

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1910-5160)**

**TITLE OF INFORMATION COLLECTION:**

OCIO Communications Survey

**PURPOSE:**

To better understand how to communicate to the Office of the Chief Information Officer’s (OCIO) staff from the Chief Information Office’s (CIO) front office.

**DESCRIPTION OF RESPONDENTS:**

All staff, federal and contractors, who works for or supports the OCIO.

**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:\_\_\_\_Teressa Wykpisz-Lee\_\_\_\_\_

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
3. 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 (minutes) | Burden (hours) |
|------------------------|--------------------|--------------------|------------------|----------------|
| Federal Employees      | 122                | 5 min each         | 610              | 10.2           |
| Contractors            | 377                | 5 min each         | 1885             | 31.4           |
| <b>Totals</b>          | <b>499</b>         |                    | <b>2129</b>      | <b>41.6</b>    |

**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?

A distribution List of all federal and contractors within the OCIO.

**Administration of the Instrument**

- How will you collect the information? (Check all that apply)
  - Web-based or other forms of Social Media
  - Telephone
  - In-person
  - Mail
  - Other, Explain
- Will interviewers or facilitators be used?  Yes  No

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

**OCIO Survey Instrument:**

1. One of the major goals of the organization is to increase awareness of the OCIO's ten Strategic Focus Points. Through which of the following communication channels have you learned about the Strategic Focus Points? (check as many as applicable) If you are not aware of the focus points, please enter "Not Aware" in the Other field.

Q1 One of the major goals of the organization is to increase awareness of the OCIO's ten Strategic Focus Points. Through which of the following communication channels have you learned about the Strategic Focus Points? (check as many as applicable) If you are not aware of the focus points, please enter "Not Aware" in the Other field. IM Wiki

- Brown Bags
- Small Group Sessions
- All Hands Meetings
- All Staff Emails
- Internet (cio.energy.gov)
- Direct Supervisor
- Co-worker

Other (please specify)

**2. Regarding the organizational changes in IM-1, IM-40, IM-50, and IM-60, do you feel that these changes have been transparent? If not, how can we make them more transparent?**

Regarding the organizational changes in IM-1, IM-40, IM-50, and IM-60, do you feel that these changes have been transparent? If not, how can we make them more transparent?

**3. Regarding the organizational changes in IM-1, IM-40, IM-50, and IM-60, are the responsibilities of each functional area clear? If not, how can we make them more clear?**

Regarding the organizational changes in IM-1, IM-40, IM-50, and IM-60, are the responsibilities of each functional area clear? If not, how can we make them more clear?

4. Where do you receive the most up-to-date information on the OCIO?

- Where do you receive the most up-to-date information on the OCIO? IM Wiki
- OCIO Customer Portal
- Powerpedia
- Internet (cio.energy.gov)
- Personal Network
- Direct Supervisor
- Co-Worker

Other (please specify)

**5. Do you have any suggestions on topics for Brownbags or Management Trainings?**

Do you have any suggestions on topics for Brownbags or Management Trainings?

**6. Beyond the Brownbags and Management Trainings, are there any suggestions on forums that you would like to see?**

Beyond the Brownbags and Management Trainings, are there any suggestions on forums that you would like to see?

7. What is the best way to get information to you?

- What is the best way to get information to you? Email
- Website
- News Feeds

Other (please specify)

