Software)  
 Focus Group  
content on [www.us-cert.gov](http://www.us-cert.gov)

Customer Satisfaction Survey  
 Small Discussion Group  
 Other: Customer feedback regarding

## 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:  Andrea Henson-Armstrong or Terry Maiden

for Andrea Henson-Armstrong  
5/2/2013

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
Customer Feedback	1500	1	25hours
<b>Totals</b>	<b>1500</b>	<b>1</b>	<b>25hours</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is \$5,851.00

**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?

**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