

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2700-0153)

TITLE OF INFORMATION COLLECTION: NASA Digital Workplace Survey

PURPOSE:

The purpose of this survey is to collect information on the way internal NASA users (civil servants and contractors) work with their computing and/or desktop environment. This information will be used to assess the needs of users and will be one of several factors that informs the procurement of Microsoft licensing capabilities. Without this survey it would be difficult to accurately assess the general level of computing capabilities users require, which could lead to overspending on unneeded capabilities.

DESCRIPTION OF RESPONDENTS:

The respondent pool will consist of all internal NASA users, including both civil servant and contractor populations. This totals approximately 56,000 users, 17,500 of whom are civil servants and 38,500 are contractors. No public users will be surveyed.

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 type="checkbox"/> Focus Group	<input checked="" type="checkbox"/> Other: <u>Requirements elicitation</u>

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: Keith Bluestein

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 (contractors)	38,500	20 minutes	12,705 hours
Federal Government (civil servants)	17,500	20 minutes	5,775 hours
Totals	56,000		18,480 Hours

FEDERAL COST:

Maximum cost, 100% response rate: \$30/user/hour x 56,000 responses = \$1,680,000

$$\times 0.33 \text{ hours per response} = \$554,400$$

Anticipated actual cost, 15% response rate: \$30/user/hour x 8,400 responses = \$252,000

$$\times 0.33 \text{ hours per response} = \$83,160$$

Post-survey analysis: 40 hours (one work week) of analysis x \$30/hour = \$1,200

Maximum total cost: \$555,600

Anticipated actual cost: \$84,360

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?

The list of survey recipients will be created by looking at NASA network activity. Every badged NASA user who's on the NASA network will be included on the recipient list, including the civil servant and contractor populations. This list will represent the whole population of NASA employees (civil servants and contractors) who perform duties using digital assets as part of their job.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - [x] Web-based or other forms of Social Media
 - [] Telephone
 - [] In-person
 - [] Mail

[] Other,

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

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