Request for Approval under the "Fast Track Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION:
DISA Hosting and Compute Center (HaCC) Customer Outreach

PURPOSE:
The HaCC provides the Department of Defense (DoD) with unified hosting and compute capabilities. These capabilities are provided through multiple platforms including modern data centers and enterprise cloud computing. The Department's new information technology (IT) modernization framework emphasizes shortening the delivery times of secure services via the cloud. In support of this, the HaCC objective is to develop and deliver capability to the warfighter in a quick and agile fashion at the speed of relevance. A key part of our agile methodology is continuous customer feedback which this information collection is aimed at acquiring. The customer demand signal that this information collection produces will inform the next sprints in our development cycle and help us to achieve the speed of relevance that the Department wants to achieve.

Respondents receive the survey via email and can access the survey through the link provided.

DESCRIPTION OF RESPONDENTS:
Respondents include DoD Uniformed Military, DoD Civilian, and DoD Contractors involved with administering DoD applications that are hosted by the Defense Information Systems Agency (DISA) HaCC. We provide services to a customer base from Defense Agencies and Field Activities (DAFAs), U.S. Combatant Commands (CCMDs), and the DoD military service branches (Army, Navy, Air Force, Space Force, and Marine Corps).

Our DoD customer organizations often include contract technicians to administer their software applications. These contract technicians come from various IT disciplines such as systems engineers, application administrators, database technicians, system integrators, and cybersecurity professionals.

TYPE OF COLLECTION: (Check one)

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

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: <u>Robert L. Park, HaCC Customer Engagement Rep</u>

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

Personally Identifiable Information:
1. Is personally identifiable information (PII) collected? [ ] Yes [X] 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 [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
DoD Contractors	965	5 minutes twice per year	160.8 hours
Totals	**965**	5 minutes twice per year	**160.8 hours**

PUBLIC COST: The estimated annual cost to the public is $1,166

<u>If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:</u>

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?

Our combined customer list was collected from several customer databases owned by our individual HaCC product owners, such as our Cloud Computing Program Office (CCPO), and our Data Center mission partner master list. These data pulls have generated a list of Mission Partner application POCs and their @mail.mil email addresses. A unique survey link will be sent to each customer.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
   [X] Web-based or other forms of Social Media (Salesforce)
   [ ] Telephone
   [ ] In-person
   [ ] Mail
   [ ] Other, Explain

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