

Supporting Statement

USCIS Case Status Service Online (No Agency Form Number; File No. OMB-33) OMB Control No. 1615-0080

A. Justification

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.

After an individual submits an application for a U.S. Citizenship and Immigration Services (USCIS) service or benefit, the individual or organization acting on behalf of the individual will often request the status of the application. The requests are made to Immigration Officers at the National Customer Service Center (NCSC) and at local USCIS offices throughout the world. In many instances, applicants wait in long lines to request case status at local offices. To decrease inquiry response times and improve customer service capability, USCIS developed an Internet solution for case status inquiries. This Internet solution is called USCIS Case Status Service Online and was developed to permit individuals and organizations to electronically request the status of their application or action.

USCIS receives in excess of 24 million annual requests for status information from individuals and organizations. Of this figure USCIS Case Status Service Online receives 20 million status requests. The collection of this information is necessary to identify and match the requestor with an application or action. USCIS Case Status Service Online can be accessed at <https://egov.uscis.gov/cris/Dashboard.do>.

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

The data entered into the Web site permits USCIS to match the requestor with the status of their application or action. The data is only entered the first time that an individual logs into the website. The system retains the requestor's log identifying information and performs the match when that individual makes subsequent visits to the website. On subsequent visits the requestor only needs to enter the log number or case number.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

The collection of information involves electronic responses through the Internet. Using a Web site to collect a minimal amount of information to identify the requestor is the most efficient and timely method for providing status information to the public. Storing a respondent's profile reduces the public's burden when subsequent visits are made to the system. Other methodologies for case status requests include telephone calls and office visits. Telephone communications are constrained by the number of lines and staff. Local office interaction is constrained by the number of staff and hours available in the business day. The use of the website is only constrained by access to a computer.

Website Data Elements to be Completed by Respondents (Individual or Representative): Salutation; First Name; Middle Name; Last Name; Suffix; City; County; State (if USA); State/Province/Region (if not USA); Country; and Postal Code.
CONTACT INFORMATION: E-mail Address; Cell Phone Number.
OTHER INFORMATION: Organization Name; Organization Type (business for profit, organization not for profit); and Attorney Number.
ACCOUNT INFORMATION: User Name (respondent provided); Password (respondent provided); Confirm Password (respondent provided); Your Question on File is; Your Answer on File is.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

Since a respondent's information is collected via the Internet, it is possible to re-use similar data previously submitted. Implementation of the online service eliminates the duplication that occurs with each redundant telephone request.

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize burden.

The collection of information reduces the existing burden on small businesses and organizations that support USCIS customers. Through the Internet small businesses or small entities (law firms or advocacy groups) receive instant responses to their inquiries and no longer have to wait in long lines or wait for a telephone response on a case status request. This electronic method of data collection may impact those individuals without access to computers; however, individuals without computers can still request status information through the NCSC and the local offices.

6. Describe the consequence to Federal program or policy activities if the collection is not conducted or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

Implementation of this system has been successful. The actual frequency of collection of respondent data is once. The USCIS estimates that via the electronic Web site the public burden is 4 1/2 minutes per Web site visit. The time invested by an individual in telephoning a call center or visiting a local office is considerably higher than the 4 1/2

minutes. The waiting time in lines at large local offices can be measured in hours. The Web site information collection burden is minimal and the frequency of collection is once. There are no technical or legal obstacles.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner: requiring respondents to report information to the agency more often than quarterly; requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it; requiring respondents to submit more than an original and two copies of any document; requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years; in connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study; requiring the use of a statistical data classification that has not been reviewed and approved by OMB; that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use; or requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law.

The special circumstances contained in item 7 are not applicable to this information collection.

8. If applicable, provide a copy and identify the data and page number of publication in the Federal Register of the agency's notice, required by 5 CFR 1320.8(d), soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

Describe efforts 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 (if any), and on the data elements to be recorded, disclosed, or reported. Consultation with representatives of those from whom information is to be obtained or those who must compile records should occur at least once every 3 years -- even if the collection of information activity is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

By notice in the *Federal Register* on January 30, 2012, at 77 FR 4574, USCIS notified the public that it was extending this information collection. The notice allowed for a 60-day public comment period, and USCIS did not receive any comments. USCIS published a 30-day notice in the *Federal Register* on April 13, 2012, at 77 FR 22333, and USCIS has not received any comments to date.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

The USCIS does not provide payments or gifts to respondents in exchange for a benefit sought.

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

There is no assurance of confidentiality. The system of record notice associated with this information collection is United States Citizenship and Immigration Services Benefits Information System, which was published in the Federal Register on September 29, 2008, at 73 FR 56596 (DHS/USCIS-007). The privacy impact assessment associated with this information collection is USCIS Customer Relationship Interface System (CRIS).

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to person's form whom the information is requested, and any steps to be taken to obtain their consent.

There are no questions of a sensitive nature.

12. Provide estimates of the hour burden of the collection of information.

Annual Reporting Burden:

a. Number of Respondents	20,000,000
b. Number of Responses per each Respondent	1
c. Total Annual Responses	20,000,000
d. Hours per Response	0.075
e. Total Annual Reporting Burden (hours)	1,500,000

Annual Reporting Burden

Total annual reporting burden hours are 1,500,000. This estimate was derived by multiplying the number of respondents (20,000,000) x (1) frequency of response x (0.075 hours) 4 1/2 minutes per response. This estimate is based on USCIS experience in monitoring the system's use during the past several years.

- Items 13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information. (Do not include the cost of any hour burden shown in 12 and 14).

There are no capital or start-up costs associated with this information collection. Any cost burdens to respondents as a result of this collection are identified in item 14.

14. Provide estimates of annualized cost to the Federal government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and any other expense that would not have been incurred without this collection of information. Agencies also may aggregate cost estimates from Items 12, 13, and 14 in a single table.

Annualized Cost Analysis:

a.	Printing Cost	\$	0
b.	Processing Cost	\$	3,120
c.	Total Annual Cost to Government	\$	3,120

Government Cost.

The estimated cost of the program to the Government is \$3,120. This figure is based on the number of hours to update the status database multiplied by average hourly rate of a GS-11 employee. This calculation is: approx. average GS-11 rate of \$30 x 104 hours = \$3,120

15. Explain the reasons for any program changes or adjustments reporting in Items 13 or 14 of the OMB Form 83-I.

There is no increase to the actual estimated burden hours previously reported and no changes to the information being collected for this information collection.

The ICR Summary of Burden table in ROCIS shows an annual time burden increase of 60,000. This increase is merely to correct a calculation error in the previously approved annual time burden. Previously 4 1/2 minutes was erroneously calculated as 0.072 hours, when in fact it is 0.075 hours. The time to complete this information collection remains unchanged at 4 1/2 minutes per response.

16. For collections of information whose results will be published, outline plans for tabulation, and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

USCIS does not intend to employ the use of statistics or the publication thereof for this collection of information.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain the reasons that display would be inappropriate.

USCIS will display the expiration date for OMB approval of this information collection on the first page of the Web site.

18. Explain each exception to the certification statement identified in Item 19, "Certification for Paperwork Reduction Act Submission," of OMB 83-I.

USCIS does not request an exception to the certification of this information collection.

B. Collection of Information Employing Statistical Methods

Not Applicable