

**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: Enterprise Task Management Software Solution (ETMS2) Training and Customer Satisfaction Survey

PURPOSE:

The survey is for students to provide feedback on ETMS2 training. ETMS2 (Enterprise Task Management Software Solution) is hosted by AESMS (Army Enterprise Staff Management System) and is a DoD-wide tasking tool for staff coordination and senior leader approvals. There are currently 55 customers and 126,879 users that includes Army, Navy, Air Force, 4th Estate, and other federal agencies. There is continuous implementation for new customers. As the system is implemented and gains new users, the vendor provides training to ensure that the users are familiar with how to operate and use the new software for their organizations. The survey is requested by the Product Lead (PL) of AESMS to conduct feedback on the quality of the training to determine how to improve it for future training and users. It's significantly relevant that any data collected regarding the ETMS2 training will include users that are civilians, contractors, and military at various levels. These users again may be inside or outside of the Army organization. Furthermore, this information will be critical for AESMS's leadership to assess what improvements can be made to ensure the team is able to execute continuous quality training and deliver critical support of the Army mission.

DESCRIPTION OF RESPONDENTS:

The respondents are attendees of the ETMS2 software training. The goal is to gain feedback on classes and improve curriculum.

There a total of four surveys administered depending on the level of training provided: 1) Beginners 2) Advanced 3) Train-the-Trainer and 4) Senior Leader. The ETMS2 training survey is seeking feedback from its civilian, military, and contractor personnel to assess how they feel about the ETMS2 training they receive. The responses will enable AESMS to gain feedback on classes and improve the curriculum. The survey results will be evaluated by the vendor, Accenture Federal Services. PL AESMS will distribute this ETMS2 Survey using the milSuite survey feature, which enables AESMS to create a custom survey for distribution organization-wide with advanced survey statistics to capture, review, and share the responses. Respondents will access and provide their responses to the collection instrument online. At each training session, a link will be shared in the MS Teams chat that will take them directly to the ETMS2 survey in milSuite. The PL AESMS vendor team will review the survey responses and provide data and subsequent analysis to PL AESMS leadership and their trainers.

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 | ☐ 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 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: Cartina Miller

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
Individual or Households (contractor personnel)	1,000	10 minutes	166.7 hours
Totals	1,000		167 hours

PUBLIC COST: Based on an average hourly respondent wage of \$41.03, the estimated annual cost to the public is \$6,838.

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 [X] 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 respondents are those attendees of the ETMS2 training. Those names are not yet identified but will be determined when the customers onboard to the ETMS2 system. The results will enable PL AESMS leadership to communicate areas for improvement, actions they plan to take or have been taken, and if the changes address the area in need of improvement with the vendor personnel. Additionally, the survey is completed once the training is finished. PL AESMS will be able to review and analyze data from month to month to identify trends.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[X] Web-based or other forms of Social Media (MilSurvey)
[] Telephone
[] In-person
[] Mail
[] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [X] No