

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

TITLE OF INFORMATION COLLECTION: OCIA Industry Solicitation Survey

PURPOSE: The Office of Cyber and Infrastructure Analysis (OCIA) supports efforts to protect the Nation’s critical infrastructure through an integrated analytical approach evaluating the potential consequences of disruption from physical or cyber threats and incidents. Our analyses inform decisions to strengthen infrastructure security and resilience, as well as response and recovery efforts during natural, man-made or cyber incidents. OCIA uses all-hazards information from an array of governmental and private industry partners to conduct consequence modeling, simulation, and analysis. OCIA research and analyses impact DHS’ ability to implement Presidential Policy Directive 21, which calls for integrated analysis of critical infrastructure. Because OCIA regularly identifies critical infrastructure vulnerabilities, we also help DHS implement Executive Order 13636, which requires a full understanding of how catastrophic events affect not just critical infrastructure, but also health and safety, the economy, and national security.

This voluntary Industry Solicitation Survey was designed to solicit input from OCIA’s private sector partners on mitigation and resilience techniques that reflect industry best practices. The survey should take only a couple of minutes to complete. The feedback provided will help OCIA determine gaps and the need for future critical infrastructure product development, and will help our private industry partners understand better how their role and technology development can more effectively prepare for, mitigate, and recover from catastrophic events affecting critical infrastructure. OCIA will only perform qualitative analysis as the surveys are intended to assist with framing discussions on critical infrastructure resilience. The surveys will be reviewed and consolidated into memorandums for NPPD internal discussions and use only.

DESCRIPTION OF RESPONDENTS: The survey will be gathered from private sector partners that attend regularly scheduled local and regional Classified Intelligence Forums. The survey will be administered in person and each survey will be distributed and collected by an OCIA representative who has classified material transport authority.

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: [Peter Kreitner, Intelligence Research Specialist, DHS/NPPD/OCIA](#)

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 N/A
3. If Applicable, has a System or Records Notice been published? Yes No N/A

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
Public Sector – local conferences	6	52	312	10 minutes (0.1666 hours)	52	\$1737
Public Sector – regional conferences	20	3	60	10 minutes (0.1666 hours)	10	\$334
Totals	26		372		62	\$2,071

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 \$ 5,580.64

It is estimated that 1 manager at a GS level 12, Step 1 will spending approximately 5% of their time (2080 annual working hours x 5% = 104 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 GS12, Step 1 is \$ 53.66 (\$ 79,720 annual salary/2080 = \$38.33 base wage rate x 1.4 benefit multiplier = \$ 53.66 fully-loaded wage rate).

The annual government cost is estimated to be \$ 5,580.64 (104 hours annually x \$53.66 = \$5,580.64).

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?

All private sector participants attending local and regional Classified Intelligence Forums will have the opportunity to complete the survey if they believe they have vested interests in OCIA products provided.

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.

Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

DESCRIPTION OF RESPONDENTS: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Provide answers to the questions.

Gifts or Payments: If you answer yes to the question, please describe the incentive and provide a justification for the amount.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households; (2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

FEDERAL COST: Provide an estimate of the annual cost to the Federal government.

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. Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

Administration of the Instrument: Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

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