

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1670-0027)

TITLE OF INFORMATION COLLECTION:

US-CERT Website Feedback

PURPOSE:

Collection of customer feedback regarding content on www.us-cert.gov, the public website of the United States Computer Emergency Readiness Team (US-CERT), operational arm of DHS National Cybersecurity and Communications Integration Center (NCCIC). The information collected is necessary to develop and refine cybersecurity education and awareness materials and other forms of cybersecurity content on US-CERT’s website. Information collected relates primarily to the qualitative evaluation of the helpfulness of cybersecurity products published by DHS/NPPD/CS&C/NCCIC/US-CERT. The forms are linked to at the bottom of publications. Optionally, an end user (anyone in the public) can directly reach the form by typing in the specific URLs into their browser address bar.

DESCRIPTION OF RESPONDENTS:

The respondents include anyone in the general public that can reach the public internet. The respondents self select by navigating to the feedback forms. Providing feedback is completely voluntary.

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>Customer feedback regarding content on US-CERT Public Websites</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: Robert Sy

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice 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	No. of Responses per Respondent	No. of Responses	Participation Time	Burden
Website Feedback Form	1,500	1	1,500	0.017 hours	25 hours
Product Feedback Form	4,500	1	4,500	0.017 hours	75 hours
Totals	6,000	n/a	6,000	n/a	100 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$51,441.90

To determine the cost to the federal government for this collection, NPPD estimated the time burden required for the government to review the collected information. The total estimated annual time burden for this collection is 772 hours across the two instruments. NPPD assumes that the person handling the forms will be a GS-13 equivalent employee and have a loaded wage of \$138,600 (loaded wage equals GS-13 salary with Washington, DC area locality pay¹ multiplied by a load factor of 1.46² to account for benefits). This equates to an hourly wage of \$66.63, which we multiply by the total hours of 772 to obtain a cost estimate of \$51,441.90. Table 3 below shows the cost breakdown by instrument.

¹ <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/17Tables/html/DCB.aspx>

² <https://www.bls.gov/news.release/ecec.nr0.htm>

Table 3: Annual Government Cost, by Instrument

	Avg. Burden per Response (in hours)	Loaded Hourly Wage (GS-13 equivalent)	Annual Burden
	(a)	(b)	(c) = (a) x (b)
Product Feedback Form	52	\$67	\$3,465.00
Website Feedback Form	720	\$67	\$47,976.90
Total	772		\$51,441.90

STATISTICAL METHOD:

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?

Recipients are determined by standard distribution lists dependent upon product type.

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 (email response)
2. Will interviewers or facilitators be used? Yes 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: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

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.

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.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time 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 responses and the participation time and 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.

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