

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

TITLE OF INFORMATION COLLECTION:

CISA Program Impact Evaluation Survey

PURPOSE:

The Cybersecurity and Infrastructure Security Agency (CISA) serves as the National Coordinator for critical infrastructure security and resilience, leading the effort to understand, manage, and reduce risk to the cyber and physical infrastructure that Americans rely on every hour of every day. We work with a wide array of partners across the globe—from every industry; to federal, state, local, tribal, territorial, and international governments; to non-profits; academia; the research community; and members of the public—connecting them together and to the resources, tools, and information that will help them fortify their security and resilience against current and emerging threats.

Per the DHS Strategic Framework for Countering Terrorism and Targeted Violence, CISA is responsible for conducting workshops to promulgate tactics, techniques, and procedures for active shooter preparedness. These workshops will increase capabilities against targeted violence.

Additionally, per the CISA FY23 Strategic Plan, we are tasked with building the capacity of critical infrastructure owners and operators to make risk-informed decisions about their own security and resilience; and, to deliver impactful capabilities and services to meet our stakeholders’ most pressing and evolving physical security challenges, which include insider threats, active shooter preparedness, bombing prevention, and security in public gathering places. CISA is required to measure the increase in and impact of key products and services available to different stakeholder groups.

This CISA Impact Evaluation Survey is designed to respond to these requirements and to ensure the products CISA publishes are contributing to the specified measurement approach. To this end, CISA would like to obtain feedback from its stakeholders through a brief, optional survey. CISA will then analyze the data from the stakeholder feedback surveys to improve its products and evaluate the impact of the program. 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 voluntary registrants of the CISA Active Shooter Preparedness Webinar or Workshop

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.

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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 [x] 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

BURDEN HOURS

Survey	No. of Respondents	Participation Time (Hours)	Burden (Hours)	Loaded Hourly Wage	Annual Burden Cost
CISA Program Impact Evaluation Survey	10,000	0.05	500	\$42.20	\$21,101
Totals	10,000		500		\$21,101

The above Average Hourly Wage Rate is the [May 2022 Bureau of Labor Statistics](#) average wage for “All Occupations” of \$29.76 multiplied the wage rate benefit multiplier of 1.4181 (to account for fringe benefits) equaling \$42.20. The benefit multiplier is calculated by dividing total compensation by salaries and wages. According to the BLS Employer Cost for Employee Compensation, the total compensation for civilian employees is \$40.23 and salaries and wages are \$28.37 (\$40.23/\$28.37=\$1.4181)^[1]. The selection of “All Occupations” (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation. [Employer Costs for Employee Compensation News Release - 2022 Q04 Results \(bls.gov\)](#)

FEDERAL COST: The estimated annual cost to the Federal government is **\$2,698.40**

It is estimated that 1 analyst at a GS level 14, Step 1 will be spending approximately 30 hours annually to review, analyze, and assimilate survey responses.

Using the FY23 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS14, Step 1 is \$ 89.95 (\$63.43 hourly wage rate^[1] x 1.4181 benefit multiplier = \$ 89.95 fully-loaded wage rate).

The annual government cost is estimated to be \$ 2,698.40 (30 hours annually x \$89.95 = \$ 2,698.40).

^[1] [Pay & Leave : Salaries & Wages - OPM.gov](#)

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 ☐ 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?

- *Our list of target respondents is composed of voluntary participants in the CISA Active Shooter Preparedness Program. Information is gathered during the webinar/workshop event registration process (via Eventbrite). Participants are then informed that they will receive an optional survey in approximately three months in order to help CISA evaluate the impact of the training they received.*

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
☒ Web-based survey

Surveys will be submitted via an online application. Surveys will be separated from e-mail addresses and saved and stored in a CISA 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.