

Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: Number 0704-0403 and DoD Report Control Symbol DD-AT&L(AR)2300 that expires 8/31/2016.)

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**TITLE OF INFORMATION COLLECTION:** Information Analysis Center (IACs) Customer Satisfaction Survey

**PURPOSE:** The purpose of this survey is to assess the level of service the Defense Technical Information Center (DTIC)/Information Analysis Center (IACs) program provides to its customers. The survey will provide information on customer satisfaction on the current contract award process in an effort to improve/streamline the processes. The information obtained by this survey will be used to assist DTIC senior management in determine agency business policies and processes that should be selected for examination, modification and reengineering from the customer's perspective. The customer satisfaction survey is required to implement Executive Order 12862, dated September 11, 1993, titled "Setting Customer Service Standards"; the memorandum of the Deputy Secretary of Defense dated January 7, 1994, directing the components to apply the principles in the Executive Order to all of their customers; the GPRA of 1993; and the E-Government Act of 2002.

**DESCRIPTION OF RESPONDENTS:**

The potential respondents will be composed of the Department of Defense (DoD), military services, other federal government agencies, U.S. government contractors and universities involved in federally funded research.

**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: Angela V. Davis\_\_\_\_\_

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 [ x] No
- 3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [ x ] 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
Current Customer of the IAC program	150 per year	10 minutes	25
<b>Totals</b>			

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1082.60  
Given the wide range of occupation in the DTIC Community, the following estimated based salary was used: 2015 Federal Gov't GS Salary Table-GS 11/5 \$34.60/hrx 25 hrs (burden hours) = \$865

What is the cost to the Federal Government for this collection? \$1082.60  
\$865 (respondent burden hours) + \$217.60

Development, oversight, administration, reviewing and processing the questionnaire and returns (Labor)(GS-13/1 \$43.52/hr. x 5hrs ) =\$ 217.60

**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?

The survey population will be composed of the DTIC IAC existing community customers including components of the Department of Defense and the military services, other federal Government Agencies, U.S. government contractors, and universities involved in federally

funded research. We will be conducting a universe sample of all the DTIC IAC program customers currently using an IAC program contract, who volunteer to respond to the questionnaire. The entire population will consist of existing customers currently using our acquisition services. Surveys will be sent to the entire group after the service has been rendered.

### **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

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

## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

### **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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

**Submit all instruments, instructions, and scripts are submitted with the request.**

