SUPPLEMENTAL QUESTIONS PART A
U.S. Department of Commerce
National Oceanic & Atmospheric Administration
DOC/NOAA Customer Surveys
NOAA IT Customer Surveys
OMB Control No. 0648-0342

1. **Explain who will be conducting this survey. What program office will be conducting the survey? What services does this program provide? Who are the customers? How are these services provided to the customer?**

   NOAA Office of Chief Information Officer and Line Office Assistant Chief Information Offices will conduct these surveys. These offices are responsible for providing information and technology (IT) resources, such as email, calendar, web hosting, administrative computing, networking, security monitoring, and security incident response to federal employees, contractors, and affiliates using NOAA IT services.

2. **Explain how this survey was developed. With whom did you consult during the development of this survey on content? statistics? What suggestions did you get about improving the survey?**

   A team of data documentation, data management, survey methodology, statistical analysis, and communications experts developed this survey. A draft of the surveys was tested with five federal employees, who provided feedback on the content and clarity of the questions and the time the survey took to complete.

3. **Explain how the survey will be conducted. How will the customers be sampled (if fewer than all customers will be surveyed)? What percentage of customers asked to take the survey will respond? What actions are planned to increase the response rate? (Web-based surveys are not an acceptable method of sampling a broad population. Web-based surveys must be limited to services provided by Web.)**

   The web-based surveys will be administered via SurveyMonkey, Smartsheets, or Google Survey. The survey will be sent via email to users with a noaa.gov email address. Follow-up emails will be used to maximize response rates. Based on past experience, we anticipate response rates around 65%.

4. **Describe how the results of this survey will be analyzed and used. If the customer population is sampled, what statistical techniques will be used to generalize the results to the entire customer population? Is this survey intended to measure a GPRA performance measure? (If so, please include an excerpt from the appropriate document.)**

All responses will be considered in the analysis of the results.

The results will be used to determine the customers' satisfaction with the level of service and products delivered and identify perceived weaknesses or gaps in services or products. Information such as this will help direct program improvement efforts.

The results will also be used to seek information on the product or service received, obtain suggestions on improving the product or service, or obtain suggestions on new products. This information will assist the program office in better identifying the needs of customers by providing more specific data.

Information Collection	Annual Responses	Minutes/Response	Annual Burden Hours
NOAA Annual IT Customer Survey	20,000	10 minutes	3,333
NOAA NSDesk Survey	10,000	2 minutes	333
NESDIS AdminLAN User Survey	2,000	5 minutes	167
Totals	**32,000**		**3,833**