

**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:** JOMIS milSuite Survey

**PURPOSE:**

This survey supports good customer experience as is mandated by Executive Order 14058 issued December 2021 by the Biden Administration on Transforming Federal Customer Experience and enhancing Joint Operational Medicine Information Systems (JOMIS) ability to deliver products to the Operational Medicine (OpMed) environment that meets their needs. The survey gauges whether the updates provided on the milSuite pages adequately meet the needs of our stakeholders and provides a way for milSuite users to provide feedback to JOMIS on what can be improved and what additional information or functionality they would like to see on the JOMIS milSuite pages.

**DESCRIPTION OF RESPONDENTS:**

Any DoD member with a CAC card and access to milSuite, including active and reserve military members, Government civilians, and contractors.

**TYPE OF COLLECTION:** (Check one)

- |  |  |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form          | <input type="checkbox"/> Customer Satisfaction Survey          |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group                |
| <input type="checkbox"/> Focus Group                                   | <input checked="" type="checkbox"/> Other: <u>_Survey_____</u> |

**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.

Name: \_CDR Apelogun\_\_\_\_\_

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 Respondents	Participation Time	Burden
Federal Government	30	5 min	2.5 hr
<b>Totals</b>			

**PUBLIC COST:** The estimated annual cost to the public is \$150

**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 survey will be available on the JOMIS milSuite Community for users to access. We will have a notice on the site requesting their participation in the survey. It will be on a voluntary basis for visitors who visit the site.

**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