

**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:** Soliciting Feedback for A&S Satisfaction with JSP Services

**PURPOSE:** HON Alan Shaffer, DUSD(A&S), requests feedback from the A&S staff on their overall satisfaction with JSP services. The data collected will support a meeting with Mr. Shaffer and DISA/JSP senior leadership in January 2020 as part of the DISA “Drum Beat” program to better understand customer perceptions of JSP support activities.

**DESCRIPTION OF RESPONDENTS:** Respondents to the data collection will be the A&S staff (CIV/MIL/CTR) currently receiving desktop, print, mobile and voice services and the related software/network dependencies from JSP.

**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: Eric Petersen, Director of Data Services under OUSD(A&S) Resources, Personnel, Data & Security (RPDS)

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
Federal Government and Contractors - A&S Staff	1000	10 Minutes	Low
<b>Totals</b>	1000	10 Minutes	Low

**PUBLIC COST:** The estimated annual cost to the public is negligible.

**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?

HON Alan Shaffer will use the A&S email distribution list to request the A&S staff notate, on a five-point scale, their satisfaction with JSP services and optionally complete a free-text box to identify what JSP could do better.

**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