

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

TITLE OF INFORMATION COLLECTION: Post-FOCI Conference Feedback

PURPOSE: The purpose of this collection is to build partnerships with industry by providing Outside Directors / Proxy Holders (OD/PHs) and Facility Security Officers (FSOs) of cleared defense contractors (CDCs) under Foreign Ownership, Control or Influence (FOCI) the opportunity to share input and observations with the FOCI Conference host, the Defense Counterintelligence and Security Agency (DCSA). Post- FOCI Conference feedback forms would be provided to actual FOCI Conference attendees to allow them the opportunity to comment on the quality and usefulness of the subjects presented and nominate topics they would like included in future FOCI Conferences. The proposed information collection activity provides a means to garner qualitative customer input and stakeholder feedback in an efficient, timely manner, in accordance with the Administration’s commitment to improving service delivery. Information will provide useful insights on perceptions and opinions, but are not statistical surveys that yield quantitative results that can be generalized to the population of study. This feedback will provide insights into customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between the Defense Counterintelligence and Security Agency and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

The solicitation of feedback will target areas such as: conference subject matter, venue, timeliness, appropriateness, and usefulness, and address feedback on conference attendance to improve future conference offerings. Responses will be assessed to plan and inform efforts to improve or maintain the quality of future conferences. Collection of this information will provide DCSA an opportunity to grow and strengthen our partnership with industry and receive vital feedback from customers and stakeholders on Defense Counterintelligence and Security Agency’s conferences.

The surveys and feedback forms are voluntary, low-burden for respondents (based on considerations of total burden hours, total number of respondents, or burden-hours per respondent) and low-cost for both the respondents and the Federal Government. The collections are non-controversial and do not raise issues of concern to other Federal agencies, and 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 near future. No Personally identifiable information (PII) will be requested, collected or retained. Information collected will be used internally for general service improvement and program management purposes only and is not intended for release outside of the Defense Counterintelligence and Security Agency. Information gathered will not be used for the purpose of substantially informing influential policy decisions or expected to yield statistically reliable results or used as though the results are generalizable to the population of study.

Feedback collected under this generic clearance provides useful information, but it does not yield data that can be generalized to the overall population. This type of generic clearance for qualitative information will not be used for quantitative information collections that are designed to yield reliably actionable results, such as monitoring trends over time or documenting program performance.

As a general matter, information collections will not result in any new system of records containing privacy information and will not ask questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private.

DESCRIPTION OF RESPONDENTS: Expect approximately 500 Outside Directors/Proxy Holders and Facility Security Officers at Cleared Defense Contractors under Foreign Ownership, Control, or Influence (FOCI) operating in the National Industrial Security Program (NISP) attendees. DCSA may also conduct web streaming of the event at Field Offices, and attendees will be asked to fill out the post-Conference feedback e-forms either by cell phone (<https://www.polleverywhere.com>) or virtually to the website (https://dss.adobeconnect.com/fociconference2019/event/event_info.html) for collections and analysis. DCSA estimates that there may be approximately 200 respondents attending the conference by web.

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: Jeffrey Cavano

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 No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private sector	700	3 mins. (5 Qs)	35 hrs
Totals	700	2100 mins.	35 hrs

FEDERAL COST: The estimated annual cost to the Federal government is \$877.10 (\$25.06/hr x burden hours) as according to Department of Labor's 2018 Occupational Employment Statistics https://www.bls.gov/oes/current/oes_nat.htm

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?
 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 post-Conference feedback form will be provided to Conference attendees on e-forms either by cell phone (<https://www.polleverywhere.com>) or virtually by those attending via the website (https://dss.adobeconnect.com/fociconference2019/event/event_info.html)

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain, _____

2. Will interviewers or facilitators be used? Yes No