

SUPPORTING STATEMENT - PART A

DEFENSE TECHNICAL INFORMATION CENTER (DTIC)

GENERIC CUSTOMER SATISFACTION SURVEYS – 0704-0403

Summary of Changes from Previously Approved Collection

- *The burden has decreased since the previous approval due to updated burden estimate.*

1. Need for the Information Collection

The purpose of these surveys is to assess the level of service the Defense Technical Information Center (DTIC) provides to its current customers. The surveys will provide information on customer satisfaction with several attributes of service that impact the level of overall satisfaction. In addition, the surveys will help DTIC (1) gauge the level of satisfaction among its registered users and (2) identify possible areas for improving our products and services. These customer satisfaction surveys are required to implement Executive Order 12862, dated September 11, 1993, titled "Setting Customer Service Standards"; the memorandum of the Deputy Secretary of Defense dated January 7, 1994, directing the components to apply the principles in the Executive Order to all of their customers; the GPRA of 1993; and the E-Government Act of 2002.

2. Use of the Information

The information obtained by these surveys will be used to assist DTIC senior management in determining agency business policies and processes that should be selected for examination, modification, and reengineering from the customer's perspective. These surveys will also provide statistical and demographic information for other projects. Future surveys will be used to monitor changes in the level of customer satisfaction over time. The respondents are the current DTIC customer base of 27,500 registered users which includes the U.S. government contractors and universities involved in federally funded research. Historically, response rates for electronic web surveys have been in the 15-27 percent range. The surveys will provide information on customer satisfaction with several attributes of service that impact the level of overall satisfaction. In addition, the surveys will help DTIC (1) gauge the level of satisfaction among its registered users and (2) identify possible areas for improving our products and services. Respondents are accessing a survey software program called SurveyTracker. This software enables DTIC to mount the

survey via the websites, whereby the web based survey resides on a web server accessible to DTIC customers using a proper, secure URL. Potential respondents may also obtain the survey via email. The survey responses are returning in an interactive file attachment that launches from the SurveyTracker software. The responses will be retrieved via an automatically downloaded process. The response files will be download into a specified outlook mailbox are retrieve and are then download into the SurveyTracker databases for analysis and reporting.

Appropriate disclosures statements are provided to respondents via the collection statements. The following statement of “All responses are anonymous” is used on all DTIC survey instruments. No effort will be made to obtain a response to any individual. This software resides on a FISMA compliant server. Links on DTIC’s websites is the main source for DTIC to elicit feedback from our users. Sometimes email invite messages are used. Sometimes surveys will be delivered to each potential respondent via email, utilizing an advance notification cover letter from DTIC's Directorate for User Services. The letter will include the proper URL or email address for responding to the survey. The collected information obtained by these surveys will be used to assist agency senior management in determining agency business policies and processes that should be selected for examination, modification, and reengineering from the customer’s perspective. The information will also be used by DTIC’s program manager to identify customer satisfaction of DTIC’s products and services and to identify areas for improvement.

3. Use of Information Technology

Survey design, data collection, analysis and reporting functions are all 100% automated/electronic. Respondents have the option to be surveyed via email or through the DTIC websites. To prevent potential respondent confusion, complete submission instructions appear in the advance notification letter as well as in the introduction and end of email and Web-based electronic survey questionnaires. All electronically generated response data will be automatically downloaded into specified databases for analysis and reporting. DTIC has approved an automated survey software called SurveyTracker, to conduct surveys/feedback. DTIC used this software for its feedback efforts for over 15 years. This software resides on a FISMA compliant server.

4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

Not collecting the information, or collecting it less frequently, would result in the inability to effectively measure customer satisfaction and improve products and services based on feedback.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice (FRN) for the collection published on Friday, August 30, 2019. The 60-Day FRN citation is 84 FRN 45740.

No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Tuesday, November 12, 2019. The 30-Day FRN citation is 84 FRN 61044.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register was conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

A Privacy Act Statement is not required for this collection because we are not requesting individuals to furnish personal information for a system of records.

A System of Record Notice (SORN) is not required for this collection because records are not retrievable by PII.

A Privacy Impact Assessment (PIA) is not required for this collection because PII is not being collected electronically.

The record management of the data survey responses are keep up to 7 to10 years.

11. Sensitive Questions

No questions considered sensitive are being asked in this collection.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instrument(s)

Generic Collection

a) Number of Respondents: 4600

- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 4600
- d) Response Time: 17 Mins
- e) Respondent Burden Hours: 1273 hours

2) Total Submission Burden

- a) Total Number of Respondents: 4600
- b) Total Number of Annual Responses: 4600
- c) Total Respondent Burden Hours: 1273 hours

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instrument(s)

Generic Collection

- a) Number of Total Annual Responses: 4600
- b) Response Time : 17 min
- c) Respondent Hourly Wage: \$35.11
- d) Labor Burden per Response: \$4.61
- e) Total Labor Burden: \$34,224.50

2) Overall Labor Burden

- a) Total Number of Annual Responses: 4600
- b) Total Labor Burden: \$34,224.50

The Respondent hourly wage was determined by using the [Department of Labor Wage Website] (<http://www.dol.gov/dol/topic/wages/index.htm>)

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

1) Collection Instrument(s)

Generic

- a) Number of Total Annual Responses: 6400
- b) Processing Time per Response: 6 Mins
- c) Hourly Wage of Worker(s) Processing Responses : \$50.04
- d) Cost to Process Each Response: \$5.54
- e) Total Cost to Process Responses : \$48,672.50

2) Overall Labor Burden to the Federal Government

- a) Total Number of Annual Responses: 6400
- b) Total Labor Burden: \$48,672.50

Part B: OPERATIONAL AND MAINTENANCE COSTS

- 1) Cost Categories
 - a) Equipment: \$0
 - b) Printing: \$0
 - c) Postage: \$0
 - d) Software Purchases: \$0
 - e) Licensing Costs: \$8,910
 - f) Other: \$0

- 2) Total Operational and Maintenance Cost: \$8910

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$8910
- 2) Total Operational and Maintenance Costs: \$48672.50
- 3) Total Cost to the Federal Government: \$57582.50

15. Reasons for Change in Burden

The burden has decreased since the previous approval due to updated burden estimate.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.