



**DEPARTMENT OF DEFENSE  
DEFENSE HUMAN RESOURCES ACTIVITY  
DEFENSE MANPOWER DATA CENTER**  
4800 MARK CENTER DRIVE, SUITE 04E25-01  
ALEXANDRIA, VA 22350-4000

June 14, 2017

MEMORANDUM FOR: Mr. Garrett Moore (Contractor)  
KAPS Solutions contracted to NGA X Directorate

SUBJECT: OPA/DMDC Recommendation of NGA Generic Customer  
Satisfaction Strategy Survey

As requested, we have reviewed the subject study protocol and its supporting materials as part of the OMB submission process through WHS and the Internal Information Approval Process according to DoDI 8910.01 and DoDI 1100.13. The technical concerns raised in our reviews have been addressed. Our recommendation to WHS is that the study protocol and the data collection materials are sufficiently designed and developed in order to be sent forward as required to obtain OMB approval for this Public Information Collection and for approval and licensing as an Internal Information Collection

The point of contact for this review is Dr. Paul Rosenfeld, 571-372-0987,  
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