

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

TITLE OF INFORMATION COLLECTION: NPPD IT Support Employee Evaluation Survey

PURPOSE: NPPD provides services and products to inform cyber, physical, and infrastructure security, resiliency decisions, policies, and strategies. To ensure the products, meetings, customer service and webinars are actionable, effective, relevant, and timely, NPPD would like to obtain feedback from its customers by using a brief, optional survey for each of these types of products that customers may utilize. NPPD will then analyze the data from the customer feedback surveys to improve its products and services.

The purpose of the NPPD Evaluation Surveys are to gauge the level of satisfaction that customers have regarding the quality and effectiveness of the products, programs, or services provided within NPPD.

NPPD will conduct qualitative trend analysis of the aggregate data only and develop a summary report of findings that will be provided to NPPD managers and leadership upon request to assist in finding opportunities for recognition or improvement.

NPPD will use the NPPD IT Support Employee Evaluation Survey to see how well the employee is performing their job duties.

DESCRIPTION OF RESPONDENTS: Respondents may include but are not limited to: industry, academia, employees, managers, leadership, and other DHS or Federal Government agency staff (either internal or external) that interact with NPPD. Completion of the survey is voluntary therefore; it is at the discretion of the respondent to provide feedback.

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: _____ |

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: Molly Stasko

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 n/a
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No n/a

GIFTS OR PAYMENTS:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Survey	No. of Respondents	Participation Time	Burden estimate	Annual Burden Cost
NPPD IT Support Survey	300/year	0.0167 Hours (1 Minutes)	5 hours	\$ 171
Totals	300/year	0.0167 Hours (1 Minutes)	5 Hours	\$ 171

The above Average Hourly Wage Rate is the [May 2017 Bureau of Labor Statistics](#) average wage for "All Occupations" of \$24.34 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling \$34.08. The selection of "All Occupations" (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation.

FEDERAL COST: The annual cost to the Federal government is **\$570.86 /year**

It is estimated that a GS level 12, Step 1 will spending approximately 0.5% of their time (2080 annual working hours x 0.5% = 10.4 hours) annually to review, analyze, and assimilate survey responses.

Using the FY18 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS12, Step 1 is \$ 54.89 (\$ 81,548 annual salary/2080 = \$39.21 base wage rate x 1.4 benefit multiplier = \$ 54.89 fully-loaded wage rate).

The annual government cost is estimated to be \$ 570.86 (10.4 hours annually x \$54.89 = \$570.86).

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
NPPD will ensure that respondents' IP addresses are not collected by ensuring that the Survey Monkey settings are updated to opt out of collecting this information.
 Telephone
 Mail
 Other, Explain:
2. Will interviewers or facilitators be used? Yes, for telephone or in-person distribution No

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