

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1670-0027)

TITLE OF INFORMATION COLLECTION:

CSA Program Stakeholder Feedback Survey

PURPOSE:

The Cybersecurity Advisor (CSA) Program provides direct coordination, outreach, and regional support and assistance in the protection of cyber components essential to the Nation’s critical infrastructure and key resources. CSAs are deployed across the country and interact directly with stakeholders on a daily basis while executing their main functions, to include: assessing critical infrastructure cyber risk; promoting best practices and risk mitigation strategic; initiating, building capacity, and supporting cyber communities of interest and working groups; educating and raising awareness; collecting stakeholder requirements; and coordinating incidents and lessons-learned.

These functions support four key DHS goals: Cyber Preparedness; Risk Mitigation; Incident and Information Coordination; and Cyber Policy Promotion and Situational Awareness. Perhaps most notably, the CSAs in the field act as promoters and coordinators for all DHS cybersecurity services. They assess stakeholder needs and develop customized guidance directing them to the DHS services that will provide the most impactful benefits.

This feedback survey will be used by the CSA Program to learn more about stakeholders: who they are, their level of expertise and cyber preparedness, their access to Program communications, and their overall experience with the CSA Program.

DESCRIPTION OF RESPONDENTS:

Stakeholders of the CSA Program who interact directly with a Cybersecurity Advisor in a meeting, during an assessment, or at a speaking engagement will be asked to fill out this survey and provide feedback on their experience. This include members of the private sector (U.S. citizens) and federal and state, local, tribal, and territorial (SLTT) employees and contractors, and academia.

We intend to host the survey on Survey Monkey, which will ensure that respondents remain anonymous. The CSA Program will ensure that respondents IP addresses are not collected by ensuring that the Survey Monkey settings are updated to opt out of collecting this information. The survey is meant to take a user less than ten minutes to complete and will be available as a link in the CSAs’ signature block and promoted by the CSAs themselves.

TYPE OF COLLECTION: (Check one)

Customer Comment Card/Complaint Form
 Usability Testing (e.g., Website or Software)
 Focus Group

Customer Satisfaction Survey
 Small Discussion Group
 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: **Tara Brewer**

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
3. If Applicable, has a System or Records Notice 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	No. of Responses per Respondent	No. of Responses	Participation Time	Burden	Annual Burden Cost
Private Sector, Contractors, and Academia	500	1	500	.05 hours (3 minutes)	25 hours	\$835
Totals	500	1	500	.05 hours (3 minutes)	25 hours	\$835

The above Average Hourly Wage Rate is the [May 2016 Bureau of Labor Statistics](#) average wage for "All Occupations" of \$23.86 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling \$33.40. The selection of "All Occupations" (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation.

FEDERAL COST: The estimated annual cost to the Federal government is \$ 9,312.16

It is estimated that 1 federal employee at a GS level 11, Step 1 will spending approximately 10% of their time (2080 annual working hours x 10% = 208 hours) annually to review, analyze, and assimilate survey responses.

Using the FY17 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS11, Step 1 is \$44.77 (\$66,510.00 annual salary/2080 = \$31.98 base wage rate x 1.4 benefit multiplier = \$ 44.77 fully-loaded wage rate).

The annual government cost is estimated to be \$9,312.16 (208 hours annually x \$44.77 = \$9,312.16).

STATISTICAL METHOD:

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?

Potential respondents are stakeholders (private sector representatives, SLTT employees and contractors, federal employees and contractors) who interact with a CSA, whether it by a meeting, formal engagement, assessment, evaluation, etc. Typically, these individuals will be representatives from critical infrastructure organizations and businesses and have a security background/level of understanding of cybersecurity.

Recipients are determined by standard distribution lists dependent upon product type.

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 (email response)

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.