

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number 0690-0030)

TITLE OF INFORMATION COLLECTION: Information Resources Needs for Standards Coordination Office (SCO)

PURPOSE: The purpose of this survey is to better understand our customer needs with respect to the delivery of information from the NIST Standards Coordination Office (SCO). The users of our tools, including databases and inquiry services, are varied and their needs are evolving with the speed of technology development. We would like to anticipate customer (e.g. industry) needs so that proper, robust, user-friendly, tools are available with the most relevant information in a usable format.

DESCRIPTION OF RESPONDENTS: Respondents will represent industry, other government agencies, associations, and academia. All respondents will have at least a basic familiarity with standards and will have a potential need for related information in the future.

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: Clare M. Allocca

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes 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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Private Sector	200	15 min.	50
State and local government	20	15 min.	5
Federal Government	30	15 min.	7.5
Totals			62.5 (63)

FEDERAL COST: The estimated annual cost to the Federal government is \$0

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 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?

Current users of these services will be offered the opportunity to voluntarily respond to the survey via our current customer database lists—all customers and/or interested parties who have chosen to leave contact information within our database will be contacted via e-mail with a link to the survey—they may choose to complete the survey or not as they wish. New and potential users of the services will also be identified via distribution to several organizations (e.g. ANSI, American National Standards Institute, and other trade organizations, would post it to their website where their users may choose to complete the survey online). The survey will be conducted for two months.

The respondent will only go through a subset of the questions, as they will only be answering questions regarding the application they have actually used or in which they have interest (If respondents answer “no” to the first question about each service, they skip a whole set of questions).

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 submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.