Justification for Non-Substantive Changes for
Enterprise Scheduling System (ESS)
OMB No. 0960-0828

<u>Justification for Non-Substantive Changes to the Collection</u>

- **<u>Change #1</u>:** We are revising to allow the customer to consent or not consent to electronic messaging. Currently, the customer only consents to messaging.

  <u>Justification #1:</u> In the previous version, a customer can 'not consent' to electronic messaging by a passive non-action. The customer will now actively decide to consent or not consent to electronic messaging by selection of corresponding radio buttons. This implementation will provide clear and consistent actions for a customer for both consent and not consenting to electronic messaging.

- **<u>Change #2</u>:** We are rephrasing informational electronic messaging banner.

  <u>Justification #2:</u> We are adding the information for the customer to explain their options to consent or not consent and to provide further clarity and transparency to the respondent.

- **<u>Change #3</u>**: Currently, ESS displays an informational banner, 'More Information About Text Messages' to all customers, regardless of their consent for text messages. We are moving this informational banner to display for the customer after they consent to receive text messages.

  <u>Justification #3</u>: By displaying text messaging information only to the customers that want to receive text messages will ensure the proper information is presented for customers that it pertains to. This will improve clarity in the user experience.

- **<u>Change #4</u>**: Currently, in the Update path, when a customer removes the check box to consent to receive electronic messaging, a pop-up box, 'You will not receive messages about this appointment' opens. With the new design in the same scenario, a customer changes their answer from 'Yes' to 'No' for the question, 'Do you consent to receive electronic messages from SSA?' The page will display an updated informational banner, informing the customer that they are disenrolling the phone number from any electronic messaging with SSA.

  <u>Justification #4</u>: In the current ESS messaging process Customer Communications Management Services (CCM) manages email and text messages for a customer. ESS is migrating to Mobile Communications Management (MCM) to send text messages. ESS migration to MCM will be effective 10/21/2023. With MCM, the customer's provided phone number will manage their enrollment and disenrollment in text messaging among all SSA applications that utilize MCM. This will provide a consistent text message display to customers from ESS and Visitor Intake Processing (VIPr) and uphold the public's trust in the source of their electronic messaging with SSA.

SSA will implement these minor IT mod revisions to the screens upon OMB's approval.