

**SUPPORTING STATEMENT FOR
PAPERWORK REDUCTION ACT SUBMISSION**

**MyTravelGov Account Creation
OMB Number 1405-XXXX
*Insert Form Number***

A. JUSTIFICATION

1. *Why is this collection necessary and what are the legal statutes that allow this?*

A core part of the mission of the Department of State is to assist U.S. citizens overseas, and customer-oriented online applications and services enabled by this collection are an important tool in fulfilling that mission. A recent Executive Order, E.O. 14058 Transforming Federal Customer Experience and Service Delivery To Rebuild Trust in Government, has directed federal agencies to “use technology to modernize Government and implement services that are simple to use, accessible, equitable, protective, transparent, and responsive for all people of the United States.” The Office of Management and Budget has mandated the Department of State to develop online application tools for consular services such as applications for passport renewal or issuance of a Consular Report of Birth Abroad. In order to offer online application services, the Department must offer individuals the ability to create secure, online accounts from which they can complete applications for services. MyTravelGov is the customer-facing platform for customer account management. With this platform, individuals will provide basic biographical data (full name, email address, and optional mailing address) to create unique, password protected accounts. Relevant statutes include 8 U.S.C. 1104 (Powers and Duties of the Secretary of State), 22 U.S.C. 211a ([Authority to Grant, Issue and Verify Passports](#)), 22 U.S.C. 2651a (Organization of the Department of State), 22 U.S.C. 2705 (Documentation of Citizenship), and 22 U.S.C. 3904 (Functions of Service).

2. *What business purpose is the information gathered going to be used for?*

The information is requested in order to be used by the MyTravelGov electronic portal to create secure accounts for individuals applying for certain consular services online. Once an individual creates an account with a unique password, the password will be the primary information the platform will use to make an account available to an authorized user. The platform will use the individual’s email address in the second step of a two-factor authentication process. Once a user successfully accesses their account, they can complete applications for services, check the status of submitted applications, or communicate with consular specialists regarding services. The applications for services will retain the OMB numbers currently assigned to the paper-only versions of those forms.

In future releases, the MyTravelGov electronic portal will provide enhanced service by pre-populating the gathered information into applications submitted through the portal.

3. *Is this collection able to be completed electronically (e.g. through a website or application)?*

The collection of information will be entirely electronic and is accessed from the homepage of [travel.state.gov](#). The sole use of the gathered information will be to create an online account for secure submission of applications for consular services. One service is currently

in the pilot stage, and a second service will be a limited release. However, the Department will develop electronic application processes for a wide range of available services. Once services are globally released, the Department will encourage individuals to use the electronic applications instead of paper applications, creating a greater need for persons to create MyTravelGov accounts. However, some segments of the population will continue to need access to paper application forms due to limited access to computers and/or internet.

4. *Does this collection duplicate any other collection of information?*

MyTravelGov is the first end-to-end electronic application platform for consular services provided to U.S. citizens by the Department. The collection of information for the purpose of creating a unique, secure account is not duplicative of any other collection by the Department.

5. *Describe any impacts on small business.*

MyTravelGov does not involve small businesses or other small entities.

6. *What are consequences if this collection is not done?*

In order for the Department to provide the public with electronic submission of applications for consular services, we must provide secure electronic transmission and storage of the personally identifiable information contained in those applications. This requires that individuals have unique, secure accounts. These accounts cannot be created without the basic data of name, email address, and an optional mailing address. A lack of unique, secure accounts would hinder or prevent secure communication between an applicant and the Department regarding potentially sensitive information of their case. The Department's policy is to provide modern, efficient services to individuals in a fiscally responsible manner. In order to do this, we must provide electronic application services to the public.

7. *Are there any special collection circumstances?*

No such special circumstances exist.

8. *Document publication (or intent to publish) a request for public comments in the Federal Register*

The Department published a notice in the Federal Register soliciting public comments for a period of 60 days (86 FR 60327). No responsive comments were received.

9. *Are payments or gifts given to the respondents?*

This information collection does not provide any payment or gift to respondents.

10. *Describe assurances of privacy/confidentiality*

This form includes a Privacy Act Statement explaining routine disclosures that may be made beyond of the Department of the information collected. [No assurances of confidentiality are provided to respondents.]

11. *Are any questions of a sensitive nature asked?*

MyTravelGov does not ask questions of a sensitive nature.

12. *Describe the hour time burden and the hour cost burden on the respondent needed to complete this collection.*

The Online Passport Renewal limited release -- for which an individual must first create a MyTravelGov account -- is currently in testing and is scheduled for deployment in the first quarter of FY 2022. The Office of Consular Systems and Technology in the Bureau of Consular Affairs estimates that the average time required for this information collection is five minutes per response or 0.083 (hour) per response. Passport Services estimates that 4,128,741 individuals will create a MyTravelGov account annually. Therefore, the estimated total annual time burden for the collection is:

$$4,128,741 \times 5 \text{ minutes} / 60 = 344,062$$

The estimated cost to respondents is based on the civilian hourly wage from the Bureau of Labor Statistics website multiplied by the annual time burden (344,062 hours per year). The wage rate is estimated to be \$24.36. The Department used the Employer Costs for Employee Compensation released by the Bureau of Labor Statistics in 2020.¹

$$\$24.36 \text{ hourly rate} \times 344,062 \text{ hours per year} = \$8,381,350.32 \text{ annual cost burden.}$$

13. *Describe the monetary burden to respondents (out of pocket costs) needed to complete this collection.*

There is no fee to create a MyTravelGov account and no other costs associated with its use.

14. *Describe the cost incurred by the Federal Government to complete this collection.*

The Department of State purchased licenses for four Oracle products, including support services and processors, to start and run MyTravelGov. The Oracle products and services encompass hardware, software, and staff support. Costs for year one will total \$2,220,400. Annual costs beginning year two will be \$400,400.

Oracle Weblogic holds an initial cost of \$219,600 for year one. Each of the four processors have a one-time cost of \$45,000 plus \$9,900 in annual support costs.

$$\begin{aligned} &(4 \text{ Processors} \times \$45,000 \text{ cost}) + \\ &(4 \text{ Processors} \times \$9,900 \text{ annual support cost}) = \$219,600 \end{aligned}$$

Annual costs beginning year two consist entirely of the \$9,900 support cost for each of the four processors totaling \$39,600 annually.

$$4 \text{ Processors} \times \$9,900 \text{ annual cost} = \$39,600$$

Oracle Identity Governance Suite Plus holds an initial cost of \$878,400 for year one. Each of the four processors have a one-time cost of \$180,000 plus \$39,600 in annual support costs.

$$\begin{aligned} &(4 \text{ Processors} \times \$180,000) + \\ &(4 \text{ Processors} \times \$39,600 \text{ annual support cost}) = \$878,400 \end{aligned}$$

Annual costs beginning year two consist entirely of the \$39,600 support cost for each of the four processors totaling \$158,400.

$$4 \text{ Processors} \times \$39,600 = \$158,400$$

Oracle Access Management Suite Plus holds an initial cost of \$878,400 for year one. Each of the four processors have a one-time cost of \$180,000 plus \$39,600 in annual support costs.

$$(4 \text{ Processors} \times \$180,000) + \\ (4 \text{ Processors} \times \$39,600 \text{ annual support cost}) = \$878,400$$

Annual costs beginning year two consist entirely of the \$39,600 support cost for each of the four processors totaling \$158,400.

$$4 \text{ Processors} \times \$39,600 = \$158,000$$

Oracle Directory Services Plus holds an initial cost of \$240,000 for year one. Each of the four processors have a one-time cost of \$50,000 plus \$11,000 in annual support costs.

$$(4 \text{ Processors} \times \$50,000) + \\ (4 \text{ Processors} \times \$11,000 \text{ annual support cost}) = \$240,000$$

Annual costs beginning year two consist entirely of the \$11,000 support cost for each of the four processors totaling \$44,000.

$$4 \text{ Processors} \times \$11,000 = \$44,000$$

The Department will not incur any additional costs associated with direct hire or contract staff. The MyTravelGov form is used by Oracle systems to create an online account without manual adjudication or review by an employee. Oversight of MyTravelGov is done by direct hire staff who work on multiple consular systems and whose duties would continue with or without MyTravelGov. All system repairs are conducted by staff under the Oracle contract. All customer service inquiries will be answered by contract staff who assist the public with inquiries regarding all existing consular systems.

15. *Explain any changes/adjustments to this collection since the previous submission.*
This is a new submission.
16. *Specify if the data gathered by this collection will be published.*
The Department of State will likely publish the raw number of individuals who have created MyTravelGov accounts. No other information would be published.
17. *If applicable, explain the reason(s) for seeking approval to not display the OMB expiration date.*
The Department will display the OMB expiration date.
18. *Explain any exceptions to the OMB certification statement below.*
The Department is not seeking exceptions to the certification statement.

B. COLLECTION OF INFORMATION EMPLOYING STATISTICAL METHODS

This collection does not employ statistical methods.

