

memo

Federal Bureau of Investigation (FBI)

Office of Private Sector (OPS)

To: Office of Management and Budget
From: FBI's Office of Private Sector
CC: Melody Braswell
Date: January 28, 2019
Re: Revisions to Collection Instrument Created in Support of the Office of Private Sector's Voice of Customer Satisfaction Survey

Comments: The purpose of this communication is to provide a justification for the substantive changes made to the Office of Private Sector's Voice of Customer Satisfaction Survey, as published in the federal register on November 14, 2018. An Annual Private Sector working group was established to collaborate on the creation of a collection tool intended to measure the effectiveness of the FBI's Office of Private Sector's engagement efforts with the Private Sector. Due to a miscommunication, a draft of the template, not the final version, was provided to the OMB and consequently published in the federal register. While the bulk of the template survey remains the same, there is one substantial change. There is a demographics section with four voluntary questions where it is believed survey respondents may create records. Failure to include the demographic questions posed to respondents would defeat the overall effectiveness of the survey and not provide the intended results of the survey.