

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0690-0030)**

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**TITLE OF INFORMATION COLLECTION:** International Trade Administration (ITA)  
Brand and Identity Review

**PURPOSE:** The purpose is to assess the perceptions of ITA’s customers and potential customers as a basis of refining and/or remaking ITA’s identity and brand. This information collection focuses on the awareness, understanding, attitudes, and preferences of customers and potential customers relating to existing or future services.

**DESCRIPTION OF RESPONDENTS:**

The respondents include a cross section of domestic companies within the United States either interested and/or involved in exporting.

**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 checked="" type="checkbox"/> Focus Group                        | <input type="checkbox"/> 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 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: Patricia Norris

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 [x ] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector	48	2 hours	1.6
<b>Totals</b>	48	2 hours	1.6

**FEDERAL COST:** The estimated annual cost to the Federal government is a GS-14 step 7 at 560 hours: \$83.73 (64.41/hr. plus 19.32 per hour for overhead). 560 hours = \$46,888.80.

In addition, 3 GS-13s step 6 at 24 hours: \$68.89 (52.99/hr. plus 15.90 per hour for overhead). 24 hours= \$1,653.36. Also, 36 GS-12s step 4 at 2 hours: \$54.63 (42.02/hr. plus 12.61 per hour for overhead). 72 hours= \$3,933.36. Total: \$52,475.52.

**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?

Focus group participants, representative of different market sectors, will be randomly selected from databases of companies. ITA’s Global Markets unit will provide a randomly selected list of 24 current companies from the Salesforce database. Regarding potential customers, ITA’s Industry and Analysis unit will provide a list of 24 randomly selected companies from the Datamyne and Hoovers databases.

**Administration of the Instrument**

1. How will you collect the information? (Check all that apply)

[ ] Web-based or other forms of Social Media

[ ] Telephone

[x ] In-person

[ ] Mail

[ ] Other, Explain

2. Will interviewers or facilitators be used? [x ] Yes [ ] No

## **Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**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. 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 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.

**Submit all instruments, instructions, and scripts are submitted with the request.**

**Required Additional Information (check ROCIS in IC List for this info --- needed for OCIO staff to complete request)**

1. Line of Business: International Affairs & Commerce
2. Subfunction: Global Trade
3. Privacy Act System of Records: Title: NA
4. Federal Registration citation information: Volume                      Pg. No.
5. Number of respondents for small entities: 48
6. Percentage of respondents reporting electronically: 0%

**Please submit all instruments, instructions, correspondences (emails, letters, etc.) to respondents, and scripts as separate documents along with this request document.**

**Every instrument (survey/form) or correspondence to respondents must have the following displayed –**

**OMB Control No. 0690-0030  
Expiration Date: 06/30/2017 and**

**The standard PRA Notwithstanding statement informing respondents of the OMB control number’s legal significance in accordance with 5 CFR 1320.5(b).**