**ADDENDUM TO THE SUPPORTING STATEMENT**
**Request for Internet Services & 800# Automated Telephone Services**
**Knowledge-Based Authentication (RISA)**
**20 CFR 401.45   OMB No. 0960-0596**

## Revisions to the Collection Instrument

***Change 1:***  We will discontinue offering KBA access to the Internet Change of Address and Benefit Verification applications on the Internet KBA Screens.

***Justification 1:***  We are removing these applications from Internet KBA access with the implementation of Release 2 of our new registration and authentication process (OMB No. 0960-0789), planned for December 2012.  Effective with Release 2, individuals will begin accessing these applications using our new registration and authentication process via the Internet.  The KBA-accessed Automated Telephone versions of these applications will continue to remain available.  This change could reduce the annual number of respondents to this information collection by as much as 500,000.

***Change 2:***   We are discontinuing offering KBA access to the Internet Request a Mailed Social Security Statement application.

***Justification 2:***  We are removing this application from Internet KBA access with the implementation of Release 1 of our new registration and authentication process (OMB No. 0960-0789), planned for national release sometime in May 2012.  Effective with this release, individuals will begin accessing the new online Social Security Statement using our new registration and authentication process via the Internet.  Respondents for the mailed Statement were not included in this KBA collection because the mailed Statement had a separate clearance.

***Change 3:***  The agency is in the process of replacing the current infrastructure that maintains the National 800 Number Network (N8NN) Telephone System.  The name of the project under which we will implement the new infrastructure "Citizen Access Routing Enterprise (CARE) Through 2020," and a vendor contract to complete the task was awarded to AT&T in September 2010.  In preparing for implementation of CARE Through 2020, we had an outside consultant (i.e. Strategic Contact, Inc. and Enterprise Integration Group, Inc. (SCI/EIG) study our current network and provide us with recommendations for improving the N8NN business processes.  Our goals are to  1) improve the processes by shortening the time it takes to navigate through the system, where feasible  2) enhance customer satisfaction which significantly declined during FY 2009, and 3) improve the overall effectiveness and efficiently of the N8NN.  Findings provided in the FY 2009 N8NN Customer Satisfaction Report, developed by the Office Quality Performance (OQP), indicated that customer satisfaction with 800 Number services significantly declined due to dissatisfaction with automated services.

The SCI/EIG study report was consistent with OQP's report in regards to customer satisfaction. SCI/EIG provided a number of recommendations to help improve customer satisfaction.

As a result, coordinated efforts between the Office of Telephone Services (OTS) and the vendor AT&T revamped SSA's automated N8NN Interactive Voice Recognition (IVR) Services. The changes will become effective in August 2012, when we implement the N8NN IVR Services.

*__Justification 3:__*  We created a separate Knowledge-Based Authentication (KBA) Dialog module (*see section 2.8 of the User Interface Specification document*) to authenticate individuals using the automated telephone applications to request information from SSA records or to make changes to SSA records.

Within the KBA Dialog module, both the Privacy Act Statement (*see section ka0230_PrivacyActDetails_DM of the User Interface Specification document*) and Paperwork Reduction Act Statements (*see section ka0240_PaperworkActDetails_DM of the User Interface Specification document*) are made available to the individual.  The individual can opt out of not hearing the entire statements and continue to the Perjury Statement (*see ka0270_PerjuryMessage_DM of the User Interface Specification document*).  The individual has to understand and agree to the terms of the Perjury Statement in order to continue through automation.

Once the individuals agree to the terms, the system will direct them to the KBA data collection module.  Based on their request for one of the following actions below, the system will instruct them to provide the KBA data elements needed for authentication.

- **Benefit Verification (Proof of Income – POI Letter)** (SSN, name and date of birth (DOB))

- **Change of Address and Telephone Number** (SSN, name, DOB, place of birth, mother's maiden name and payment amount)

- **Direct Deposit** (SSN, name, DOB, place of birth, mother's maiden name and payment amount)

- **Medicare Replacement Card** (SSN, name and date of birth (DOB))

- **Replacement Benefit Statement** (SSA- 1099/1042s) (SSN, name and date of birth (DOB))

**Note:** We did not change the KBA data elements needed for each of the above requests.

We expect the CARE 2020 platform to improve the user experience for our Automated Telephone customers.  We will begin rolling out CARE 2020 in May 2012.  We expect to finish the rollout by September 2012.

***Change 4:***  We plan to condense the existing Internet KBA pages that the public accesses via our Access Control Utility (ACU) from three pages to one page.  We plan to make these changes for both the English and Spanish versions of these pages.

***Justification 4:***  We are making these changes to streamline the authentication process and to make it more user-friendly.  We want to bring the "look and feel" of the ACU KBA pages in line with our other Internet application pages with SSA standards and a consistent framework.  Our changes include:

- display of links to the Paperwork Reduction Act and the Privacy Act Statement in an upper right panel;

- display of *Terms of Service* on the same page as the Personal Information collection;

- display of new *Terms of Service* language approved by SSA's eGovernance Steering Committee;  and

- performing a surface check on the input fields and displaying error messages on the same page, rather than displaying a separate confirmation page.

We plan to implement these changes before the end of this calendar year.