

**Supporting Statement for Paperwork Reduction Act Information Collection Submissions for
CMS-10706: Generic Clearance for the Center for Clinical Standards and Quality IT Product and
Support Teams**

B. STATISTICAL METHODS

Data collection methods and procedures will vary; however, the primary purpose is to collect data on customer awareness, understanding, attitudes, preferences, or experiences about existing or future products or services. There are no plans to publish or otherwise release this information.

1. Universe and Respondent Selection

The activities under this clearance may involve samples of self-selected customers and convenience samples and quota samples, with respondents selected either to cover a broad range of customers or to include specific characteristics related to certain products or services. Results will not be used to make statements representative of the universe of study, produce statistical descriptions (careful, repeatable measurements), or generalize the data beyond the scope of the sample. The specific self-selected voluntary or sample planned for each individual collection and the method for soliciting participation will be described fully in each collection request.

The research activities are tools used by program managers to change or improve programs, products, or services. The accuracy, reliability, and applicability of the results of these research activities are adequate for their purpose to inform the utility, usability, and desirability of information systems development.

The samples associated with this collection are not subject to the same scrutiny as scientifically drawn samples where estimates are published or otherwise released to the public.

2. Procedures for Collecting Information

CMS will only submit a collection for approval under this generic clearance if it meets the following conditions: the data collection focuses on improving existing or future services or products; the data collection is voluntary; does not require statistical rigor to have practical utility, and we do not intend public dissemination of the results. If an information collection does not meet this criterion, CMS will submit an information collection request to OMB for approval through the normal PRA process.

A standardized form and a supporting document, for example, a copy of a survey, will be submitted to OMB to obtain approval for a collection that meets the conditions of this generic clearance. The submission will have automatic approval unless OMB identifies issues within five business days.

Data collection methods and procedures will vary, and the specifics of these will be provided with each collection request. CMS expects to use a variety of methodologies for these collections. For example, CMS or its contractors may use a design synthesis methodology to make sense of qualitative data to draw connections and develop insights. The Agency or its contractors may use commercial survey-specific software to automate its collection and analysis of feedback. In addition to physical copies, information collection instruments may be electronically disseminated or posted on target pages of CMS websites. We may also use telephone scripts, personal interviews, and focus groups with professional guidance and moderation.

3. Methods to Maximize Response

Information collected under this generic clearance will be voluntary and will not yield generalizable quantitative findings; it can provide useful customer input, but it does not yield data about customer opinions that can be generalized.

4. Testing of Procedures

Pretesting may be done with internal staff, a limited number of external colleagues, and/or customers who are familiar with the programs and products. If the number of pretest respondents exceeds nine members of the public, the Agency will submit the pretest instruments for review under this generic clearance.

5. Contacts for Statistical Aspects and Data Collection

Information collections under this generic clearance will not require rigorous statistical analysis. However, if appropriate, we will obtain each program information from statisticians to develop, design, conduct, or analyze customer/partner service surveys. This statistical expertise will be available from agency statisticians or contractors. We will include the names and contact information in the specific information collection requests submitted under this generic clearance.