REVISED Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 3090-0297) (Req-5)

TITLE OF INFORMATION COLLECTION: IAE Focus Groups.

PURPOSE: The Integrated Award Environment (IAE) Program Office will be setting up focus groups with users of the IAE systems. The purpose as concurred upon by the Award Committee for eGov and Office of Federal Procurement Policy (OFPP), is to better understand how users interface with the systems in the IAE in order to affect improvements.

DESCRIPTION OF RESPONDENTS: Entities will include Federal Government and non-Federal Government users. Non-Federal Government Users include corporations, sole proprietors, and grantees (including state and local governments, universities and individuals). IAE will also reach out to foreign entities via email.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form [ ] Customer Satisfaction Survey
[ ] Usability Testing (*e.g.*, Website or Software) [ ] Small Discussion Group
[x] Focus Group [ ] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: Nicholas West

To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] 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 [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Individuals or Households	4	8 hours	32 hours
Private Sector	40	8 hours	320 hours
State, local, or tribal governments	6	8 hours	48 hours
Totals	50	24 hours	1200 hours

FEDERAL COST: The estimated annual cost to the Federal government is $3,920.

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   [X] 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?

    Respondents will be determined by already established industry working groups such as The American Council for Technology-Industry Advisory Council (ACT-IAC) and receiving volunteer members from IAE intra-agency governance members such as the Change Control Board. Focus groups will review the business processes and data requirements and business rules to validate the to-be state of the IAE systems in structured working sessions facilitated by GSA.

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

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