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

TITLE OF INFORMATION COLLECTION: CISA Website Surveys

PURPOSE: The Cybersecurity and Infrastructure Security Agency (CISA) provides services and products to inform cyber, physical, and infrastructure security, resiliency decisions, policies, and strategies. To ensure the products, meetings, customer service and webinars are actionable, effective, relevant, and timely, CISA would like to obtain feedback from its customers by using a brief, optional survey for each of these types of products that customers may utilize. CISA will then analyze the data from the customer feedback surveys to improve its products and services.

The purpose of the US-CERT.gov Website Survey is to capture the experience users have with the site and translate those results into website improvements. CISA will conduct qualitative trend analysis of the aggregate data only.

DESCRIPTION OF RESPONDENTS:
Private sector, Non-profits, Academia, and Federal, State, Local, and Tribal government employees who use the CISA websites. Participants will be asked to voluntarily complete the survey.

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? [ ] Yes [X] 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 [x] No

BURDEN HOURS

Survey	No. of Respondents	Participation Time	Burden	Annual Burden Cost
CISA Website Survey	15,000	0.0333 hours (2 minutes)	500 hours/ year	$17,485
Totals	**15,000**		**500 hours/ year**	**$17,485**

> *The above Average Hourly Wage Rate is the May 2018 Bureau of Labor Statistics average wage for "All Occupations" of $24.98 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling $34.97. 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 $4,005.00

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 FY19 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS13, Step 1 is $ 66.75 ($ 99,172 annual salary/2080 = $47.68 base wage rate x 1.4 benefit multiplier = $ 66.75 fully-loaded wage rate).

The annual government cost is estimated to be $ 4,005.00 (60 hours annually x $66.75 = $4,005.00).

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 [X] 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 who visits the US-CERT.gov website and chooses to complete the optional feedback survey. The survey will allow respondents to identify themselves by role

(Federal employee, student, media representative, etc.) and critical infrastructure sector, if applicable.

Administration of the Instrument
1. How will you collect the information? (Check all that apply)
> [X] Web-based or other forms of Social Media
> [X] Telephone
> [X] In-person
> [X] Mail
> [X] Other (email response)
> Surveys will be submitted to an e-mail inbox. Surveys will be separated from e-mail addresses and saved and stored in 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.