

SUPPORTING STATEMENT - PART A

MyNavy Career Center (MNCC) OMNICHANNEL – 0703-XXXX

1. Need for the Information Collection

MyNavy Career Center (MNCC) provides tiered Pay and Personnel services to members of the public and US Navy Sailors. MNCC leverages proven and fielded industry-wide technology to create a robust and modern service delivery platform that improves quality of service, accountability and transparency.

OMNICHANNEL includes multiple component systems. One of the systems, the Call Recording Application (CRA), records telephone conversations between customers and customer service representatives (CSRs) in MNCC Contact Center located in Millington, TN and Little Creek, VA. CRA captures a sampling of the computer screens used by CSRs to answer inquiries.

The inbound telephone calls will be recorded in order to resolve misunderstandings or misperceptions made during the customer-CSR interaction. This system will also facilitate the process of monitoring and evaluating the recorded audio used by CSRs in order to provide training, collect data in support of the CSRs annual performance evaluation, and provide information used for business process improvements.

The authorities authorized for this collection are; 5 USC Section 301, Departmental Regulations; EO 12862 (Customer Service); and EO 9397 Social Security Number (SSN) as amended.

2. Use of the Information

Based on FY19 data, MyNavy Career Center (MNCC) responded to 16,799 calls from Navy veterans, military family members and other government agencies, classified as the “public.” Respondents are Navy veterans and family members of deceased Navy veterans inquiring about Statements of Military Service or death benefits. Callers reach MNCC via its toll-free number 1-833-330-MNCC (6622). A touch-tone menu directs callers either to a general pool of Tier One CSR “agents” or a specialized group of Pay and Personnel agents. MNCC has a lot of Navy Public Affairs communications to the Fleet, in news articles, tweets, videos and various newsletters that inform respondents on how to contact MNCC.

Calls fall within two major categories, requests for general Pay and Personnel information and requests for specific Pay and Personnel information involving Navy Reserve personnel and Navy Veterans. Calls requesting general information are answered with the appropriate information resource, then logged in an external Customer Relationship Management (CRM) system to document the encounter.

The recorded audio records can potentially include any combination of the following information: name, DoD ID, SSN, home address, telephone number, payroll information, marital status, dependent information, tax status, allotment, garnishment, debt, or other payroll or personal information provided by the customer.

The agent will ask the caller if all their questions were answered or their problem was resolved. If everything was resolved, the caller and agent hang up. If there are outstanding questions or issues on processes within the MNCC construct, the agent informs the caller of their case number and that they will be contacted by a Subject Matter Expert. If there are outstanding questions or issues on processes outside of the MNCC construct, the agent passes the appropriate contact information to the caller and both hang up.

Calls are electronically recorded by the Omnichannel Call Recording Application (CRA) which serves to temporarily store the telephone encounter in order to help resolve any communication difficulties between the customer and CSR (agent). These call recordings help supervisors provide training, collect data in support of CSRs annual performance evaluation, and provide information used for business process improvements. Call recordings are available to supervisor and administrator-level personnel and may only be shared with external agencies as a result of subpoena or court order.

A copy of the transcript has been provided with the package for OMB's review.

3. Use of Information Technology

All information to support a MNCC Pay and Personnel transaction is collected via phone, therefore, 0% responses are collected electronically.

The Cisco Unified Contact Center Enterprise (UCCE) product has replaced an analog telephone system in its current form. The long-term goal is to add Omnichannel capability to securely receive, track and manage Pay and Personnel transactions from mobile apps, social media and web interfaces. In the near term, the capability is being built to deliver FAQ files from the automated voice response menu.

4. Non-duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Businesses

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

This information is collected on the specific occasion when a member of the public contacts MNCC via telephone and does not know what their EDIPI/DoD ID is. No set periodicity of collection is required or requested.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

Part A: PUBLIC NOTICE

A 60-Day Federal Register Notice (FRN) for the collection published on Friday, July 17, 2020. The 60-Day FRN citation is 85 FRN 43569.

No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Monday, October 19, 2020. The 30-Day FRN citation is 85 FRN 66315.

Part B: CONSULTATION

No additional consultation apart from soliciting public comments through the Federal Register was conducted for this submission.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

A Privacy Act Statement (PAS) is required and is read to callers verbatim, once the determination is made that a caller desires to make an individual Pay and Personnel transaction. A copy of the PAS has been provided with this package for OMB's review.

A System of Record Notice (SORN) is required. Defense Finance and Accounting Service – T504;

<https://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570160/t5040/>

A Privacy Impact Assessment (PIA) is required and a draft copy has been provided with this package for OMB's review.

RETENTION and DESTRUCTION:

The records are destroyed in accordance with General Records Schedule Authority DAA-GRS-2017-0001-0001, SECNAV M-5210 Change 1, Department of the Navy Records Management Program Manual and SECNAVINST 5210.8F Department of the Navy Records Management Program.

11. Sensitive Questions

MNCC Agents may ask callers for sensitive information (e.g. DoD ID, SSN, telephone number, mailing or home address, mother's maiden name) to establish the identity of the caller in order to help them process a personnel or pay transaction.

SSN Justification Memo has been provided with this package for OMB review.

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instrument(s)

[Omni-Channel]

- a) Number of Respondents: 16,799
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 16,799
- d) Response Time: 8.1 minutes (0.135 hours)
- e) Respondent Burden Hours: 2,268 hours

2) Total Submission Burden

- a) Total Number of Respondents: 16,799
- b) Total Number of Annual Responses: 16,799
- c) Total Respondent Burden Hours: 2,268 hours

Part B: LABOR COST OF RESPONDENT BURDEN

* Because no military-specific wage data is available from Bureau of Labor and Statistics (<https://www.bls.gov/ooh/military/military-careers.htm#tab-5>), a wage rate was normalized across all respondents to correlate with "E-6 over six years of service" using

FY19 military pay tables (<https://www.dfas.mil/militarymembers/payentitlements/Pay-Tables/Basic-Pay/EM.html>) which equates to \$3,254.10/month or \$20.34/hour.

1) Collection Instrument(s)

[Omni-Channel]

- a) Number of Total Annual Responses: 16,799
- b) Response Time: 8.1 minutes (0.135 hours)
- c) Respondent Hourly Wage: \$20.34
- d) Labor Burden per Response: \$2.75
- e) Total Labor Burden: \$46,128

2) Overall Labor Burden

- a) Total Number of Annual Responses: 16,799
- b) Total Labor Burden: \$46,128

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

Part A: LABOR COST TO THE FEDERAL GOVERNMENT

Annual cost of contractor labor specific to Omni-Channel is \$785,067 per year, and is not characterized by workers' hourly wage.

1) Collection Instrument(s)

[Omni-Channel]

- a) Number of Total Annual Responses: 16,799
- b) Processing Time per Response: 10 minutes (0.1667 hours)
- c) Hourly Wage of Worker(s) Processing Response: N/A
- d) Cost to Process Each Response : Unknown
- e) Total Cost to Process Responses: \$785,067

2) Overall Labor Burden to the Federal Government

- a) Total Number of Annual Responses: 16,799
- b) Total Labor Burden: \$785,067

Part B: OPERATIONAL AND MAINTENANCE COSTS

1) Cost Categories

- a) Communication Circuits: \$181,527.12

- b) AT&T Toll Free: \$8,608.32
- c) Phase I Implementation: \$2,653,530.68
- d) Initial Operating Capability (Software/Services): \$8,405,987.83

2) Total Operational and Maintenance Cost: \$11,249,654.00

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

- 1) Total Labor Cost to the Federal Government: \$785,067.00
- 2) Total Operational and Maintenance Costs: \$11, 249,645.00
- 3) Total Cost to the Federal Government: \$12,034,721.00

15. Reasons for Change in Burden

This is a new collection with a new associated burden.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of the OMB approval on the collection instrument.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.