

## **Supporting Statement A for Paperwork Reduction Act Submissions**

**Title:** CISA Industry Engagement Registration & Account in ServiceNow

**OMB Control Number:** 1670–NEW

### **A. Justification**

1. Explain the circumstances that make the collection of information necessary. Identify any legal or administrative requirements that necessitate the collection. Attach a copy of the appropriate section of each statute and regulation mandating or authorizing the collection of information.

The primary purpose of collecting the information of businesses wishing to engage with CISA, is to help facilitate efficient, and effective interactions between CISA and industry business entities for surveilling potential marketplace technological solutions or innovations to advance CISA's mission.

Federal Acquisition Regulation (FAR) section 15.201 ((48 C.F.R. § 15.201) (40 USC 121, 10 USC Chapter 4, 10 USC Chapter 137, 51 USC 20113)). Exchanges with industry before receipt of proposals, supports the collection of this information.

2. Indicate how, by whom, and for what purpose the information is to be used. Except for a new collection, indicate the actual use the agency has made of the information received from the current collection.

The collection gathers information from business entities who seek to engage with CISA. When industry entities register for an account in ServiceNow, they provide basic information about their company and capabilities. If they want to schedule a meeting to discuss or demonstrate their unique capabilities, they provide additional information by creating a company profile. CISA Industry Engagement then connects those entities with internal CISA stakeholders by scheduling capability briefings. The information collected, also allows the CISA Industry Engagement team to maintain an internal database of business capabilities which is made available to CISA for reference.

3. Describe whether, and to what extent, the collection of information involves the use of automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses, and the basis for the decision for adopting this means of collection. Also describe any consideration of using information technology to reduce burden.

The collection of information is through an electronic/online user portal system. This web-based solution collects business capabilities and stores them in an internal database

CISA conducted usability testing on the information collection to help determine the burden hours and to verify the ease of use. This feedback was crucial in identifying

areas for improvement, such as streamlining layout, enhancing clarity, and optimizing form fields. Participants noted that the request was generally easy to read and fill out, with suggestions including changing some fields to checkboxes, and refining labels for clarity. The results were used in the creation of the burden tables and cost analysis for this collection.

4. Describe efforts to identify duplication. Show specifically why any similar information already available cannot be used or modified for use for the purposes described in Item 2 above.

Data duplication was thoroughly investigated. Respondents are asked to provide their SAM.gov UEI, when available, so that additional information can be referenced without collection from this form. Data points that were not found to be duplicated elsewhere will continue to be monitored for potential integration and resulting elimination from our collection.

5. If the collection of information impacts small businesses or other small entities (Item 5 of OMB Form 83-I), describe any methods used to minimize.

Purposeful efforts have been made to reduce the number of questions to only the minimum required. Offering an electronic self-service portal also benefits small businesses with less time available to request .PDF forms by email communications.

6. Describe the consequence to Federal/DHS program or policy activities if the collection of information is not conducted, or is conducted less frequently, as well as any technical or legal obstacles to reducing burden.

Participation in CISA account registration, completing a business profile, and participating in post-meeting ratings is voluntary. However, failure to provide business information may prevent a business entity from engaging with CISA because information provided in the business profile and meeting request informs CISA engagement selections.

7. Explain any special circumstances that would cause an information collection to be conducted in a manner:

- requiring respondents to report information to the agency more often than quarterly
- requiring respondents to prepare a written response to a collection of information in fewer than 30 days after receipt of it
- requiring respondents to submit more than an original and two copies of any document; requiring respondents to retain records, other than health, medical, government contract, grant-in-aid, or tax records for more than three years
- in connection with a statistical survey, that is not designed to produce valid and reliable results that can be generalized to the universe of study

- requiring the use of a statistical data classification that has not been reviewed and approved by OMB
- that includes a pledge of confidentiality that is not supported by authority established in statute or regulation, that is not supported by disclosure and data security policies that are consistent with the pledge, or which unnecessarily impedes sharing of data with other agencies for compatible confidential use
- requiring respondents to submit proprietary trade secret, or other confidential information unless the agency can demonstrate that it has instituted procedures to protect the information's confidentiality to the extent permitted by law

None of these circumstances apply.

#### 8. Federal Register Notice:

Provide a copy and identify the date and page number of the publication in the Federal Register of the agency's notice soliciting comments on the information collection prior to submission to OMB. Summarize public comments received in response to that notice and describe actions taken by the agency in response to these comments. Specifically address comments received on cost and hour burden.

Published location: <https://www.regulations.gov/document/CISA-2024-0018-0001>

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FR Citation

89 FR 52490

During the 60-day public comment period, CISA received one comment expressing the opinion that the agency should not exist and should not engage in any contracts, citing concerns about the agency's impact on free speech.

CISA acknowledges this feedback; however, the comment is outside the scope of this information collection request, which is focused on the process of industry engagement and registration to support CISA's operational needs. The comment does not address the specific aspects of the information collection under review, such as the necessity, utility, or burden of the proposed data collection.

Describe efforts to consult with persons outside the agency to obtain their views on the availability of data, frequency of collection, the clarity of instructions and record-keeping, disclosure, or reporting format (if any), and on the data elements to be recorded, disclosed, or reported.

Our agency has established a continuous feedback process to gather insights from external stakeholders. Industry participants are invited to complete feedback surveys at the conclusion of each capability briefing to can share their views on various aspects of the process that the program reviews and takes under consideration for process improvements.

Describe consultations with representatives of those from whom information is to be obtained or those who must compile records. Consultation should occur at least once every three years, even if the collection of information activities is the same as in prior periods. There may be circumstances that may preclude consultation in a specific situation. These circumstances should be explained.

|  | <b>Date of Publication</b> | <b>Volume #</b> | <b>Number #</b> | <b>Page #</b> | <b>Comments Addressed</b> |
|--|----------------------------|-----------------|-----------------|---------------|---------------------------|
| <i>60-Day Federal Register Notice:</i> | 06/24/2024                 | 89              | 121             | 52490-52491   | 1                         |
| <i>30-Day Federal Register Notice</i>  | 5/15/2025                  | 90              | 93              | 20687-20688   | 0                         |

A 60-day notice for comments was published in the Federal Register on June 23, 2024. 1 comment was received.

A 30-day notice for comments was published in the Federal Register on 5/15/2025. 0 comments were received related to the 30-day notice.

9. Explain any decision to provide any payment or gift to respondents, other than remuneration of contractors or grantees.

No payment or gift is provided to respondents.

10. Describe any assurance of confidentiality provided to respondents and the basis for the assurance in statute, regulation, or agency policy.

The registration and account is not confidential.

11. Provide additional justification for any questions of a sensitive nature, such as sexual behavior and attitudes, religious beliefs, and other matters that are commonly considered private. This justification should include the reasons why the agency considers the questions necessary, the specific uses to be made of the information, the explanation to be given to persons from whom the information is requested, and any steps to be taken to obtain their consent.

This form does not collect information of a sensitive nature.

12. Provide estimates of the hour burden of the collection of information.  
The statement should:

Indicate the number of respondents, frequency of response, annual hour burden, and an explanation of how the burden was estimated. Unless directed to do so, agencies should not conduct special surveys to obtain information on which to base hour burden estimates. Consultation with a sample (fewer than 10) of potential respondents is desired. If the hour burden on respondents is expected to vary widely because of differences in activity, size, or complexity, show the range of estimated hour burden, and explain the reasons for the variance. Generally, estimates should not include burden hours for customary and usual business practices.

- i. Number of Respondents: Estimated 420 responses per year
- ii. Frequency: 1 response per respondent
- iii. Estimated Time Per Respondent: 30 minutes
- iv. Annual Hour Burden: 30 minutes per respondent
- v. Affected Public: Private sector businesses
- vi. Total Burden Hours: 210 hours
- vii. Annualized Respondent Cost: \$8,883

| Form Name & Number                                    | Number of Respondents | Number of Responses per Respondent | Average Burden per Response (in hours) | Total Annual Burden (in hours) | Loaded Average Hourly Wage Rate | Total Annual Respondent Cost |
|---|-----------------------|------------------------------------|--|--------------------------------|---------------------------------|------------------------------|
| Industry Engagement Questionnaire (PRA-OCAE-00001943) | 420                   | 1                                  | .5                                     | .5                             | \$42.30                         | \$8,883                      |

NOTES ON HOUR BURDEN:

\* The above Average Hourly Wage Rate is the [May 2022 Bureau of Labor Statistics](#) average wage for “All Occupations” of \$29.76 times the wage rate benefit multiplier of 1.4 (to account for fringe benefits) equaling \$41.67. The selection of “All Occupations” (for example) was chosen as the expected respondents for this collection could be expected to be from any occupation.

13. Provide an estimate of the total annual cost burden to respondents or record keepers resulting from the collection of information. (Do not include the cost of any hour burden shown in Items 12 and 14.)

There are no recordkeeping, capital, start-up, or maintenance costs associated with this information collection other than what is reported in question 12.

14. Provide estimates of annualized cost to the Federal Government. Also, provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing and support staff), and any other expense that would have been incurred without this collection of information. You may also aggregate cost estimates for Items 12, 13, and 14 in a single table.

| Form Name & Number                                    | Number of Respondents | Number of Responses per Respondent | Average Government Hours per Response | Total Annual Hours | GS 13 Step 1 w/DC Local Hourly Wage Rate | Total Annual Government Cost |
|---|-----------------------|------------------------------------|---------------------------------------|--------------------|--|------------------------------|
| Industry Engagement Questionnaire (PRA-OCAE-00001943) | 420                   | 1                                  | .25                                   | 105                | \$56.52                                  | \$5,934.60                   |

NOTES ON HOUR BURDEN:

\* Government cost is based on General Schedule Grade 13, step 1, WASHINGTON-BALTIMORE-NORTHERN VIRGINIA, DC-MD-VA-WV-PA locality, fully loaded annual pay of \$117,962 with an hourly wage of \$56.52: 1 personnel x annual time (105 hours) = \$5,934.60

15. Explain the reasons for any program changes or adjustments reported in Items 13 or 14 of the OMB Form 83-I. Changes in hour burden, i.e., program changes or adjustments made to annual reporting and recordkeeping **hour** and **cost** burden. A program change is the result of deliberate Federal government action. All new collections and any subsequent revisions of existing collections (e.g., the addition or deletion of questions) are recorded as program changes. An adjustment is a change that is not the result of a deliberate Federal government action. These changes that result from new estimates or actions not controllable by the Federal government are recorded as adjustments.

This is a new collection.

16. For collections of information whose results will be published, outline plans for tabulation and publication. Address any complex analytical techniques that will be used. Provide the time schedule for the entire project, including beginning and ending dates of the collection of information, completion of report, publication dates, and other actions.

Information collected via this form will not be published.

17. If seeking approval to not display the expiration date for OMB approval of the information collection, explain reasons that display would be inappropriate.

Not applicable.

18. Explain each exception to the certification statement identified in Item 19 "Certification for Paperwork Reduction Act Submissions," of OMB Form 83-I.

Not applicable.