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

TITLE OF INFORMATION COLLECTION: CS&C Cybersecurity Event Evaluation Survey

PURPOSE: The National Protection and Program Directorate (NPPD) Office of Cybersecurity and Communications (CS&C) provides services and events, such as Industry Day Forums, to inform the cybersecurity community and to encourage communication between various cybersecurity organizations and CS&C. CS&C will hold these events at the request and continued interest from the cybersecurity community for CS&C engagement. Therefore, CS&C leadership wants to ensure continued commitment to frequently engage with community on cybersecurity initiatives. As part of a comprehensive approach to engagement, these events will allow CS&C and organizations to have meaningful discussions about cybersecurity capabilities, challenges, and technologies as well as future business opportunities. The overall goal will be to foster meaningful conversations between the Government and various organizations, facilitate teaming or subcontracting arrangements amongst vendors, and promote innovative ideas and best practices in the procurement of products and services.

To ensure these CS&C events are effective and relevant, NPPD/CS&C would like to obtain feedback from its customers by using a brief, optional survey that customers may return in hard copy format or electronically submit to a NPPD/CS&C-owned email account. CS&C will then review the data from respondents to acquire strategies to effectively communicate with the cyber security community and to improve future events. This is very important feedback because it allows CS&C to tailor events to meet community needs.

DESCRIPTION OF RESPONDENTS: Survey participants will include Federal, State, local, tribal, and territorial government representatives as well as large and small prospective cybersecurity businesses that attend the CS&C events.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form	[X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software	[ ] Small Discussion Group
[ ] Focus 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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? [X] Yes [ ] No
2. If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?   [X] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [X] 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

Type of Respondent (State, local, tribal, territorial, or private sector) [Estimated from 2016 metrics]	Number of Respondents	Number of Responses per Respondent	Average Burden per Response (in hours)	Total Annual Burden (in hours)	Average Hourly Wage Rate	Total Annual Respondent Cost
Executives	450	1	0.0333 (2 minutes)	15 hours	$125.09	$1,876.35
Private Sector Individuals	50	1	0.0333 (2 minutes)	2 hours	$61.77	$123.54
SLTT Government Employees	**500**			**17 hours**		**$1999.89**

It is estimated that 450 private sector individuals, equivalent to senior executives, will spend a total of 15 hours at an average rate of $**125.09** ($89.35 base wage rate x 1.4 benefit multiplier = $125.09) (source: https://www.bls.gov/Oes/current/oes111011.htm); 50 SLTT government employees, equivalent to management analysts, will spend a total of 2 hours at an average rate of $**61.77** ($44.12 base wage rate x 1.4 benefit multiplier = $61.77) (source: https://www.bls.gov/oes/current/oes131111.htm); and for an estimated total annual respondent cost of $1999.89.

FEDERAL COST: The estimated annual cost to the Federal government is $3,828.60

It is estimated that 1 analyst at a GS level 13, Step 1 will be spending approximately 60 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 GS13, Step 1 is $ 63.81 ($ 94,796 annual salary/2080 = $45.58 base wage rate x 1.4 benefit multiplier = $ 63.81 fully-loaded wage rate).

The annual government cost is estimated to be $ 3,828.60 (60 hours annually x $63.81 = $3,828.60).

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?

<div align="right">[X] Yes   [ ] No</div>

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?

> **Targeted Respondents:** Survey respondents will be of those 500 prospective vendors who attended the CS&C event. The evaluation form will be emailed to each participant after the event to all participants that that attended the event. The due date and email address will be provided on the form.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
   [ ] Web-based or other forms of Social Media
   [ ] Telephone
   [X] In-person
   [ ] Mail
   [X] Other (email response)
   Evaluation forms will be submitted to a CS&C e-mail inbox. CS&C will utilize MS Access for collecting and organizing vendor evaluation information. To ensure accurate and updated participant lists, vendor contact and representative information compiled from the registration forms will be entered into the database for record keeping, reporting, and tracking attendance. This database will be hosted on the CS&C unclassified network on a password protected shared drive with access restricted to the Procurement Team, CS&C working group. Evaluation forms will be separated from e-mail addresses and saved and stored in DHS/NPPD/CS&C network folder in a manner that will not reveal information about the submitter.

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

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