Request for Approval under the "Fast Track Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" (0704-0553)

TITLE OF INFORMATION COLLECTION: IPPS-A Customer Support Survey

PURPOSE:

The Integrated Personnel and Pay System - Army (IPPS-A) Customer Support Survey is seeking voluntary feedback from its civilian, military, and contractor personnel to assess service received from the IT Help Desk. The responses will enable IPPS-A leadership to assess and determine where changes are required. IPPS-A will distribute this Customer Support Survey using the MilSuite survey feature, which enables IPPS-A to create a custom survey for distribution organization-wide with advanced survey statistics to capture, review, and share the responses. Respondents will access and provide their responses to the collection instrument online. They will receive a link in a case closure email that takes them directly to the IPPS-A Customer Support Survey in MilSuite. The IPPS-A Survey Team will review the survey responses and provide data and subsequent analysis to IPPS-A leadership. The results will enable IPPS-A leadership to communicate areas for improvement, actions they plan to take or have been taken. Additionally, since the survey is continual, IPPS-A will be able to review and analyze data week to week to identify trends.

The respondent will receive an email from the IPPS-A system that will contain a link to the survey. Copy of the email is provided as an attached document.

DESCRIPTION OF RESPONDENTS:
Respondents will consist of military, government and contractors who have had cases closed by the IPPS-A IT Help Desk.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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: Wong, Anderson T (Andy)

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, 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
Individuals or households	20	5 minutes	2 hours
Totals	**20**	5 minutes	**2 hours**

PUBLIC COST: The estimated annual cost to the public is $33.00   ___

The Respondent hourly wage was determined by using the BLS occupational wage estimates (https://www.bls.gov/oes/current/oes_nat.htm). The hourly wage of $19.77 is the average of all Office and Administrative Support Occupations group jobs listed.

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?
<div align="right">[ ] Yes [X] No</div>

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?

The pool of participants will be members who have had cases closed by the IPPS-A IT Help Desk may choose to complete the voluntary survey.

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
   [X] Other, Explain-A link to the survey will be included in the 'Case Closed' email to the member in order to receive feedback on service provided. This is an optional survey.

2. Will interviewers or facilitators be used? [ ] Yes [X] No