

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1910-5160)**

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**TITLE OF INFORMATION COLLECTION:** NNSA OCIO Customer Feedback Form

**PURPOSE:** To get feedback from NNSA OCIO customers (internal and external) on our products and services so we can forge a path forward for any areas of improvement needed.

**DESCRIPTION OF RESPONDENTS:** Respondents are internal and external customers of NNSA OCIO including NNSA program offices, Federal offices, external partners like the Department of Defense, and NSE plants, labs, and sites.

**TYPE OF COLLECTION:** (Check one)

- |  |   |
|--|---|
| <input checked="" 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 type="checkbox"/> 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: \_Adina Young\_\_\_\_\_

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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**

Category of Respondent	No. of Respondents	Participation Time	Burden
Internal NNSA Program Office Staff	200	5 minutes	17 min
External Partners (Staff)	20	5 minutes	2 min
NSE Plants, Labs, and Sites Staff	100	5 minutes	8 min
Federal Office Staff	50	5 minutes	4 min
<b>Totals</b>	<b>370</b>	<b>20 minutes</b>	<b>31 min</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is   0  . This is free because this tool is included as part of agency’s purchased Microsoft 365 suite.

**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?

## Targeted Customers

**Internal NNSA Offices**

- Office of the Administrator (NA-1)
- Office of Defense Programs (NA-10)
- Office of Defense Nuclear Nonproliferation (NA-20)
- Office of Naval Reactors (NA-30)
- Office of Emergency Management (NA-40)
- Office of Defense Nuclear Security (NA-70) Office of Counterterrorism and Counterproliferation (NA-80)
- Office of Infrastructure (NA-90)
- Office of Congressional and Intergovernmental Affairs (NA-CI)
- Office of Communications (NA-COMM)
- Office of Environment, Safety, and Health (NA-ESH)
- Office of General Counsel (NA-GC)
- Office of Management and Budget (NA-MB)
- Office of Partnership and Acquisition Services (NA-PAS)

**External Partners**

- Atomic Weapons Establishment (AWE)
- Office of Intelligence and Counterintelligence (DOE-IN)
- Department of Defense (DoD)

**NSE Labs, Plants, and Sites**

- Kansas City National Security Campus (KCNSC)
- Lawrence Livermore National Laboratory (LLNL)
- Los Alamos National Laboratory (LANL)
- Nevada National Security Site (NNSS)
- Pantex Plant
- Savannah River Site (SRS)
- Savannah River National Laboratory (SRNL)
- Sandia National Laboratories (SNL)
- Y-12 National Security Complex (Y-12)

**Federal Offices**

- Kansas City Field Office (KCFO)
- Los Alamos Field Office (LAFO)
- Livermore Field Office (LFO)
- NNSA Production Office (NPO)
- Nevada Field Office (NFO)
- Sandia Field Office (SFO)
- Savannah River Field Office (SRFO)

**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
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”**

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**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. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**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 per row.

**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.