

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB#: 0925-0648; Exp. Date: 06/30/2024)

TITLE OF INFORMATION COLLECTION: OIIT Customer Pulse Survey (ORS/OD)

PURPOSE:

The Office of Innovation and Information Technology is conducting an OIIT Roadshow with ORS and ORD Division Directors and Branch Chiefs to discuss their needs for future OIIT support. This survey will be provided for feedback collection after the meetings. This initial survey will help OIIT determine the baseline for customer feedback and identify areas for improvement. OIIT will conduct future surveys to determine effectiveness of OIIT efforts to improve customer service.

DESCRIPTION OF RESPONDENTS:

Primarily targeted at ORS and ORF Division Directors and Branch Chiefs but will also be sent to IT System Owners and customers who more heavily rely on IT solutions so could include all levels of ORS and ORF Federal Employees and Contractors.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> 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 not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential 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.

Signature: Terrance D. Branch
Digitally signed by Terrance D. Branch - S
Date: 2022.09.14 16:24:19 -0400

Name: Terrance Branch

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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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [] Yes [] No
- 3. If Applicable, has a System or Records Notice been published? [] Yes [X] No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

ESTIMATED BURDEN HOURS and COSTS

Category of Respondent	No. of Respondents	No. of Responses per Respondent	Time per Response (in Hours)	Total Burden Hours
Individual (Federal Government Employee and Contractors)	300	1	5/60	25
Totals		300		25

COST TO RESPONDENT

Category of Respondent	Total Burden Hours	Hourly Wage Rate*	Total Burden Cost
Individual (Federal Government Employee and Contractors)	25	\$30	\$750
Totals			\$750

*Specialty (except Psychiatric and Substance Abuse) Hospitals - May 2021 OEWS Industry-Specific Occupational Employment and Wage Estimates (bls.gov)

FEDERAL COST: The estimated annual cost to the Federal government is \$2,037

Staff	Grade/Step	Salary	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Director	15/1	\$155,687	.005		\$778
Specialist	12/5	\$101,813	.005		\$509
Org. Psychologist	11/1	\$74,950	.010		\$750
Contractor Cost					
Travel					
Other Cost					
Total					\$2,037

** <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2022/general-schedule/>

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 from this universe?
 Yes No

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?

Respondents will be attendees of the OIIT and ORS/ORF Division staff meetings. Division directors may choose to share the survey with their respective staff to complete it.

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, Explain

2. Will interviewers or facilitators be used? Yes No