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

TITLE OF INFORMATION COLLECTION: BCITS Customer Satisfaction Survey

PURPOSE:

In an effort to identify continuous improvement opportunities while providing the best possible Base Communications Information Technology Services (BCITS) support to AEDC customers, the AEDC/TSDI organization is soliciting feedback from the AEDC populace on the BCITS-2 contractor's performance for the past year.

The intent of this survey is to gather feedback on our IT support contractor's performance. An email containing a link to the survey will be mailed out to AEDC customers and will also contain some education for Team AEDC customers on the IT support processes; the Service Desk and avenues to contact them; and will also emphasize the importance of requesting a Remedy ticket number in order to track issues to resolution.

DESCRIPTION OF RESPONDENTS:

As previously stated in the purpose statement, the target audience of the survey is all AEDC customers who utilize IT services at AEDC and subsequently rely on the BCITS contractor assigned to support these IT services when issues arise. AEDC customers include DoD Military personnel, DoD Civilians, and several contractors that in total, makeup the AEDC customer base.

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: Mark Sissom

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
Individuals	250	3.5 minutes	14.6 hours
Totals	**250**	**3.5 minutes**	**14.6 hours**

PUBLIC COST: The total cost to the public is $105.85.

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 survey will be sent to a distribution group containing all personnel at Arnold AFB and applicable GSUs that utilize the AEDC Service Desk for IT support. It is estimated that 10% of the group (~250 people) will respond to the survey. We plan to send the survey to all personnel in order to receive a significant quantity of responses.

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 – We plan to utilize a SharePoint site collection managed by the Comm Squadron to host the survey.

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