

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

TITLE OF INFORMATION COLLECTION:

Industrial Control Systems Section (ICSS) Control Environment Laboratory Resource (CELR)
Simulated Engagement 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. During a Control Environment Laboratory Resource (CELR) Simulated engagement, participants can develop incident response skills or expand upon and test the skills and processes they already have. To ensure the simulated engagements 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 participants through a brief, optional survey. CISA will then analyze the data from the customer feedback surveys to improve its simulated engagements. Results will remain internal to DHS.

DESCRIPTION OF RESPONDENTS:

Private sector owners/operators of critical infrastructure; Federal, State, Local, and Tribal government employees; International government and military personnel; and other CISA employees.

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.

Name: Mr. Derek Meyer, CELR Operations Task Lead, DHS/CISA/CSD/ICSS

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 (hours)	Burden	Annual Burden Cost
CISA Stakeholder Feedback Survey	100	0.166666667	16.66667	\$703.35
Totals	100		16.66667	\$703.35

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 1.41805 (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 private employees is \$40.23 and salaries and wages are \$28.37 (\$40.23/\$28.37=\$1.41805)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.

FEDERAL COST:

The estimated annual cost to the Federal government is \$3,112

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 FY23 (Washington-Baltimore-Northern Virginia) GS pay scale, the fully-loaded wage rate for a GS13, Step 1 is \$ 77.79 (\$ 53.67 hourly rate² x 1.449 benefit multiplier = \$ 77.79 fully-loaded wage rate).

The annual government cost is estimated to be \$ 3,112 (40 hours annually x \$77.79).

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 Employer Cost for Employee Compensation, [Employer Costs for Employee Compensation Summary - 2022 Q03 Results \(bls.gov\)](#) Data from September 2022, released on December 15, 2022.

² [Pay & Leave : Salaries & Wages - OPM.gov](#)

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?

Recipients will simply be the participants of CELR simulated engagements, and the survey will be sent to them after they complete a simulated engagement.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

☐ 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.