

Request for a New Collection under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Services Delivery”

(OMB Control Number: 1103-0117)

TITLE OF INFORMATION COLLECTION: *National Data Exchange (N-DEx) Service Desk Feedback Survey*

PURPOSE:

To collect service delivery feedback from N-DEx System users who request assistance from the N-DEx Service Desk. This collection will improve both service desk processes and N-DEx System capabilities.

DESCRIPTION OF RESPONDENTS:

CJA personnel who have accounts as authorized users of the N-DEx System and are requesting system-related assistance. The N-DEx system is an unclassified national information sharing system that enables criminal justice agencies to search, link, analyze, and share local, state, tribal, and federal records.

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.

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To assist review, please provide answers to the following question:

Personally Identifiable Information:

- 1. Is personally identifiable information (PII) collected? **X Yes** No
- 2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? **X Yes** No
- 3. If Yes, has an up-to-date System of Records Notice (SORN) been published? **X 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 (Annually)

Category of Respondent	No. of Respondents	Participation Time	Burden
State, local, or tribal governments	500	1,500 minutes	25 (hrs)
Federal Government	500	1,500 minutes	25 (hrs)
Totals	1,000	3,000 minutes	50 (hrs)

FEDERAL COST: The estimated annual cost to the Federal government is: **\$0.**

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?
X 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?

The annual respondent pool for the *National Data Exchange (N-DEx) Service Desk Feedback Survey* is the approximately 1,000 federal, state, local, and tribal criminal justice personnel who are authorized, registered users of the N-DEx System and contacted the N-DEx Service Desk (by email or phone) for system-related assistance (access, functionality, interface, etc.) The entire eligible, active universe will be invited to participate at the conclusion of the service request, and the expected response rate is 25-35%. (Burden hours are calculated based on 100% response rate, so the actual burden will be significantly less). The collection is a voluntary request to elicit basic feedback on help-related service delivery, although an ancillary benefit would be service delivery feedback specific to the N-DEx System itself. The respondent is invited to participate in the collection via an e-mail invitation, which contains a link to the online instrument.

Administration of the Instrument

- 1. How will you collect the information? (Check all that apply)
X Web-based or other forms of Social Media
[] Telephone
[] In-person

- Mail
- Other, Explain

2. Will interviewers or facilitators be used? Yes No

Submit all instruments, instructions, and scripts with the request.

Below is sample email language used to invite users to participate in the feedback survey:

Good morning,

Thank you for your recent inquiry to the N-DEx Service Desk. We hope we were able to assist you with your system issue.

To help us improve our level of support, we would like you to complete a brief (2-3 minute) survey about your service desk experience. You may visit it by clicking [HERE](#).

The FBI values this feedback from its criminal justice partners. Thank you for your time and response to this request. If you have any additional questions or comments about this survey, or about the N-DEx System in general, please contact the N-DEx Service Desk at xxx-xxx-xxxx

Sincerely,

Xxx

The instrument will be hosted online, via a SurveyMonkey account purchased by DSSU. An online version of the survey can be viewed here: <https://www.research.net/r/2J9LYCS>. A draft copy of the instrument is attached to the application package.