

Supporting Statement for Paperwork Reduction Act Submissions
Revision of an existing collection
OMB Control # 1110-0078

Part A. Justification

1. Necessity of Information:

Title 28, United States Code, Section 534, directs the Attorney General to acquire, collect, classify, and preserve identification, criminal identification, crime, and other records. It further directs the exchange of records and information with, and for the official use of, authorized officials of the Federal Government, including the United States Sentencing Commission; the States and cities; and penal and other institutions.

The Request for an annual Voice of Customer Survey completed by respondents is necessary so that the Federal Bureau of Investigation (FBI), Office of Private Sector (OPS) Division, can conduct a program evaluation, ascertain program value as to respondents, and develop improvements for the benefit of both respondents and OPS. The survey provides a consistent manner in which respondents can provide feedback to engagement efforts conducted between OPS and respondents.

2. Needs and Uses:

The OPS Division serves as a conduit between the Private Sector and the FBI. That mission requires constant engagement, connecting with critical infrastructure components, and creating relationships to address the threats of both tomorrow and today. Without Private Sector feedback from the proposed survey, OPS will not have private sector perspective to fully adapt to the changing needs of private sector partners. The OPS Voice of Customer Satisfaction Survey will provide a consistent format for the Private Sector to submit their feedback in regards to OPS engagement activities, as well as provide their unique insight in to the threats and challenges facing their companies.

3. Use of Technology:

The OPS Division will utilize internal survey automation options which will reduce the burden on respondents, and minimize the use of internal personnel and resources.

4. Efforts to Identify Duplication:

OPS was created in 2014 and this is the first Voice of Customer Satisfaction Survey conducted by the Division since its inception.

5. Methods to Minimize Burden on Small Businesses:

This information will have no significant impact on small entities and the survey is not

mandatory to complete.

6. Consequences of Less Frequent Collection:

If the collection is not conducted or conducted less frequently, the prior information collected by all contributing respondents would be incomplete and outdated. The law enforcement community has an ever-increasing need for timely and accurate data. Obtaining information from the OPS Voice of Customer Satisfaction Survey is vital to ensuring the most accurate data is provided to the Division to meet its priorities and stated goals.

7. Special Circumstances Influencing Collection:

This collection does not have any special circumstances influencing collection.

8. Public Comments and Consultations:

The FBI sponsors and participates in briefings, industry meetings, and conferences with the user community. These meetings are held regularly and provide an open forum to discuss matters of mutual concern, including future engagement activities. The FBI consults with users on an individual basis as needed. Additionally, the 30 and 60 day Notices of Information Collection has been published in the Federal Register. No comments were received.

9. Payment of Gift to Claimants:

The FBI does not provide any payment or gift to respondents.

10. Assurance of Confidentiality:

Information requested in this collection may be considered confidential business information. Its release is governed by law, regulations, and agency procedures.

11. Justification for Sensitive Questions:

This collection does not include questions of a sensitive nature.

12. Estimate of Hour Burden:

Number of respondents	600
Frequency of response	Annually
Total annual responses	600
Minutes per response	15 minutes
Annual hour burden	150 hours in totality

13. Estimate of Cost Burden:

Respondents will not incur any costs other than their time to respond, which will be optional. Respondents will not incur any capital, start up, or system maintenance costs associated with this information collection.

14. Estimated Annualized Costs to Federal Government:

There is no cost associated. This will be completed during the normal duty day of employees and is within their scope of employment.

15. Reasons for Change in Burden:

This is a new collection and no prior data applicable to this inquiry

16. Plans for Publication:

There are no plans to publish the raw data collected.

17. Expiration Date Approval:

Due to the administrative burdens related to replacing an expired survey when no information on that survey has been materially changed, the FBI is requesting approval to not display the expiration date for OMB approval of the information collected. Additionally, the FBI requests an expiration date for the statutory maximum.

18. Exceptions to the Certification Statement:

There are no exceptions to the certification statement

Part B. Statistical Methods

The data will be aggregated and descriptive statistics may be used to relay results internally and to leadership.