

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

TITLE OF INFORMATION COLLECTION: NICCS Website Survey Updated Version

PURPOSE:

To provide feedback of User experience on the NICCS website: <https://niccs.us-cert.gov/> for the program team to improve the website. The information will be collected via quick and easy to understand questions with either Yes/No or multiple answer responses where the User chooses a response to match his/her experience. The program team will collect this information monthly for reporting purposes and suggestions for improvement. The survey will be administered randomly to Users after visiting four pages or more on the website.

DESCRIPTION OF RESPONDENTS:

100% of the NICCS website visitors after viewing four (4) pages on the site will be asked to take the survey. If the User agrees to take the survey, they will be taken to the SurveyMonkey site where the questions will be answered and the User will be returned to the NICCS website. If the User opts not to take the survey, they could be asked again after a 90-day period. This is enforced via a cookie. If the User completes the survey, they will not be asked again for another 90 days assuming they revisit the site and again view four pages. The SurveyMonkey settings are in place to ensure that submissions are anonymous, and that an IP address is not collected.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: <u>SurveyMonkey</u> |

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:

Shannon Nguyen, Program Manager

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 [] No

Gifts or Payments:

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

ANNUAL BURDEN

On average, there are 150,000 NICCS website users on a monthly basis. This equals 1,800,000 users on a yearly basis. Only users who visit four or more pages will receive the survey, which is approximately 20% of users. This means 360,000 of the 1.8 million users will receive the survey (1,800,000 x 20% = 360,000). For the purpose of estimating the burden of this collection, we assume one response per respondent. We estimate that it would take each user 0.25 hours (1.5 minutes) to complete the survey.

To estimate the cost of this collection, we multiply the estimated annual hour burden by the hourly compensation rate for all occupations within the United States based on Bureau of Labor Statistics (BLS) data. According to BLS, the mean hourly wage for all occupations is \$25.72.¹ The selection of “All Occupation” was chosen as the respondents for this collection could be expected to be from any occupation. To account for benefits and other compensation, this wage rate was multiplied by a compensation factor of 1.425 to produce an hourly compensation rate of \$36.66.² Multiplying the total annual hour burden (9,000) by this hourly compensation rate (\$36.66) provides an estimated annual cost of \$329,926.

Category of Respondent	No. of Respondents	No. of Responses per Respondent	No. of Responses	Burden per Response (hours)	Total Burden (hours)	Hourly Compensation Rate	Annual Burden Cost
NICCS Website Users	360,000	1	360,000	.025 hr (1.5 min)	9,000	\$36.66	\$329,926
Totals	360,000		360,000		9,000		\$329,926

Note. Totals may not sum due to rounding.

Based on the updated hourly compensation rates, the cost estimate for this collection has increased from 300,600 as reported in the previous supporting statement approved by the Office of Management and Budget (OMB) to \$329,926.

¹ BLS. Occupational Employment Statistics. May 2019. All Occupations (00-0000). https://www.bls.gov/oes/2019/may/oes_nat.htm#00-0000.

² BLS Employer Cost for Employee Compensation December 2019 - Table 1. Employer Costs for Employee Compensation by Ownership. https://www.bls.gov/news.release/archives/ecec_03192020.htm. Based on the values for private industry workers, the compensation factor of 1.425 is estimated by dividing total compensation (\$34.72) by wages and salaries (\$24.36).

FEDERAL COST: The estimated annual cost to the Federal government is \$611.33.

- The cost incurred by CISA for an annual SurveyMonkey license is \$611.33.
 - Due to a new cost sharing agreement, this cost has decreased from \$4,379.47 as reported in the previous supporting statement approved by OMB to \$611.33.
- There is no marginal cost to the program to administer this survey. It falls within the annual operations and maintenance costs of the NICCS program.

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?
[] Yes [X] 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 – **SurveyMonkey**
 - [] Telephone
 - [] In-person
 - [] Mail
 - [] Other (email response)
2. Will interviewers or facilitators be used? [] Yes [X] No

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