

Request for a New Collection under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Services Delivery”

(OMB Control Number: 1103-0117)

TITLE OF INFORMATION COLLECTION: National Data Exchange (N-DEx) CJIS Systems Officer (CSO) Survey

PURPOSE:

- To collect baseline satisfaction on user administration tools within the N-DEx System.
- To identify system use barriers within a respondent’s jurisdiction, in an effort to drive system development and outreach efforts.
- To provide respondents with a qualitative mechanism for sharing system improvement feedback.

DESCRIPTION OF RESPONDENTS:

The population of respondents are state and federal Criminal Justice Information Services (CJIS) Systems Officers (CSOs). The CSO is responsible for monitoring CJIS system use, enforcing system discipline, and assuring that operating procedures are followed by all users as well as other related duties. As it pertains to the N-DEx System, CSOs have responsibility for user management, to include access, ongoing training compliance, and adherence to system policies. The N-DEx System is an unclassified national information sharing system, which enables criminal justice agencies to search, link, analyze, and share federal, state, local, and tribal records. As such, all N-DEx System use is restricted to criminal justice agencies and agencies performing the administration of justice.

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.

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To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes **X 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 **X No**

BURDEN HOURS (Annually)

Category of Respondent	No. of Respondents	Participation Time	Burden
State, local, or tribal governments	55	10 minutes	9 (hrs)
Federal Government	20	10 minutes	3.5 (hrs)
Totals	75	10 minutes	12.5 (hrs)

FEDERAL COST: The estimated annual cost to the Federal government is: \$0.

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?
X 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 respondent universe for the *National Data Exchange (N-DEx) CJIS Systems Officer (CSO) Survey* is approximately 75 state and federal criminal justice personnel who represent their respective AOR as a CJIS CSO. The entire eligible universe will be invited to participate, and the expected response rate is at least 75%. (The burden hours above represent a 100% response rate in the survey; as a specialized population, the N-DEx Program Office anticipates a high rate of participation). The collection is a voluntary request to elicit basic feedback on N-DEx System services, specifically concerning access and participation considerations. The respondent is invited to participate in the collection via an e-mail invitation, which contains a link to the online instrument.

Administration of the Instrument

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

X Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes **X No**

Submit all instruments, instructions, and scripts with the request.

Below is sample email language used to invite users to participate in the feedback survey:

Good morning,

My name is xxx, and I am with the FBI’s National Data Exchange (N-DEx) Program Office. To ensure the N-DEx System remains a valuable, national information-sharing resource for federal, state, local, and tribal criminal justice agencies, we are asking all CJIS Systems Officers (CSOs) to complete a brief questionnaire about your experiences with the N-DEx System, specifically regarding management access and participation considerations within your area of responsibility.

The questionnaire can be accessed here: < https:insert link to the survey.> You can also cut and paste this link into any browser. All feedback is submitted to us anonymously (we do not collect IP addresses or geo-location data). If you would like to further discuss your experiences with the system, or if you have questions about the survey itself, please do not hesitate to contact me at xxx@fbi.gov or 304-625-1234. Thank you for your support of the N-DEx System!

Sincerely,

Xxx

The instrument will be hosted online, via a SurveyMonkey account purchased by the N-DEx Program Office. A draft copy of the instrument is attached to the application package.