

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 1670-0027)**

TITLE OF INFORMATION COLLECTION:

CISA Product Survey

PURPOSE:

The Cybersecurity and Infrastructure Security Agency (CISA) leads the Nation’s strategic and unified work to strengthen the security, resilience, and workforce of the cyber ecosystem. Through a variety of publications – alerts, bulletins, reports, tips, et cetera – CISA cyber, physical, and infrastructure security; resiliency decisions; policies; and strategies. To ensure the products CISA publishes are useful, timely, and of the highest quality, as well as to determine how they compare to other resources, CISA would like to obtain feedback from its customers through a brief, optional survey. CISA will then analyze the data from the customer feedback surveys to improve its products. Results will remain internal to DHS.

DESCRIPTION OF RESPONDENTS:

Private sector users; Federal, State, Local, and Tribal government employees; International users; the general public; and any user of CISA products

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group

☒ Customer Satisfaction Survey
☐ Small Discussion Group
☐ 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.

Name: Ms. Bonnie Limmer, Chief of Communications, DHS/CISA/CSD

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

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ 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 ☐ No

Gifts or Payments:

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

BURDEN HOURS

Survey	No. of Respondents	Participation Time	Burden	Annual Burden Cost
CISA Stakeholder Feedback Survey	10,000	0.0833 hours (5 minutes)	833 hours/year	\$29,130
Totals	10,000		833 hours/year	\$29,130

The above Average Hourly Wage Rate is the [May 2018 Bureau of Labor Statistics](#) average wage for “All Occupations” of \$24.98 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling \$34.97. The selection of “All Occupations” (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation.

FEDERAL COST: The estimated annual cost to the Federal government is \$2,764.00

It is estimated that 1 analyst at a GS level 13, Step 1 will be spending approximately 40 hours annually to review, analyze, and assimilate survey responses.

Using the FY20 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS13, Step 1 is \$ 69.10 (\$ 102,663 annual salary/2080 = \$49.36 base wage rate x 1.4 benefit multiplier = \$ 69.10 fully-loaded wage rate).

The annual government cost is estimated to be \$ 2,764 (40 hours annually x \$69.10 = \$2,764).

STATISTICAL METHOD:

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?

Recipients are determined by standard distribution lists dependent upon product type.

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 (email response)

Surveys will be submitted to an e-mail inbox. Surveys will be separated from e-mail addresses and saved and stored in DHS/NPPD/IP network folder in a manner that will not reveal information about the submitter.

2. Will interviewers or facilitators be used? ☐ Yes ☒ No

Please make sure that all instruments, instructions, and scripts are submitted with the request.