

## COURT SERVICES AND OFFENDER SUPERVISION AGENCY

### Agency Information Collection Activities: Proposed Collection; Comment Request; Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

**AGENCY:** Court Services and Offender Supervision Agency, CSOSA.

**ACTION:** 30-Day Notice and request for comments.

**SUMMARY:** As part of a federal government-wide effort to streamline the process to seek feedback from the public on service delivery, CSOSA is seeking comment on the development of the following proposed Generic Information Collection Request (Generic ICR): “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery” for approval under the Paperwork Reduction Act (PRA) (44 U.S.C. 3501 *et seq.*). This notice announces our intent to submit this collection to OMB for approval and solicit comments on specific aspects for the proposed information collection. The Agency did not receive any comments in response to the 60-Day notice published in the **Federal Register** on April 22, 2013, 77 FR 23755.

**DATES:** Consideration will be given to all comments received by August 22, 2013.

**ADDRESSES:** You may submit written comments to, the Office of Information and Regulatory Affairs, Office of Management and Budget, Attn: CSOSA Desk Officer and to: [oir\\_submission@omb.eop.gov](mailto:oir_submission@omb.eop.gov). A copy of any comments should be sent to: Rorey Smith, Deputy General Counsel and Chief Privacy Officer, Office of General Counsel, Court Services and Offender Supervision Agency, 633 Indiana Avenue NW., Room 1390, Washington, DC 20004 or to [Rorey.Smith@csosa.gov](mailto:Rorey.Smith@csosa.gov). All comments should reference the title of the collection, “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.”

**Request For Comments:** Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency’s estimate of the burden of the collection of information including the validity of the methodology and the assumptions used; (c) ways to enhance the quality, utility, and clarity of the

information to be collected; (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology; and (e) estimates of capital or start-up costs and costs of operation, maintenance, and purchase of services to provide information. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; to develop, acquire, install and utilize technology and systems for the purpose of collecting, validating and verifying information, processing and maintaining information, and disclosing and providing information; to train personnel and to be able to respond to a collection of information, to search data sources, to complete and review the collection of information; and to transmit or otherwise disclose the information.

Comments submitted in response to this notice may be made available to the public. For this reason, please do not include in your comments information of a confidential nature, such as sensitive personal information or proprietary information. If you send an email comment, your email address will be automatically captured and included as part of the comment that is placed in the public docket and may be made available on the Internet. Please note that responses to this public comment request containing any routine notice about the confidentiality of the communication will be treated as public comments that may be made available to the public notwithstanding the inclusion of the routine notice.

**For Further Information on the Collection Contact:** Rorey Smith, Deputy General Counsel and Chief Privacy Officer, Office of General Counsel, Court Services and Offender Supervision Agency, 633 Indiana Avenue NW., Room 1380, Washington, DC 20004, (202) 220-5797 or to [Rorey.Smith@csosa.gov](mailto:Rorey.Smith@csosa.gov).

For content support: Diane Bradley, Assistant General Counsel, Office of General Counsel, Court Services and Offender Supervision Agency, 633 Indiana Avenue NW., Room 1375, Washington, DC 20004, (202) 220-5364 or to [Diane.Bradley@csosa.gov](mailto:Diane.Bradley@csosa.gov).

#### SUPPLEMENTARY INFORMATION:

**Title:** Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery.

**Abstract:** The information collection activity will garner qualitative customer

and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to improving service delivery. By qualitative feedback we mean information that provides useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

Feedback collected under this generic clearance will provide useful information, but it will not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance. Such data uses require more rigorous designs that address: the target population to which generalizations will be made, the sampling frame, the sample design (including stratification and clustering), the precision requirements or power calculations that justify the proposed sample size, the expected response rate, methods for assessing potential non-response bias, the protocols for data collection, and any testing procedures that were or will be undertaken prior to fielding the study. Depending on the degree of influence the results are likely to have, such collections may still be eligible for submission for other generic mechanisms that are designed to yield quantitative results.

Described below is an overview of the information collection, the projected average estimates for the next three years of the total number of respondents and responses, and the amount of time estimates:

**Current Actions:** New collection of information.

**Type of Review:** New Collection.

**Affected Public:** Individuals currently or recently under court-ordered supervision by CSOSA, CSOSA stakeholders including members of the community (e.g., DC residents who attend CSOSA community justice

advisory network meetings) and criminal justice systems (e.g., judges, parole commissioners, etc.).

*Estimated Number of Respondents:* 1340.

*Average Expected Annual Number of activities:* 3.

*Average number of Respondents per Activity:* 447.

*Annual responses:* 1340.

*Frequency of Response:* Once per request.

*Average minutes per response:* 7.

*Burden hours:* 145.

An agency may not conduct or sponsor and a person is not required to respond to a collection of information unless it displays a current and valid Office of Management and Budget control number.

Dated: July 18, 2013.

**Rorey Smith,**

*Deputy General Counsel, Court Services and Offender Supervision Agency.*

[FR Doc. 2013-17650 Filed 7-22-13; 8:45 am]

**BILLING CODE 3129-01-P**

## DEPARTMENT OF DEFENSE

### Office of the Secretary

[Docket ID: DoD-2013-OS-0080]

#### Submission for OMB Review; Comment Request

**ACTION:** Notice.

The Department of Defense has submitted to OMB for clearance, the following proposal for collection of information under the provisions of the Paperwork Reduction Act (44 U.S.C. Chapter 35).

**DATES:** Consideration will be given to all comments received by August 22, 2013.

*Title, Associated Form and OMB Number:* Voice of Industry Survey; OMB Control Number 0704-0472.

*Type of Request:* Reinstatement.

*Number of Respondents:* 12,238.

*Responses per Respondent:* 1.

*Annual Responses:* 12,238.

*Average Burden per Response:* 30 minutes.

*Annual Burden Hours:* 6,119 hours.

*Needs and Uses:* Executive Order 12829, "National Industrial Security Program (NISP)" Section 202(a) stipulates that the Secretary of Defense shall serve as the Executive Agent for inspecting and monitoring the contractors, licensees, and grantees who require or will require access to or who store or will store classified information; and for determining the eligibility for access to classified information of contractors, licensees, and grantees and their respective employees. The

Executive Agent has the authority to issue, after consultation with affected agencies, standard forms or other standardization that will promote the implementation of the NISP.

Department of Defense Directive 5105.42, "Defense Security Service," dated August 3, 2010, delineates the mission, functions, and responsibilities of DSS. DSS functions and responsibilities include the administration and implementation of the Defense portion of the NISP. This survey will provide feedback on how DSS is performing with respect to the administration and implementation of the NISP. Participation in the survey is strictly voluntary.

*Affected Public:* Contractors, licensees, and grantees in the NISP under DSS cognizance.

*Frequency:* Annually.

*Respondent's Obligation:* Voluntary.

*OMB Desk Officer:* Ms. Jasmeet Seehra.

Written comments and recommendations on the proposed information collection should be sent to Ms. Jasmeet Seehra at the Office of Management and Budget, Desk Officer for DoD, Room 10236, New Executive Office Building, Washington, DC 20503.

You may also submit comments, identified by docket number and title, by the following method:

- *Federal eRulemaking Portal:* <http://www.regulations.gov>. Follow the instructions for submitting comments.

*Instructions:* All submissions received must include the agency name, docket number and title for this **Federal Register** document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the Internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

*DOD Clearance Officer:* Ms. Patricia Toppings.

Written requests for copies of the information collection proposal should be sent to Ms. Toppings at WHS/ESD Information Management Division, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22350-3100.

Dated: July 12, 2013.

**Aaron Siegel,**

*Alternate OSD Federal Register Liaison Officer, Department of Defense.*

[FR Doc. 2013-17661 Filed 7-22-13; 8:45 am]

**BILLING CODE 5001-06-P**

## DEPARTMENT OF DEFENSE

### Office of the Secretary

[Docket ID DoD-2013-OS-0140]

#### Privacy Act of 1974; System of Records

**AGENCY:** Office of the Secretary, DoD.

**ACTION:** Notice to add a new System of Records.

**SUMMARY:** The Office of the Secretary of Defense proposes to add a new system of records, DWHS P50, iCompass, Learning Management System (LMS), to its inventory of record systems subject to the Privacy Act of 1974 (5 U.S.C. 552a), as amended. This system will manage and administer a Learning Management System (LMS) for training and development programs; for the purpose of reporting, tracking, assessing and monitoring training events, and DoD Financial Management certifications.

**DATES:** This proposed action will be effective on August 23, 2013 unless comments are received which result in a contrary determination. Comments will be accepted on or before August 22, 2013.

**ADDRESSES:** You may submit comments, identified by docket number and title, by any of the following methods:

- \* *Federal Rulemaking Portal:* <http://www.regulations.gov>. Follow the instructions for submitting comments.

- \* *Mail:* Federal Docket Management System Office, 4800 Mark Center Drive, East Tower, 2nd Floor, Suite 02G09, Alexandria, VA 22350-3100.

*Instructions:* All submissions received must include the agency name and docket number for this **Federal Register** document. The general policy for comments and other submissions from members of the public is to make these submissions available for public viewing on the Internet at <http://www.regulations.gov> as they are received without change, including any personal identifiers or contact information.

**FOR FURTHER INFORMATION CONTACT:** Ms. Cindy Allard, Chief, OSD/JS Privacy Office, Freedom of Information Directorate, Washington Headquarters Service, 1155 Defense Pentagon, Washington, DC 20301-1155, or by phone at (571)372-0461.

**SUPPLEMENTARY INFORMATION:** The Office of the Secretary of Defense notices for systems of records subject to the Privacy Act of 1974 (5 U.S.C. 552a), as amended, have been published in the **Federal Register** and are available from the address in **FOR FURTHER INFORMATION**