

**Request for Approval under the "Generic Clearance for Improving
Customer Experience: OMB Circular A-11, Section 280
Implementation"
(OMB Control Number:1130-0120)**

TITLE OF INFORMATION COLLECTION:Post-webinar survey for the Annual Cybersecurity Awareness Month webinar series and 16th Annual U.S. Department of Justice Cybersecurity Symposium

PURPOSE OF COLLECTION:

What are you hoping to learn / improve? How do you plan to use what you learn? Are there artifacts (user personas, journey maps, digital roadmaps, summary of customer insights to inform service improvements, performance dashboards) the data from this collection will feed?

A link to this survey will be sent by the Justice Management Division (JMD) Office of the Chief Information Officer (OCIO) to attendees of the Annual Cybersecurity Awareness Month webinars (October 9, 16, 23, 30, 2024) and the 16th Annual U.S. DOJ Cybersecurity Symposium in May 2025. The purpose of the data collected is to provide feedback to JMD OCIO to support improved cyber awareness content, identification of technical issues, and insight into event logistics. The survey does not collect identifying information about the participants and is solely for the purpose of quality control and symposium content enhancement.

TYPE OF ACTIVITY: (Check one)

- Customer Research (Interview, Focus Groups, Surveys)
- Customer Feedback Survey
- Usability Testing of Products or Services

ACTIVITY DETAILS

1. If this is a survey, will the results of this survey be reported to Touchpoints as part of quarterly reporting obligations specified in OMB Circular A-11 Section 280?

- Yes
- No
- Not a survey

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

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other, Explain

3. Who will you collect the information from?

Explain who will be interviewed and why the group is appropriate for the Federal program / service to connect with. Please provide a description of how you plan to identify your potential group of respondents and if only a sample will be solicited for feedback, how you will select them (e.g., anyone who provided an email address to a call center rep, a representative sample of Veterans who received outpatient services in May 2019, do you have a list of customers to reach out to (e.g., a CRM database that has the contact information, intercept interviews at a particular field office?)

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.

4. How will you ask a respondent to provide this information?

(e.g., after an application is submitted online, the final screen will present the opportunity to provide feedback by presenting a link to a feedback form / an actual feedback form)

The online survey will be built, hosted, and maintained by JMD OCIO staff using Microsoft Forms in the DOJ Amazon Web Services (AWS) cloud.

5. What will the activity look like?

Describe the information collection activity - e.g. what happens when a person agrees to participate? Will facilitators or interviewers be used? What's the format of the interview/focus group? If a survey, describe the overall survey layout/length/other details? If User Testing, what actions will you observe / how will you have respondents interact with a product you need feedback on?

The attendance report produced by Webex will provide the universe of potential respondents. We intend to send the survey link to all attendees who are not speakers, panelists, formal hosts, or members of the press. We will do no sampling.

6. Please provide your question list.

Paste here the questions or prompts presented to participants in your activity. If you have an interview / facilitator guide, that can be attached to the submission and referenced here.

1. Overall, how would you rate the Cybersecurity Awareness Month webinars?

2. What did you like about the Cybersecurity Awareness Month webinars?

3. What did you dislike about the Cybersecurity Awareness Month webinars?

4. Were the Cybersecurity Awareness Month webinars well organized?

5. How friendly was Webex user interface?

6. Was there any additional information that would have been helpful to know before the Cybersecurity Awareness Month webinars?
7. Overall, how would you rate the speakers?
8. Please rate the session from most enjoyable to least enjoyable?
9. Would you recommend this Cybersecurity Awareness Month webinars to a co-worker or colleague?
10. Which best describes your role in your organization?
11. What new topics/speakers would you suggest for next year?
12. Please provide any other suggestions for improving future Cybersecurity Awareness Month webinars.

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

7. When will the activity happen?
Describe the time frame or number of events that will occur (e.g., We will conduct focus groups on May 13,14,15, We plan to conduct customer intercept interviews over the course of the Summer at the field offices identified in response to #2 based on scheduling logistics concluding by Sept. 10th, or "This survey will remain on our website in alignment with the timing of the overall clearance.")
8. Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?
 Yes No

If Yes, describe:

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden Hours
Federal government	135	5 min	11.25
Totals	135	5	11.25

CERTIFICATION:

I certify the following to be true:

1. The collections are voluntary;
2. The collections are low-burden for respondents (based on considerations of total burden hours or burden-hours per respondent) and are low-cost for both the respondents and the Federal Government;
3. The collections are non-controversial;
4. Any 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 near future;
5. Personally identifiable information (PII) is collected only to the extent necessary and is not retained;
6. Information gathered is intended to be used for general service improvement and program management purposes
7. The agency will follow the procedures specified in OMB Circular A-11 Section 280 for the required quarterly reporting to OMB of trust data and experience driver data from surveys.
8. Outside of the quarterly reporting mentioned in the bullet immediately above, if the agency intends to release journey maps, user personas, reports, or other data-related summaries stemming from this collection, the agency must include appropriate caveats around those summaries, noting that conclusions should not be generalized beyond the sample, considering the sample size and response rates. The agency must submit the data summary itself (e.g., the report) and the caveat language mentioned above to OMB before it releases them outside the agency. OMB will engage in a passback process with the agency.

Name and email address of person who developed this survey/focus group/interview:

Name: Bradley Patrick

Email address: bradley.t.patrick@usdoj.gov

All instruments used to collect information must include:
OMB Control No. 1103-0120
Expiration Date: 9/19/2027

HELP SHEET
(OMB Control Number:1130-0120)

TITLE OF INFORMATION COLLECTION: Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on...)

PURPOSE: Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

TYPE OF COLLECTION: Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

CERTIFICATION: Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

Personally Identifiable Information: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

BURDEN HOURS:

Category of Respondents: Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector;(3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row.

No. of Respondents: Provide an estimate of the Number of respondents.

Participation Time: Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

Burden: Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.