

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: Socium User Satisfaction Survey (Baseline)

PURPOSE:

The purpose is to measure user satisfaction with our program, G-TSCMIS/Socium, and its affiliated products. The two main facets to this survey measure how well our program team addresses stakeholder needs, and how well the product we are developing meets their needs.

DESCRIPTION OF RESPONDENTS:

Our respondents will be any current user of G-TSCMIS (a software platform) and any potential user of its successor system, Socium. These users work for the Department of Defense (DOD), in the area of Security Cooperation. They are located throughout the globe, and at all levels, from strategic to tactical. Our user base, current and future, consists of government civilians, contractors who work for DOD, and uniform military members.

TYPE OF COLLECTION:

- | | |
|--|--|
| <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: _____ Ryan Barrett _____

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
DOD Contractor	10	10 minutes	
Totals	10	10 minutes	1.6 Hours

PUBLIC COST: The estimated annual cost to the public is _____\$12_____

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

The pool of potential respondents will come from our MilSuite user community. Currently we have 31 members. 10 of the 31 members are contractors.

Administration of the Instrument

1. How will you collect the information?

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No