Supporting Statement for Information Collection Submission
3090-0285 –IT Dashboard Feedback Mechanism

A.   Justification

1.   Necessity of Information Collection

On June 30, 2009, the IT Dashboard of launched including a "Feedback" email option. Through the IT Dashboard, Federal agencies and the public will have the ability to view details of Federal information technology investments online and to track their progress over time. The IT Dashboard displays data received from agency Exhibit 53 and 300 submissions, including general information in over 7,000 Federal IT investments, and detailed data for nearly 800 of those investments agencies classify as "major." After the launch of this site, agency CIOs have been responsible for evaluating and updating select data on a regular basis, which has been accomplished through interfaces provided on the website.

This information collection request is being submitted in order to fulfill the public engagement and feedback aspects of this important initiative. The end users will be provided opportunities to provide information feedback in the spirit of the President's open government and transparency agenda. This information collection request will enable these capabilities to be included on the IT Dashboard.

Phased Launch and Need for Extension ICR and Subsequent Generic ICR.
As the ITdashboard.gov website continues to add data, additional feedback mechanisms may be deployed. Therefore, a Generic ICR is submitted to the Office of Management and Budget to replace the extension ICR. The feedback mechanism addressed in the information collection is: (1) a "Feedback" e-mail page to send feedback or report a bug found on the IT Dashboard site.

2.   Needs and Uses

Feedback. The Feedback e-mail page will be used to gather the public comments and questions that will be provided to the appropriate data sponsors. The email address field is required and validated with an image verification code. ITdashboard.gov will not disclose publicly email addresses that are provided. The ITdashboard.gov team may, for example, provide compilations of comments without disclosing email addresses.

3.   Use of Improved Technology to Minimize Burden

To minimize the public burden to use the Feedback e-mail page, the page contains an open-ended text box.

4.   Efforts to Identify Duplication

The Feedback data entry page is not requested anywhere else within the ITdashboard.gov domain and is optional for completion.

The Feedback e-mail entry page and information are not redundant and include only requests for information relevant to the specific data on ITdashboard.gov.

5.   Minimizing Burden on Small Businesses

Small businesses are not specific targets of the ITdashboard.gov information collection efforts. However, if they leverage ITdashboard.gov they will be presented with the opportunity to provide comments through the Feedback e-mail page.

6.   Consequences of Less Frequent Collection

This clearance involves establishing the ability for the public to provide feedback. The voluntary responses to these information collection opportunities will determine the frequency of the information collection.

7.   Consistency with OMB Guidelines

The General Services Administration will collect the information in a manner that complies with OMB guidelines.

8.   Consultation Outside the Agency

The General Services Administration understands from the Office of Management and Budget that a Feedback e-mail page are all desired, within scope of ITdashboard.gov, and will provide value to the public.

A notice was published in the *Federal Register* at 78 FR 36190, on June 17, 2013. No comments were received.

9.   Explanation of Decision to Provide any Payment or Gift to Respondents

No payments or gifts will be made to respondents under this ICR.

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

While visitors to the ITdashboard.gov website are not assured of confidentiality, visitors are assured that identification is not necessary to use the feedback mechanism. Furthermore, a Privacy Policy is prominently posted. The Privacy Policy advises "When you send us personally identifying information (i.e., by sending an electronic mail message containing a question or comment, or by filling out a site-form that e-mails us this information), we use this information to respond to your requests. We may forward

your e-mail to other Government employees who are better able to answer your questions. The information you provide is not given to any private organizations or private persons. We do not collect or use information for commercial marketing."

11.   Justification for Sensitive Questions

The feedback mechanism provided at ITdashboard.gov do not ask questions or collect data of a sensitive nature.

12.   Estimated Burden of Information Collection

For the Feedback data entry page, it is estimated that 1,000 contacts (responses) will be submitted each year. It is estimated that completing the Feedback e-mail page will take 1 minute; therefore, it is anticipated that 1,000 minutes per year will be required to submit the feedback data entry page. 20 annual burden hours are requested based on these estimations. Based upon similar Feedback e-mail page methods, we believe that this is an accurate estimate.

Therefore the total burden for this ICR is 20 hours (Feedback data entry page). The total number of respondents is 1,000, and the total number of responses is 1,000.

The Extension ICR is being succeeded by a Request for Generic Clearance for these and additional feedback mechanism to be employed during the phased ITdashboard.gov deployment,

13.   Estimate of Cost Burden

We do not expect respondents to incur any costs other than that of their time expended. The information requested is of the type and scope normally provided online and without additional research time required. Therefore, respondents are not expected to incur any costs or burden for responding to this voluntary feedback procedure.

14.   Cost to Federal Government

Electronic feedback mechanism are virtually cost-free as part of the overall website. The General Services Administration is incurring no additional costs for hosting the information collection pages and will incur no additional costs for displaying the Feedback webpage. Suggestions, comments, or questions submitted through the text boxes on the "Feedback" will be routed to an internal GSA e-mail address. Initially, they will be manually sorted by the ITdashboard.gov project management office staff once received in the GSA e-mail system. The ITdashboard.gov project management office will use the general feedback to improve the website design and content. The types of feedback and their resolution will be tabulated by the project management office while the Extension ICR is in place to explore contract vehicles to automate the binning and responses if necessary. There is no cost to the initial phase of feedback because existing

FTE and contractor resources are being used to develop and launch the website.

15. <u>Reason for Change in Burden</u>

The ITdashboard.gov website was previously part of USAspending.gov and was considered a separate, individual website in FY 2010.

16. <u>Plans for Tabulation, Statistical Analysis and Publication (Project Schedule)</u>

GSA will collect the feedback/comments to improve the value of the site.   The results will not be characterized as representative of the user population, as many users may elect not to provide feedback/comments.

17. <u>Request to Not Display Expiration Date</u>

GSA plans to display the OMB Control Number at ITdashboard.gov but requests permission to waive display of the expiration date to mitigate the risk of the public's misunderstanding of its meaning. A misunderstood expiration date may be detrimental to the President's vision of an open and transparent government. Acknowledging that most citizens may not be acquainted with the PRA and the reason for an expiration date, potential participants might be discouraged from participating if the experience is perceived to have an impending "expiration" date, especially a six-month expiration date provided for this ICR.

18. <u>Exceptions to the Certification</u>

No exception to the certification statement is being requested.