

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION:

Post-FOCI Conference Feedback

PURPOSE:

The purpose of this collection is to build partnerships with industry by providing Outside Directors / Proxy Holders (OD/PHs) and Facility Security Officers (FSOs) of cleared defense contractors (CDCs) under Foreign Ownership, Control or Influence (FOCI) the opportunity to share input and observations with the FOCI Conference host, the Defense Security Service (DSS). Post-FOCI Conference feedback forms would be provided to actual FOCI Conference attendees to allow them the opportunity to comment on the quality and usefulness of the subjects presented and nominate topics they would like included in future FOCI Conferences. The proposed information collection activity provides a means to garner qualitative customer input and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to improving service delivery. Information will provide 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 Defense Security Service and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

The solicitation of feedback will target areas such as: conference subject matter, venue, timeliness, appropriateness, and usefulness, and address feedback on conference attendance to improve future conference offerings. Responses will be assessed to plan and inform efforts to improve or maintain the quality of future conferences. Collection of this information will provide DSS an opportunity to grow and strengthen our partnership with industry and receive vital feedback from customers and stakeholders on Defense Security Service’s conferences. The surveys and feedback forms are voluntary, low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and low-cost for both the respondents and the Federal Government. The collections are non-controversial and do not raise issues of concern to other Federal agencies, and 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 near future. No Personally identifiable information (PII) will be requested, collected or retained. Information collected will be used internally for general service improvement and program management purposes only and is not intended for release outside of the Defense Security Service. Information gathered will not be used for the purpose of substantially informing influential policy decisions or expected to yield statistically reliable results or used as though the results are generalizable to the population of study.

Feedback collected under this generic clearance provides useful information, but it does 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.

As a general matter, information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

DESCRIPTION OF RESPONDENTS:

Expect approximately 400 Outside Directors/Proxy Holders and Facility Security Officers at Cleared Defense Contractors under Foreign Ownership, Control, or Influence (FOCI) operating in the National Industrial Security Program (NISP) attendees. DSS may also conduct VTC streaming of the event at Field Offices, and if so, attendees may be asked to fill out the post-Conference feedback forms and leave them with the Field Office, who will scan and forward to the forms to FOCI Conference organizers by email. DSS estimates that there may be approximately 50 respondents attending the conference by VTC.

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: Post-conference survey |

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: Jeffrey Cavano

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
Private sector	450	3.5 mins. (7 Qs)	26 hrs
Totals	450	1575 mins.	26 hrs

FEDERAL COST:

The estimated annual cost to the Federal government is \$580. Of that figure, \$480 is calculated from the estimated 12 hours to handout, receive, and process the results of the forms by a government employee (GG-13), earning approximately \$40 per hr (12 x \$40 = \$480). The remaining \$100 is from the estimated \$100 in material costs, including the cost of paper, postage, and envelopes for Field Offices without scanners to return the forms.

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?

The post-Conference feedback form will be provided hardcopy to an estimated 400 Conference attendees. We will also likely distribute the forms to approximately 50 persons attending VTC streaming events.

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

POST-FOCI CONFERENCE FEEDBACK

AGENCY DISCLOSURE STATEMENT

The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 4800 Mark Center Drive, East Tower, Suite 03G09, Alexandria, VA 22350-3100 (0704-0553). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

Dear Conference Participant: Your comments will greatly assist the Defense Security Service (DSS) in planning for future conferences regarding foreign ownership, control or influence (FOCI) within the cleared defense industry as well as the DSS FOCI program. Please leave your comments in the marked container located in the main lobby or scan and email your form to: dss.quantico.dss-ipp.mbx.tops-support-services@mail.mil

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1. Are you currently serving as a Facility Security Officer (FSO) or Outside Director/Proxy Holder (OD/PH)?
 2. What issues/areas of discussion did you find least useful and why?
 3. What would you like to see for future conferences regarding FOCI within the cleared defense industry?
 4. How do you rate the overall usefulness of this conference?

Less Useful _____ Most Useful
1 2 3 4 5 6 7 8 9 10
 5. What are the top 3 policy or NISP process related issues that you would like to see addressed by DSS?
 - 1)
 - 2)
 - 3)
 6. Any additional comments?