

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

1. Title of Information Collection:

NNSA service desk customer-service feedback survey

2. Purpose:

Our primary objective is to collect voluntary feedback to enhance our IT support operations and improve the user experience.

3. Description of Respondents:

The audience is NNSA headquarters users with classified accounts – this includes contract and federal staff who use these NNSA systems as part of their jobs. The survey is only accessible to DOE staff or contractors with EITS accounts.

4. 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: _____

5. Certification:

I certify the following to be true:

- The collection is voluntary.
- The collection is low-burden for respondents and low-cost for the Federal Government.
- The collection is non-controversial and does not raise issues of concern to other federal agencies.
- The results are not intended to be disseminated to the public.
- Information gathered will not be used for the purpose of substantially informing influential policy decisions.
- 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: Joel Nerenberg

Collection Details

To assist with review, please provide answers to the following questions.

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 No

If Yes, please describe the incentive and provide justification for the amount:

Burden Hours

Category of Respondent	Number of Respondents	Participation Time	Burden
Federal government - NNSA users of classified accounts	100	3 minutes	total 5 hours
Totals			

Federal Cost

The estimated annual cost to the Federal government is: \$0, using agency's subscription of MS Forms.

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**

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 this universe?

Yes No

If the answer is yes, please provide a brief description of both below (or attach the sampling plan).

If the answer is no, please provide a brief description of how you plan to identify your potential group of respondents and how you will select them.

We would like to use the same email distribution lists that are used for other Service Desk activities, such as announcements to our user base.

NCCS-NSNHQ@nnsa.doe.gov; NCCS-VIP@nnsa.doe.gov; NCCS-ABQ@nnsa.doe.gov;

Administration of the Instrument

How will you collect the information? *(Check all that apply)*

- Web-based or other forms of social media
 Telephone
 In-person
 Mail
 Other:

Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.

Instructions

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 justification for the amount.

Burden Hours:

- **Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (Only one type of respondent can be selected per row)
 1. Individuals or Households
 2. Private Sector
 3. State, local, or tribal governments
 4. Federal government
- **Number 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.

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.