

**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:

CDAO Agile Adoption Feedback Questionnaire

PURPOSE:

In support of the implementation of the 2023 DoD Data, Analytics, and Artificial Intelligence (AI) Adoption Strategy, the DoD Chief Digital and AI Office (CDAO) seeks to collect information from DoD data, analytics, or AI "product teams." The solicitation of feedback will target areas such as: timeliness, appropriateness, accuracy of information, courtesy, and efficiency of product or service delivery. The 2023 DoD Data, Analytics, and AI Adoption Strategy is not a formal program to evaluate, nor does it possess any dedicated resources for implementation. Instead, the CDAO seeks to model and elevate the most effective technology adoption practices and good government principles through a data-driven approach. Information collected is intended to gauge the awareness, understanding, attitudes, preferences, and experiences of product team members to identify strengths and weaknesses of current services and make improvements in service delivery based on feedback. CDAO will not drive these improvements through policy—but rather through enhanced communication materials and initiatives in partnership with the relevant DoD Components.

If OMB has any concerns about whether this questionnaire qualifies for Fast Track Generic Clearance, CDAO looks forward to working with OMB to ensure that this effort is consistent with their expectations and good government principles.

DESCRIPTION OF RESPONDENTS:

Personnel serving in roles in DoD data, analytics, and AI product teams including civilian, military, and contractors. For the purposes of approval in accordance with the Paperwork Reduction Act, the burden estimates below only include the contractor respondents.

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form
☐ Usability Testing (e.g., Website or Software)
☐ Focus Group
Questionnaire

☐ Customer Satisfaction Survey
☐ Small Discussion Group
☒ Other: Practitioner Feedback

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: Andrew Peppler, DoD Data, Analytics, and AI Adoption Strategy & Performance Lead

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
Product Team Members (Contractors)	2,500	15 min	625 hrs
Totals	2,500	15 min	625 hrs

PUBLIC COST: The estimated annual cost to the public is \$31,270*

*Source: Based on Bureau of Labor Statistics median annual wage for Computer and Information Technology Occupation of \$104,420 in May 2023 and OPM 2,087 annual working hours

- <https://www.bls.gov/ooh/computer-and-information-technology/>
- <https://www.opm.gov/policy-data-oversight/pay-leave/pay-administration/fact-sheets/computing-hourly-rates-of-pay-using-the-2087-hour-divisor/#:~:text=Hourly%20and%20biweekly%20rates%20of,basic%20pay%20by%202%2C087%20hours.>

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?

DoD CDAO staff conducted a data call across DoD Components to collect data, analytics, and AI product team points of contact (POCs) for a representative sample. This list of POCs will be used to disseminate the questionnaire to each team's designated POC for subsequent distribution to assigned team members.

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, Microsoft Form in DoD Office 365 environment
2. Will interviewers or facilitators be used? ☐ Yes ☒ No