I'mJustification for Non-Substantive Changes for
VIPr Mobile Check-In
20 CFR 422.103-422.110
OMB No. 0960-0066

Justification for Non-Substantive Changes to the Collection or Resubmission of the Collection within One Year of OMB Approval

We are making the following revisions to the VIPr Mobile Check-In:

- **Change #1: Email Welcome/Check-In Message:**
    o We removed the street address and associated link (directions).
    o We removed the imbedded map.
    o We removed: "If you have any issues, please call the office at: *insert phone number*."

    Justification #1: We are making these changes due to technical problems encountered during development. The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. These changes represent Agile adjustments to the final product.

- **Change #2: Text Message Welcome/Check-In Screen:**
    o We removed the office address *link (directions)*.

    Justification #2: We are making this change due to technical problems encountered during development.

- **Change #3: Privacy Act Screen:**
    o We removed sentence: "For More information Visit WWW.SSA.gov/privacy"

    Justification #3: We are making this change to align more closely with VIPr kiosk language.

- **Change #4: Added new optional screen: Full Privacy Act.**
    o We added a new screen showing the full Privacy Act Statement via an *optional* link.

Justification #4: The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. These changes represent Agile adjustments to the final product.

- **Change #5: Ticket Number Confirmation screen:**
  o   We removed the following language: "Please be seated in the office lobby and"

Justification #5: We are making this change to align the ticket number messaging to the reopening environment which places limits to the number of visitors allowed within field offices.

- **Change #6: Text Message Summons**
  o   We added a text message summons advising visitors that their number was called and directing them to their interview location.

Justification #6: We are making this change to support the Agency's reopening environment which places limits to the number of visitors allowed within field offices and allows us to communicate with visitors even if they are not in physically present in the office.

- **Change #7: Email Summons: This was not included in our original submission.**
  o   We added email summons messaging advising visitors that their number was called and directing them to their interview location.

Justification #7: We are making this change to support the Agency's reopening environment which places limits to the number of visitors allowed within field offices and allows us to communicate with visitors on their personal mobile device even if they are not physically present inside the office.

- **Change #8**: **COVID Fail messaging: (Conditional screen)**
  o   We revised the language within the yellow banner as follows: "To ensure the safety of our offices, we cannot assist you in person today. Please use our online or phone services instead."

Justification #8: The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. These changes represent Agile adjustments to the final product.

- **Change #9**: **ReCAPTCHA Fail messaging: (Conditional screen)**
  o   We are replacing the Mobile ReCAPTCHA fail message screen with an Agency level message.

Justification #9: As part of the product development, during the week of March 7, 2022, we were informed of the need to use Agency level messaging. The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. These changes represent Agile adjustments to the final product.

- **Change #10**: **More than 15 minutes early message: (Conditional screen)**
  - o We revised language in yellow banner box to increase clarity. "You are more than 15 minutes early. Please wait until 10:15AM to check in. Please do not check in until you arrive at the office." Removed link (directions) to field office address.

  Justification #10: The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. These changes represent Agile adjustments to the final product.

- **Change #11**: **More than 15 minutes after check-in window: (Conditional screen)**
  - o We revised language in yellow banner box to increase clarity. "You are more than 15 minutes late. Please call or speak with a representative at the office."

  Justification #11: The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. These changes represent Agile adjustments to the final product.

- **Change #12**: **Already Checked In: (Conditional screen)**
  - o We are reformatting message to remove, "You have already completed your check-in. Please wait to be called to an interviewing location:"
  - o We are removing: "Please be seated in the office lobby and"

  Justification #12: The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. These changes represent Agile adjustments to the final product.

- **Change #13**: **Back Button Disabled messaging: (Conditional screen)**
  - o We did not include this screen in the original screen package.

  Justification #13: We added this screen with language that the use of the back button may cause you to inadvertently leave the mobile check-in, and your ticket number would not be displayed. The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. These changes represent Agile adjustments to the final product.

- **Change #14**: **Cannot Check-In After 4PM Local Time: (Conditional screen)**
  - o We added the following language to increase clarity: "If you missed your appointment, please contact us to reschedule."

  Justification #14: The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. This change represents Agile adjustments to the final product.

- **Change #15**: **Link Expired: (Conditional screen)**
  - o We amended language in yellow banner box to increase clarity, "Your link has expired. Please call to speak with a representative."

  Justification #15: The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. This change represents Agile adjustments to the final product.

- **Change #16**: **System Unavailable: (Conditional screen)**
  o We did not include this screen in the original screen package.

  Justification #16: The VIPr product relies on Agile development principles to maintain flexibility within our product enhancement. This change represents Agile adjustments to the final product.

The above changes represent IT Modifications through Agile adjustments to the final product of the VIPr Mobile Check-In Screen Package. We hope to implement these changes by 4/30/2022 but will not implement them until we receive OMB approval.

These actions do not affect the public reporting burden.