

DEFENSE TECHNICAL INFORMATION CENTER (DTIC)
GENERIC CUSTOMER SATISFACTION SURVEYS
(OMB CONTROL NUMBER 0704-0403)

SUPPORTING STATEMENT – PART A

A. JUSTIFICATION

1. Need for the Information Collection

The purpose of these surveys is to assess the level of service the Defense Technical Information Center (DTIC) provides to its current customers. The surveys will provide information on customer satisfaction with several attributes of service that impact the level of overall satisfaction. In addition, the surveys will help DTIC (1) gauge the level of satisfaction among its registered users and (2) identify possible areas for improving our products and services. These customer satisfaction surveys are required to implement Executive Order 12862, dated September 11, 1993, titled "Setting Customer Service Standards"; the memorandum of the Deputy Secretary of Defense dated January 7, 1994, directing the components to apply the principles in the Executive Order to all of their customers; the GPRA of 1993; and the E-Government Act of 2002.

2. Use of the Information

The information obtained by these surveys will be used to assist DTIC senior management in determining agency business policies and processes that should be selected for examination, modification, and reengineering from the customer's perspective. These surveys will also provide statistical and demographic information for other projects. Future surveys will be used to monitor changes in the level of customer satisfaction over time. The respondents are the current DTIC customer base of 27,500 registered users which includes the U.S. government contractors and universities involved in federally funded research. Historically, response rates for electronic web surveys have been in the 15-27 percent range. The surveys will provide information on customer satisfaction with several attributes of service that impact the level of overall satisfaction. In addition, the surveys will help DTIC (1) gauge the level of satisfaction among its registered users and (2) identify possible areas for improving our products and services. Respondents are accessing a survey software program called SurveyTracker. This software enables DTIC to mount the survey via the websites, whereby the web based survey resides on a web server accessible to DTIC customers using a proper, secure URL. Potential respondents may also obtain the survey via email. The survey responses are returning in an interactive file attachment that launches from the SurveyTracker software. The responses will be retrieved via an automatically downloaded process. The response files will be download into a specified outlook mailbox are retrieve and are then download into the SurveyTracker databases for analysis and reporting.

Appropriate disclosures statements are provided to respondents via the collection statements. The following statement of "All responses are anonymous" is used on all DTIC survey instruments. No effort will be made to obtain a response to any individual. This software resides on a FISMA compliant server. Links on DTIC's websites is the main source for DTIC to elicit feedback from our

users. Sometimes email invite messages are used. Sometimes surveys will be delivered to each potential respondent via email, utilizing an advance notification cover letter from DTIC's Directorate for User Services. The letter will include the proper URL or email address for responding to the survey. The collected information obtained by these surveys will be used to assist agency senior management in determining agency business policies and processes that should be selected for examination, modification, and reengineering from the customer's perspective. The information will also be used by DTIC's program manager to identify customer satisfaction of DTIC's products and services and to identify areas for improvement.

3. Use of Information Technology

Survey design, data collection, analysis and reporting functions are all 100% automated/electronic. Respondents have the option to be surveyed via email or through the DTIC websites. To prevent potential respondent confusion, complete submission instructions appear in the advance notification letter as well as in the introduction and end of email and Web-based electronic survey questionnaires. All electronically generated response data will be automatically downloaded into specified databases for analysis and reporting. DTIC has approved an automated survey software called SurveyTracker, to conduct surveys/feedback. DTIC used this software for its feedback efforts for over 15 years. This software resides on a FISMA compliant server.

4. Non-duplication

There is no current data existing in the Department of Defense (DoD) that addresses the levels of customer satisfaction with DTIC information products and services.

5. Burden on Small Business

Collection of this information does not have a significant impact on small business.

6. Less Frequent Collection

Not collecting the information, or collecting it less frequently, would result in the inability to effectively measure customer satisfaction and improve products and services based on feedback.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

The 60-Day Federal Register Notice for this collection published on April 14, 2016. The Federal Register Notice citation is 81 FRN 22064. No public comments were received.

Part B: CONSULTATION

No additional consultation was conducted apart from public comment solicitation via the 60-Day Federal Register Notice.”

9. Gifts or Payment

No payments or gifts will be provided to the respondents.

10. Confidentiality

DTIC collection instrument does not require a Privacy Act Statement, System of Record Notice or Privacy Impact Assessment. All survey response data is confidential and only group statistics will be reported. No identifying or special codes are to be used on any form printed and/or electronically transmitted for purposes of collecting data from respondents. All electronically generated response data will be automatically downloaded the SurveyTracker software program into for analysis and reporting. All individual response data will remain confidential, and subsequent reports will only contain composite data to ensure privacy of the data capture. The record management of the data survey responses are keep up to 7 to10 years.

11. Sensitive Questions

There are no sensitive questions asked in this information collection.

12. Respondent Burden, and its Labor Costs

a. Estimation of Respondent Burden

Estimation of Respondent Burden Hours					
	Number of Respondents	Number of Responses per Respondent	Number of Total Annual Responses	Response Time (Amount of time needed to complete the collection instrument)	Respondent Burden Hours (Total Annual Responses multiplied by Response Time) Please compute these into hours)
Customer Satisfaction Survey	2000	1	1	15 min /.25hr.	500 hr.
CARES Project Evaluations (Generic, Registration, Submitting Docs, Product and Services)	2000	1	1	5 min/.083hr.	166 hr.
Web Usability Survey	500	1	1	5 min/.083hr.	41.5 hr.
Search Enhancements Survey	500	1	1	5 min /.083hr.	41.5hr.
DoDTechSpace – Search Design Survey	500	1	1	5 min /.083hr.	41.5hr.
Defense Innovation Market Place (DIM) CSS	150	1	1	5 min /.083hr.	12.45 hr.
Information Analysis Center (CSS)	150	1	1	8 min / .133hr.	19.95hr
Adhoc Surveys (i.e., DTIC’s Products and Services)	600	1	3	15 min/.25hr.	450 hr.
Total	4600	8	10	1.05 hours	1,273 hours

b. Labor Cost of Respondent Burden

Labor Cost of Respondent Burden					
Collection Instruments	Number of Responses	Response Time per Response	Respondent Hourly Wage	Labor Burden per Response (Response Time multiplied by Respondent Hourly Wage)	Total Labor Burden (Number of Respondents multiplied by Response Time multiplied by Respondent Hourly Wage)
Customer Satisfaction Survey	2000	15 minutes	\$35.11 hr. (GS-11/5)	\$8.78	\$17560.00
CARES Project Evaluations (Generic, Registration, Submitting Docs, Product and Services)	2000	5 minutes	\$35.11 hr. (GS-11/5)	\$2.93	\$5860.00
Web Usability Survey	500	5 minutes	\$35.11 hr. (GS-11/5)	\$2.93	\$1465.00
Search Enhancements Survey	500	5 minutes	\$35.11 hr. (GS-11/5)	\$2.93	\$1465.00
DoDTechSpace – Search Design Survey	500	5 minutes	\$35.11 hr. (GS-11/5)	\$2.93	\$1465.00
Defense Innovation Market Place (DIM) CSS	150	5 minutes	\$35.11 hr. (GS-11/5)	\$2.93	\$439.50
Information Analysis Center (CSS)	150	8 minutes	\$35.11 hr. (GS-11/5)	\$4.68	\$702.00
Adhoc Surveys (i.e., DTIC's Products and Services)	600	15 minutes	\$35.11 hr. (GS-11/5)	\$8.78	\$5268.00
Total	6400	1.05 hours	\$35.11 hr. (GS-11/5)	\$36.89	\$34,224.50

This figure was derived by multiplying number of respondents (6400) x Burden Response Rate per questionnaire x 35.11 hr. (GS-11/5) using <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2016/general-schedule/>

13. Respondent Costs Other Than Burden Hour Cost

There are no capital or start-up costs associated with this information collection.

14. Cost to the Federal Government

The 2016 Federal Gov't Salary Table - GS 13/5 was used to determine labor cost. This can be found at: <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2016/general-schedule/>

Labor Cost to the Federal Government

	Customer Satisfaction Survey (CSS)	DTIC Cares R&E Gateway	Web Usability Survey	DTIC Search Enhancement s/prototype Survey	DoDTech Space	Defense Innovation Market Place (DIM) CSS
Number of Responses	2000	2000	500	500	500	150
Processing Time Per Response (in hours)	.25hr	.083hr	.083hr	.083hr	.083hr	.083hr.
Hourly Wage of Worker(s) Processing Responses	\$50.04	\$50.04	\$50.04	\$50.04	\$50.04	\$50.04
Cost to Process Each Response (Processing Time Per Response multiplied by Hourly Wage of Worker(s) Processing Responses)	\$12.51	\$4.15	\$4.15	\$4.15	\$4.15	\$4.15

Total Cost to Process Responses (Cost to Process Each Response multiplied by Number of Responses)	\$25,020.00	\$8300.00	\$2075.00	\$2075.00	\$2075.00	\$622.50
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Continue: Labor Cost to the Federal Government			
	Information Analysis Center (CSS)	Adhoc Surveys	Total
Number of Responses	150	600	6400
Processing Time Per Response (in hours)	.133hr.	.25hr.	.105hr.
Hourly Wage of Worker(s) Processing Responses	\$50.04	\$50.04	\$400.32
Cost to Process Each Response (Processing Time Per Response multiplied by Hourly Wage of Worker(s) Processing Responses)	\$6.66	\$12.51	\$52.43
Total Cost to Process Responses (Cost to Process Each Response multiplied Number of Responses)	\$999.00	\$7506.00	\$48,672.50

Operational and Maintenance Costs						
Equipment	Printing	Postage	Software Purchases	Licensing Costs	Other	Total
\$0	\$0	\$0	\$0	\$8910.00	\$0	\$8910.00

Operational and Maintenance Costs	Labor Cost to the Federal Government	Total Cost (O&M Costs + Labor Cost)
\$8910.00	\$48,672.50	\$57,582.50

15. Reasons for Change in Burden

The current burden inventory for this collection is 0 hours, as this collection's clearance has lapsed. As we are reinstating a previously approved collection for which approval has expired, our burden for this approval has increased by 6400 hours. From the previous approval in 2015, our requested burden is decreasing from 18,300 hours.

16. Publication of Results

The analyzed data will be made available to management in a composite report format for the purpose of improving the products and services afforded DTIC registered users. Once approved by management, summary results from the collection of respondents' data may also be published on DTIC's websites as well as used in promotional materials.

17. Non-Display of OMB Expiration Date

Exception to the policy is not being sought.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

No exceptions to the certification statement are being sought.