

SUPPORTING STATEMENT - PART A

American Forces Network Connect and American Forces Network Now - 0704-0547

Summary of Changes from Previously Approved Collection:

- Title change to include AFN Connect and AFN Now
- Eliminated collection of truncated SSN
- Added a new collection instrument, AFN Now
- Increased burden due to launch of the AFN Now streaming service
- Consolidated AFN Connect and AFN Now services into one collection

1. Need for the Information Collection

The Defense Media Activity (DMA), American Forces Network (AFN) must confirm the eligibility and identification of the authorized audience before allowing access to restricted AFN programming services (i.e., radio, television, and web streaming services). Failure to control access would jeopardize AFN's access and authorization to broadcast the secured content worldwide, which would, in turn, negatively impact the network's command information (CI) mission. The AFN Program communicates CI messages and themes from senior DoD leaders as well as other leaders in the chain of command to:

- a. Promote situational awareness.
- b. Sustain readiness.
- c. Provide immediate force protection information.
- d. Enhance morale, quality of life, and well-being of the authorized audience.

The information collection and validation against the Defense Enrollment Eligibility Reporting System (DEERS) will enable AFN to authenticate audience member identification and eligibility to access the content and receive timely and relevant CI messages.

Authorizing documents include 5 U.S.C. 301, Departmental regulations; 10 U.S.C. 136, DoD Directive 5400.11, DoD Instruction 5120.20, section 3, DoD Instruction 5120.20, Enclosure 2, section 2, paragraph c, DoD Directive 5105.74, section 3.1 & 3.3.

2. Use of the Information

Access to AFN content is limited to certain federal government employees and their immediate family members, to include:

- a. Active duty and retired members of the uniformed services.
- b. National Guard and Reserve members of the uniformed services when activated under Section 10103, Title 10, United States Code.
- c. American citizen DoD Appropriated and Non-Appropriated Fund employees, excluding retirees.
- d. American citizen DoD contractors.
- e. Medal of Honor recipients.

- f. Disabled veterans with a 100% disability rating.
- g. Surviving spouse of deceased uniformed service members who have not remarried.
- h. Certain American citizen U.S. Government employees serving at American diplomatic missions outside of the United States.

Individuals seeking access to AFN content, via an AFN-capable satellite decoder or the AFN Now digital application, must register for the service and pass DEERS authentication prior to access.

The registration portals are only accessible via the internet and all prospective AFN audience members will access a portal, complete the required fields, and submit their registration for review and approval by clicking on an on-screen “submit” button. The submitted information is compared against the member’s DEERS record via an automated process and individuals passing authentication are granted access.

A two-factor authentication process is employed and consists of an email message to the registrant’s email address. The message includes an embedded hyperlink that the registrant must click on to verify the account creation.

For AFN Connect, AFN decoder helpdesk personnel receive a registration approval or disapproval response from the automated system and then activate the registered AFN-capable decoder, granting access.

For AFN Now, AFN digital application helpdesk personnel receive a registration approval or disapproval response from the automated system and then activate the registrant’s account, granting access.

3. Use of Information Technology

This collection is submitted 100% electronically. Individuals accessing AFN content must first register via the internet for the service on one or both registration portals; AFN Connect for satellite decoder users, or AFN Now for streaming application users. Minimal user data (i.e., name, personal email address and DoD ID number and date of birth) is collected. The data is verified against information in the DEERS database to determine the person’s eligibility to receive AFN services and to allow communication with the user.

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

Less frequent collection would delay the provisioning of AFN programming to eligible individuals and families. Additionally, it would decrease the effectiveness of Force Protection, as location information would become out of date.

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 Tuesday November, 23, 2021. The 60-Day FRN citation is 86 FR 66543

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

A 30-Day Federal Register Notice for the collection published on Tuesday, February 23, 2022. The 30-Day FRN citation is 87 FR 9586.

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 is required on both AFN Connect and AFN Now registration portals. The PAS is located on the first page of each registration portal, as depicted in the accompanying screenshots.

A copy of the updated SORN (DPA 02, AFN Connect (AFNC) and AFN Now) can be viewed here <https://www.federalregister.gov/documents/2022/01/28/2022-01780/privacy-act-of-1974-system-of-records>

A Privacy Impact Assessment has been completed for AFN Now and AFN Connect, which runs on the DMA-Riverside Administrative Network. Both PIAs are included with the package.

Records Retention and Disposition Schedule: File 1601-01. System Development Records Temporary. Cut off after system is superseded by a new iteration or is terminated,

defunded, or when no longer needed for administrative, legal, audit or other operational purposes. Longer retention is authorized if required for business Use.

11. Sensitive Questions

Collection of DoD ID Number and date of birth allows integration with DEERS. No other sensitive information is requested.-

12. Respondent Burden and its Labor Costs

Part A: ESTIMATION OF RESPONDENT BURDEN

1) Collection Instruments

(AFN Connect)

- a) Number of Respondents: 20,000
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 20,000
- d) Response Time: 10 minutes
- e) Respondent Burden Hours: 3,333

2) Collection Instruments

(AFN Now)

- a) Number of Respondents: 20,000
- b) Number of Responses Per Respondent: 1
- c) Number of Total Annual Responses: 20,000
- d) Response Time: 10 minutes
- e) Respondent Burden Hours: 3,333

3) Total Submission Burden (Summation or average based on collection)

- a) Total Number of Respondents: 40,000
- b) Total Number of Annual Responses: 40,000
- c) Total Respondent Burden Hours: 6,666

Part B: LABOR COST OF RESPONDENT BURDEN

1) Collection Instruments

(AFN Connect)

- a) Number of Total Annual Responses: 20,000
- b) Response Time: 10 minutes
- c) Respondent Hourly Wage: \$32.13 (GS-12, Step 1 salary)
- d) Labor Burden per Response: \$5.36
- e) Total Labor Burden: \$107,200

2) Collection Instruments

(AFN Now)

- a) Number of Total Annual Responses: 20,000
- b) Response Time: 10 minutes
- c) Respondent Hourly Wage: \$32.13 (GS-12, Step 1 salary)

- d) Labor Burden per Response: \$5.36
- e) Total Labor Burden: \$107,200

3) Overall Labor Burden

- a) Total Number of Annual Responses: 40,000
- b) Total Labor Burden: \$214,400

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

1) Collection Instruments

(AFN Connect)

- a) Number of Total Annual Respondents: 20,000
- b) Processing Time per Response: 2 minutes
- c) Hourly Wage of Worker(s) Processing Responses: \$32.13 (GS-12, Step 1 salary)
- d) Cost to process each response: \$0.96
- e) Total cost to process responses: \$19,278

2) Collection Instruments

(AFN Now)

- a) Number of Total Annual Respondents: 20,000
- b) Processing Time per Response: 2 minutes
- c) Hourly Wage of Worker(s) Processing Responses: \$32.13 (GS-12, Step 1 salary)
- d) Cost to process each response: \$0.96
- e) Total cost to process responses: \$19,278

3) Overall Labor Burden to the Federal Government

- a) Total Number of Annual Responses: 40,000
- b) Total Labor Burden: \$38,556

Part B: OPERATIONAL AND MAINTENANCE COSTS

1) Cost Categories

- a) Equipment: \$17,264
- b) Printing: \$0
- c) Postage: \$0
- d) Software Purchases: \$0
- e) Licensing Costs: \$6,616
- f) Other: \$180,000

2) Total Operational and Maintenance Cost: \$203,880

Part C: TOTAL COST TO THE FEDERAL GOVERNMENT

1) Total Labor Cost to the Federal Government: \$38,556

2) Total Operational and Maintenance Costs: \$203,880

3) Total Cost to the Federal Government: \$242,436

15. Reasons for Change in Burden

The burden has increased since the previous approval due to the launch of the new digital platform, AFN Now, which greatly increases access and portability of AFN content to the authorized user. Additionally, the AFN decoder platform registration requirement was changed from once every three years to once a year to strengthen content security and the delivery of targeted Command Information.

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.