

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2010-0042)

TITLE OF INFORMATION COLLECTION:

Helpdesk Customer Satisfaction Survey for the Integrated Compliance Information System (ICIS) and the National Pollutant Discharge Elimination System (NPDES) eReporting Tools (NeT, NeTDMR)

PURPOSE:

The purpose of this voluntary user survey is to provide the ICIS Customer Support and Training Team constructive feedback on customer satisfaction regarding their interaction(s) with the help desks or use of any user support tool(s). The ICIS Customer Support and Training Team within the Office of Enforcement and Compliance Assurance/Enforcement Targeting and Data Division manages the support for the Integrated Compliance Information System (ICIS) and the NPDES eReporting Tools (NeT and NetDMR). Using Zendesk support portals for each eReporting Tool, the ICIS Customer Support and Training Team connects users to helpful information, provides trainings and user guides, informs users of updates and directly connects users to customer support. Agents that operate the help desks, provide direct support to ICIS, NeT and NetDMR users through either electronic tickets via email or hotline phone calls. The results of this survey will provide valuable feedback on the customer experience so that we can make any necessary improvements to delivering customer support.

DESCRIPTION OF RESPONDENTS:

Respondents will be ICIS, NeT and NetDMR users (staff and managers from EPA (Regions and HQ), State environmental agencies, Local Control Agency (LCON) agencies, tribal personnel, and representatives from permitted facilities (data providers, permit preparers, signatories, and responsible officials)) who have submitted a request for assistance to the help desks either through email or a hotline call and have worked with Customer Support Agent(s) to have the ticket solved.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
 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 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: Primary Contact- Madeline LaPatra- lapatra.madeline@epa.gov - 202.564.3856
Secondary Contact- Jason Swift- swift.jason@epa.gov – 202.564.6692

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

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

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
ICIS support customers (EPA, State, local, or tribal governments)	850 responses/ year	4 minutes	56.7 hr/year
NPDES eReporting support customers (NeT and NetDMR) (EPA, State, local, tribal governments, data providers, permit preparers or signatories)	1150 responses/ year	4 minutes	76.7 hr/year
Totals	2000 total responses/ year		133.4 hr/ year

FEDERAL COST: The estimated annual cost to the Federal government is:

Zendesk Add on Survey Application: \$50/month x 12 months x 2 subdomains = \$1200 Annually

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?
 [X] 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?

Sampling Plan:

The ICIS Customer Support and Training Team plans to use the Zendesk Add on Survey Application (see description below) to distribute the survey to customers who have a solved ticket. This survey will not be sent to all users of ICIS and NeT but instead, just to those who have opened a ticket either electronically or by phone with a Support Agent through Zendesk. After the ticket has successfully been resolved, the customer satisfaction survey will be sent out with the notification that their ticket has been solved.

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, Explain

Zendesk Add on App

- Link to additional information: <https://www.zendesk.com/apps/support/survey/>
- Once a Zendesk Agent has solved a ticket, the customer receives an email from Zendesk saying that their ticket has been solved. Part of this email will include a section where the customer is asked to rate their experience out of 10. When the customer clicks on a score (0-10) they will be taken to a landing page where they can answer more questions and provide an explanation for their ranking. This survey can be sent out at any point during the ticket's lifecycle, not just when the ticket is marked as solved.
- When the agent views the ticket in the Zendesk portal, they can see the customers feedback in the sidebar. Agents can also view Zendesk built in reports from the survey icon to track responses in real time. This functionality would allow the ICIS Support and Training Team and Contractors (ERG and Avanti) the ability to generate reports/statistics from Zendesk and drill down directly to a specific ticket.
- Triggers and automation can be set up to send the survey.

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.