Request for Approval under the "Fast Track Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery" (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: HMIRS Feedback Surveys

PURPOSE: General, administrative, and web user feedback on how the Hazardous Materials Information Resource System (HMIRS) supports customer needs and the support provided by the Functional Management Office. This continuous feedback option creates a centralized location for collecting user feedback to capture the identification of defects, instances where the system fails to meet customer expectations, recommendations for improvement, and overall satisfaction with system functionality. A user feedback survey has not been conducted in over 15 years. The Functional Management Office needs feedback to identify how the system is utilized by customers. This will ensure HMIRS has the correct data for user compliance with regulatory requirements mandated by OSHA, domestic and international transportation, and chemical reporting agencies as well as provide data for environmental and emerging contaminants reporting. Feedback data will provide insight on where to focus future enhancements, resolve unreported defects, and gauge how well the system and support operations are performing.

This request covers three unique customer feedback surveys for different types of users:
- HMIRS Administrative Data Processor User Survey
- HMIRS General Customer Feedback
- HMIRS Web Customer Survey Questions

DESCRIPTION OF RESPONDENTS: Respondents are employees under contract with DoD to perform data entry functions within HMIRS or others in positions of employment where access to HMIRS is necessary to perform mission tasking.

TYPE OF COLLECTION: (Check one)

[ ] Customer Comment Card/Complaint Form   [X] Customer Satisfaction Survey
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus Group   [ ] Other:_____

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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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.

Name:_____Ashley Scott_____

To assist review, please provide answers to the following question:

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [X] 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 [X] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [ ] No

The ICE Platform contains a Privacy Advisory for respondents to review that can be accessed here: https://ice.disa.mil/index.cfm?fa=security.

Gifts or Payments:
Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
HMIRS Administrative Data Processor Users	15	5 minutes	1.25 hours
HMIRS Web Customer Users	1000	5 minutes	83.33 hours
HMIRS General Customer Users	50	2 minutes	1.67 hours
Totals	**1065**		**86.25 hours**

PUBLIC COST: The estimated annual cost to the public is $1,467

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?

                                                             [X] 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 group of potential respondents was derived from the number of active user profiles currently in HMIRS. Users with Chemist and Data Entry w/ Unreview profiles make up the HMIRS Administrative User category. Users with Non-proprietary Web User and Proprietary Web User profiles make up the HMIRS Web User category. The General User category was derived from an estimation of general navigating to HMIRS to provide feedback.

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
[X] Other, Explain ICE Home (disa.mil)

The Interactive Customer Evaluation (ICE) system is a web-based tool that collects feedback on services provided by various organizations throughout the Department of Defense (DoD). The ICE system allows customers to submit online comment cards to provide feedback to the service providers they have encountered at military installations and related facilities around the world. It is designed to improve customer service by allowing managers to monitor the satisfaction levels of services provided through reports and customer comments. ICE provides the following benefits:

- Allows DoD customers to quickly and easily provide feedback to service provider managers.
- Gives leadership timely data on service quality.
- Allows managers to benchmark the performance of their service providers against like services in other DoD organizations.
- Saves money by providing an enterprise wide capability to manage the resources necessary to collect and report on customer feedback and satisfaction ratings.

2. Will interviewers or facilitators be used? [ ] Yes [X] No