

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

TITLE OF INFORMATION COLLECTION: Slack Requirements Survey

PURPOSE: Slack is a chat-type collaboration tool that is very popular at NASA. Approximately 3,500 NASA users have registered for SLACK accounts. Many belong to the SLACK pilot (NASA.SLACK.COM) and many belong to other SLACK instances. We have a team working to determine the viability of obtaining an Authority to Operate (ATO) for NASA.SLACK.COM and transitioning users to that approved instance. The viability assessment requires a better understanding of user requirements for SLACK Integrations (e.g. GitHub, Box, G Suite), file-sharing, and external collaboration. The purpose of the survey is to gather those requirements from existing NASA Slack users.

DESCRIPTION OF RESPONDENTS: The 3,500 NASA users that have registered for a SLACK account with a NASA email address are the targets of the survey. About half of these users are contractors. The survey is voluntary and anonymous, although we ask users if they are willing to be contacted for follow-up, and if they are, some additional fields open up to provide contact information. The survey is between 7 and 15 questions long, and based on Survey Monkey stats, it takes an estimated 5 minutes to complete. The results will be used to identify new Slack Requirements. Only current NASA SLACK users will be targeted.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: <u>Survey to identify requirements for Slack</u> |

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: Tim Schauer mann

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 [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
Private Sector (NASA Contractors)	1,788	5 minutes (1/12 hour)	149 hours
Federal Government (NASA Civil Servants)	1731	5 minutes (1/12 hour)	144 hours
Totals	3519		293 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$14,650 at \$50/user/hour for 3,519 [100% response rate] survey users. We are hoping for a 12% response rate, which would result in 420 users that take the time to complete the survey, at an estimated annual cost to the government of \$1,760.

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?

The survey will be deployed to all ~3,500 users that registered for a Slack account with a NASA email address.

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
[x] Other, Explain The survey was developed in Survey Monkey.
2. Will interviewers or facilitators be used? [] Yes [x] 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”

TITLE OF INFORMATION COLLECTION: Slack Requirements Survey

PURPOSE:

DESCRIPTION OF RESPONDENTS:

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 (in minutes) 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 Respondents and the Participation Time then 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.