Justification for Non-Substantive Changes for
Enterprise Scheduling System (ESS)
OMB No. 0960-0828

Justification for Non-Substantive Changes to the Collection

- **Change #1:** We are revising the select Appointment screen to present technicians with two contact types: "In Office" and "Video. After entering the zip code and clicking search, technicians will see the earliest available in-office appointment (figure 1).

  Justification #1: We are revising to reduce the number of screens technicians have to navigate before seeing the earliest in office appointment. There is also an additional search option to display more dates and times.

- **Change #2:** We are revising the Appointment screen so that if the customer requests a video appointment and the technician clicks search, ESS shows the earliest available video appointment. There is also an additional search option to display more dates and times. (Figure 2)

  Justification #2: We are revising the screens to present the technician with the earliest video appointment, along with other dates and times they can offer to the customer. This will help reduce the amount of time the Technician uses to determine the earliest appointment for the customer.

- **Change #3:** We are adding guidance to technicians in the light up box, indicating that selecting video as the contact type requires the customers' email address and electronic consent to proceed with scheduling the appointment. (Figure 3)

  Justification #3: We are adding this guidance to ensure the technician reviews the mandatory electronic consent with the customer as well as ensuring that the customer still wants to select video as their contact type . If the customer refuses to consent, then the technician can change to an in office appointment.

- **Change #4:** We are revising the consent to messaging screen so once the customer consents to a video appointment and provides their email address, it generates an alert indicating the customer's selection of a video appointment along with the consent statement. This screen will also lead the technician into asking about text messaging consent. (Figure 4)

  Justification #4: We are revising to enhance the technician's efficacy in completing the appointment scheduling process by reducing the need for the technician to repeatedly enter the email address and consent for video. It will also lead the Technician into the text messaging question.

- **Change #5:** We are revising the appointment confirmation page to include a link directly to MS Teams. (Figure 5)

  Justification #5: We are revising to enable the technician to access the MS Teams application directly to establish the meeting ID and Passcode for the video appointment. This will improve efficiency as well as remind the technician to establish the MS Teams meeting.

- **Change #6:** We are revising the appointment confirmation page to include a link directly to the eMailer program. (Figure 5)

  Justification #6: We are revising to enable technician to be directly taken to the eMailer application to send the customer the meeting ID and passcode for the video appointment. This will improve efficiency as well as remind the Technician to utilize eMailer to send the MS Teams meeting information to the customer.

- **Change #7:** We are revising the appointment confirmation page to include a Meeting Details remarks box. (Figure 5)

  Justification #7: We are revising to allow the technician to add the meeting ID and passcode provided to the customer for the video appointment. This will ensure that any technician responsible for the appointment has the meeting ID and passcode to conduct the video appointment.

- **Change #8:** We are revising highlighted text in customer and technician UI from https://public.govdelivery.com/accounts/USSSA/text-message to https://www.ssa.gov/ensms

  Justification #8: We are revising, because this is currently a defect within our system. ESS changed the text messaging provider to comply with Mobile Communication Management (MCM), but the referenced link still points to the old provider, Granicus. (Figure 6)

SSA will make these revisions upon OMB approval. We do not anticipate that these minor screen updates will cause any change to the current burden for ESS.