

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2900-0770)

TITLE OF INFORMATION COLLECTION:

APIs - Exploring State Consumers' Experience with Lighthouse APIs

PURPOSE:

The purpose of this research is to understand what problems State Veteran Service Organizations (VSOs) and other State agency consumers are trying to address by integrating with Lighthouse APIs, why these are problems for them, how they solve them without the API, and their current needs and pain points related to working with Lighthouse APIs across all environments.

DESCRIPTION OF RESPONDENTS:

Respondents are employees of various state-level agencies that interact with the Veteran community.

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: User Interviews |

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, Position Title and Credentials:

Scott Mericle, UX Designer

Lighthouse Developer Experience, Product Engineering Service (PES)

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 Hours |
|----------------------------|--------------------|--------------------|--------------|
| State Government Employees | 14 | 60 | 14 |
| Totals | 14 | 60 | 14 |

FEDERAL COST: The estimated annual cost to the Federal government is \$3,360.

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?

Participants in this research were identified as employees of state agencies who use the Lighthouse API platform.

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