

**Request for Approval under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery”**  
**(OMB Control Number: 2030-0051; EPA ICR Number: 2434.238)**

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**TITLE OF INFORMATION COLLECTION:** DSIMB Helpdesk Survey

**PURPOSE:**

The purpose of this voluntary user survey is to provide the ICIS Customer Support and Training Team constructive feedback on customer satisfaction regarding their interaction(s) with the help desks or use of any user support tool(s). The ICIS Customer Support and Training Team within the Office of Enforcement and Compliance Assurance/Enforcement Targeting and Data Division manages the support for the Integrated Compliance Information System (ICIS) and the NPDES eReporting Tools (NeT and NetDMR). Using ServiceNow support portals for each eReporting Tool, the ICIS Customer Support and Training Team connects users to helpful information, provides trainings and user guides, informs users of updates and directly connects users to customer support. Agents that operate the help desks, provide direct support to ICIS, NeT and NetDMR users through either electronic tickets via email or hotline phone calls. The results of this survey will provide valuable feedback on the customer experience so that we can make any necessary improvements to delivering customer support.

**DESCRIPTION OF RESPONDENTS:**

Respondents will be ICIS, NeT and NetDMR users (staff and managers from EPA (Regions and HQ), State environmental agencies, Local Control Agency (LCOA) agencies, tribal personnel, and representatives from permitted facilities (data providers, permit preparers, signatories, and responsible officials)) who have submitted a request for assistance to the help desks either through email or a hotline call and have worked with Customer Support Agent(s) to have the ticket solved.

**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: \_\_\_\_\_

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, will any information that is collected be included in records that are subject to the Privacy Act of 1974?  Yes  No
3. If Yes, has an up-to-date System of Records Notice (SORN) 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**

Category of Respondent	No. of	Participation	Burden
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	<b>Respondents</b>	<b>Time</b>	
ICIS support customers (EPA, State, local, or tribal governments)	850 responses/ year	4 minutes	56.7 hr/year
NPDES eReporting support customers (NeT and NetDMR) (EPA, State, local, tribal governments, data providers, permit preparers or signatories)	1150 responses/ year	4 minutes	76.7 hr/year
<b>Totals</b>	<b>2000 total responses/ year</b>		<b>133.4 hr/ year</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is: \$0.

**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?

The ICIS Customer Support and Training Team plans to use the ServiceNow survey feature to distribute the survey to customers who have a solved ticket. This survey will not be sent to all users of ICIS and NeT but instead, just to those who have opened a ticket either electronically or by phone with a Support Agent through ServiceNow. After the ticket has successfully been resolved, the customer satisfaction survey will be sent out via email with the notification that their ticket has been solved.

**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

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

**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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