

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

TITLE OF INFORMATION COLLECTION: Critical Infrastructure Commercial Shared
Services Pilot (CICSSP)

PURPOSE:

The purpose of this research is to seek greater awareness of the challenges critical industries face as they relate to cybersecurity. Through this stakeholder engagement, the research team will gain a better understanding of customer or stakeholder perceptions, experiences and expectations, provide an early warning of issues with service, or focus attention on areas where communication, training or changes in operations might improve delivery of products or services. These collections will allow for ongoing, collaborative and actionable communications between CISA and its customers and stakeholders. It will also allow feedback to contribute directly to the improvement of program management.

DESCRIPTION OF RESPONDENTS:

Respondents are made of Critical Infrastructure Entities across the 16 critical infrastructure sectors. The 16 critical infrastructure sectors are defined by the Cybersecurity and Infrastructure Security Agency: [Critical Infrastructure Sectors | CISA](#). Entities that work with CISA and/or have an interest in engaging with CISA will be targeted.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| ☐ Customer Comment Card/Complaint Form | ☒ Customer Satisfaction Survey |
| ☐ Usability Testing (e.g., Website or Software) | ☐ Small Discussion Group |
| ☐ Focus 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 [] 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

Type of Respondent	Form Name/Form Number	No. of Respondents	No. of Responses per Respondent	Avg. Burden per Response (in hours)**	Total Annual Burden (in hours)	Avg. Hourly Wage Rate*	Total Annual Respondent Cost
Critical Infrastructure Entity	CISA's Critical Infrastructure Cybersecurity Shared Services Pilot	500	1	0.2667	133.33	\$42.20	\$5,626.80
Totals		500	1		133.33		\$5,626.10

NOTES ON HOUR BURDEN:

* The above Average Hourly Wage Rate is the **May 2022 Bureau of Labor Statistics** average wage for "All Occupations" of \$29.76¹ times the wage rate benefit multiplier of 1.4805 (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)². The selection of "All Occupations" 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 \$12,219.25.

The following method was used to estimate the cost (based on General Schedule Grade GS-12, step 1, WASHINGTON-BALTIMORE-NORTHERN VIRGINIA, DC-MD-VA-WV-PA locality, at an hourly wage of \$45.14.³ This is then multiplied by a load factor of 1.6919⁴ to account for benefits, for a loaded hourly compensation rate of \$76.37. CISA estimates that One employee will spend 160 hours annually responding to this collection, for a federal cost of \$12,219.62.⁵

¹ BLS; https://www.bls.gov/oes/2022/may/oes_nat.htm#00-0000

² 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.

³ [Pay & Leave : Salaries & Wages - OPM.gov](#)

⁴ CBO. Comparing the Compensation of Federal and Private-Sector Employees, 2011 to 2015. April 2017. <https://www.cbo.gov/publication/52637>

According to Table 4, Average Total Compensation for all levels of education is \$64.80. According to Table 2, Average wages for all levels of education is \$38.30. We estimate the compensation factor by dividing total compensation by average wages.

⁵ \$12,219.62 = 160 hours x \$76.37

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?

With help from the CISA's Cybersecurity Advisors (CSAs) located throughout the United States, we will be surveying SMEs from across the 16 critical infrastructure sectors either through regular engagements (conferences, meetings, roundtables, etc.) hosted by the CSAs, the survey may be utilized by Stakeholder Engagement Division and sent council members, and/or will be coordinating with External Affairs to have the survey on the CISA.gov website.

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