Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 2700-0153)

TITLE OF INFORMATION COLLECTION: NASA Mobile Device Management (MDM) to Determine Number of MDM Licenses required to support personal devices.

PURPOSE:

NASA is planning to eliminate the active sync user name and password connection, which is used for accessing NASA email on a smartphone or tablet, from the landscape in order to better secure NASA data and networks and to decrease the number of unauthorized devices. NASA is currently evaluating options that would allow identified, approved NASA users to install the current MDM MaaS360 secure container on their personal device in order to continue accessing NASA email. If this evaluation proves to be a viable option we need to know the number of individuals who would be willing to install the MDM MaaS360 on their personal device given the terms of use.

The NASA OCIO needs an accurate method to predict the likelihood of users who would be willing to install and use the NASA MDM solution on their personal smartphone or tablet given the terms of use. This information is needed to better gauge the level of effort required to implement and support operations and implementation associated with MDM on personal devices.

DESCRIPTION OF RESPONDENTS: Current users connecting to NASA email via active sync (username/password) on their smartphone or tablet using the devices native capability.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] 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.

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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
Federal Government	10614	.25	2,653.50
Totals	10614	.25	2,653.50

FEDERAL COST: The estimated annual cost to the Federal government is $68,725.65

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?

    [X] 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?

NASA maintains records of individuals who connect to the NASA email service using the active sync connection on their personal smartphone *or tablet*

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

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