

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

TITLE OF INFORMATION COLLECTION: NICCS Website Survey Updated Version

PURPOSE:

To provide feedback of User experience on the NICCS website: <https://niccs.us-cert.gov/> for the program team to improve the website. The information will be collected via quick and easy to understand questions with either Yes/No or multiple answer responses where the User chooses a response to match his/her experience. The program team will collect this information monthly for reporting purposes and suggestions for improvement. The survey will be administered randomly to Users after visiting four pages or more on the website.

DESCRIPTION OF RESPONDENTS:

100% of the NICCS website visitors after viewing four (4) pages on the site will be asked to take the survey. If the User agrees to take the survey they will be taken to the Survey Monkey site where the questions will be answered and the User will be returned to the NICCS website. If the User opts not to take the survey, they could be asked again after a 90-day period. This is enforced via a cookie. If the User completes the survey, they will not be asked again for another 90 days assuming they revisit the site and again view four pages. The Survey Monkey settings are in place to ensure that submissions are anonymous, and that an IP address is not collected.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: <u>Survey Monkey</u> |

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:

Shannon Nguyen, Program Manager

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	Average Hourly Wage Rate	Annual Burden Cost
NICCS Website Users	360,000*	1	360,000	.025 (1.5 min)	9,000	\$33.40**	\$300,600
Totals	360,000		360,000		9,000		\$300,600

* On average, there are 150,000 NICCS website users on a monthly basis. This equals 1,800,000 users on a yearly basis. Only users that visit 4 or more pages will receive the survey, which is approximately 20% of users. Of the 1.8 million users, this means 360,000 users will receive the survey (1,800,000 x 20% = 360,000).

**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 \$4,379.47.

- The annual Survey Monkey license is \$4,379.47
- There is no marginal cost to the program to administer this survey. It falls within the O&M annual costs of the NICCS program.

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?

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 – **Survey Monkey**

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.