

Request for Approval under the “Fast Track Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: Feedback from Issuance Action Officers

PURPOSE:

This survey is to gather data about the wider DoD issuance action officer (AO) community’s descriptive details like experience level, job type and component represented and overall contentment with the DoD issuance staffing and approval process. Additionally, to observe relationships between variables pertaining to the AO community, for example, average tenure vs. perceived difficulty of the DoD issuance template, usability of the standards vs. time spent on formatting, etc.

DESCRIPTION OF RESPONDENTS:

DoD issuance AOs are responsible for writing content for DoD issuances, organizing content from other divisions, incorporating content into the issuance template, incorporating edits from the Directives Division. In addition to DoD Civilians and Service members, AOs may include Federal Contractors.

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: Matthew Cohen

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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Federal Contractor	25	10 Mins	4.17 Hr
Totals	25	10 mins	4.17 Hr

PUBLIC COST: The estimated annual cost to the public is 4.17 X \$7.25= \$30

The selection of your targeted respondents

- 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

Random sampling from a database of potential respondent action officers.

Administration of the Instrument

- How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
- Will interviewers or facilitators be used? Yes No