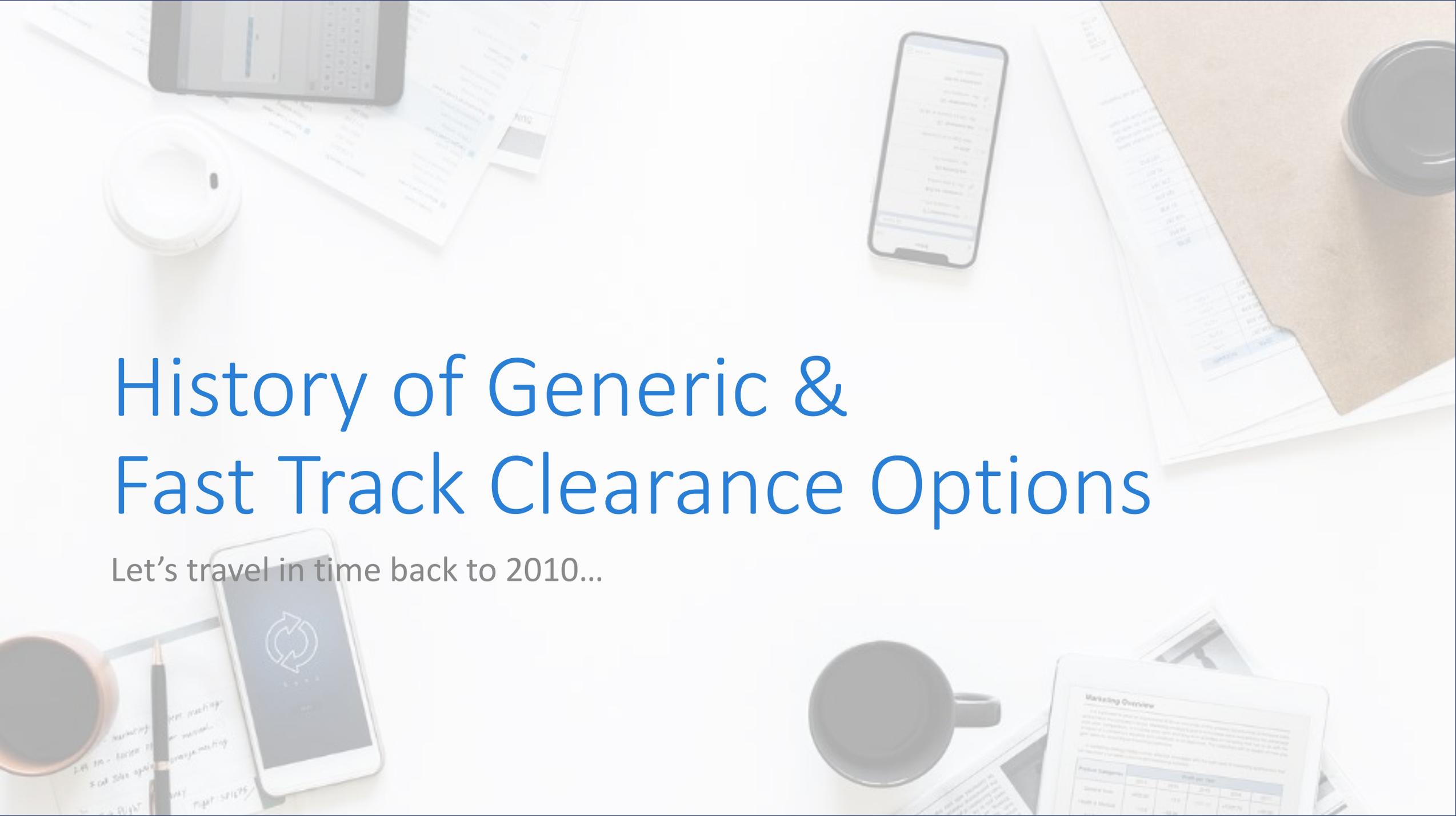




# Generic Fast-Track Clearances

**Washington Headquarters Services**  
Executive Services Directorate

*Office of Information Management*  
*DoD Directives Division*

A top-down view of a desk with various items: a smartphone, a laptop, a coffee cup, papers, and a tablet. The background is a light, neutral color, and the items are arranged in a way that suggests a professional or business environment. The text is overlaid on the center of the image.

# History of Generic & Fast Track Clearance Options

Let's travel in time back to 2010...

# PRA – Generic Clearances

- January 21, 2009 memo issued by the President calling for the establishment of “a system of transparency, public participation, and collaboration”
- May 28, 2010 memo from Office of Management and Budget (OMB) with subject “Paperwork Reduction Act – Generic Clearances”
- Establishes the use of generic information collections as a way of meeting obligations of the PRA while also “eliminating unnecessary burdens and delays”
- Goes on to define the generic clearance and the corresponding process for approval

# New Fast-Track Process for Collecting Service Delivery Feedback Under the PRA

- June 15, 2011 memo from Office of Management and Budget (OMB) with subject “New Fast-Track Process for Collecting Service Delivery Feedback Under the Paperwork Reduction Act”
- Establishes the fast-track category of generic information collections
- Purpose is to “allow agencies to obtain timely feedback on service delivery while ensuring that the information collected is useful and minimally burdensome for the public”
- Slightly more restrictive than a standard generic collection



# What's a Generic Fast-Track?

Definition of a generic clearance and parameters for fast-track collections

# Generic Information Collection Definition

“A generic ICR is a request for OMB approval of a plan for conducting more than one information collection using very similar methods when (1) the need for and the overall practical utility of the data collection can be evaluated in advance, as part of the review of the proposed plan, but (2) the agency cannot determine the details of the specific individual collections until a later time.”

# Generic Information Collection Definition

Three important traits:

1. Voluntary
2. Low-burden
  - *Overall burden*
  - *Total respondents*
  - *Burden per respondent*
3. Uncontroversial

# Fast-Track Collection Parameters

In addition to the three traits of a generic, fast-tracks must also adhere to the following parameters:

- Collection is focused on the awareness, understanding, attitudes, preferences, or experiences of customers or stakeholders
- Simple survey or survey-like instrument
- Statistical rigor is not required to process responses
- Policy or funding decisions will not be made as a direct result of collection findings
- Results of the collection will not be published or disseminated to the public

# Clearance Process

Seeking OMB approval for a generic clearance and fast-track collections



# Example Scenario

## **Customer Satisfaction Surveys**

The Department of Veterans Affairs wants to ask patients at different facilities about their satisfaction with different parts of their health care experience in order to identify early warning signs of customer dissatisfaction. They would like to be able to vary the questions asked by situation and service site as new/different services are made available to customers throughout the year.

# Step 1: Generic Clearance Approval

- Prepare the generic collection package and comply with the PRA's public notice requirements
  - Supporting statement addresses the need for the generic strategy, the method of collection, the types of respondents, the estimated burden cap, and agency's intended use of the information collected
  - Publication of 60-Day Federal Register Notice
  - Publication of 30-Day Federal Register Notice
- Submit the package to OMB
- OMB approves the generic collection

## Step 2: Fast-Track Collection Submission

- Develop the fast-track collection instrument
- Prepare the “one-pager” justification
- Submit the instrument and one-pager to OMB
- Receive approval for the instrument
- Expect a 5-day turn-around!
- Repeat as necessary

## Step 3: Extend Clearance

- If needed, before the OMB Control Number expires you may extend the generic clearance by going through the regular extension process
- Continue to submit one-pagers for the fast-track collections corresponding with the generic clearance



**Generic Clearance**

**0704-XXXX**

Fast-Track Collection

Fast-Track Collection

Fast-Track Collection

Fast-Track Collection

A top-down view of a desk with various office items including smartphones, papers, a coffee cup, and a tablet. The background is a light-colored surface with several items scattered around. In the top left, there's a smartphone displaying a list, a white coffee cup, and some papers. In the top right, another smartphone shows a settings menu, and a stack of papers is visible. In the bottom left, a smartphone displays a refresh icon, a pen, and a notebook with handwritten notes. In the bottom right, a grey coffee cup and a tablet displaying a 'Marketing Overview' report are visible. The overall scene is a professional workspace.

Department-Wide Generic

0704-0553



# Thank you!

**Office of Information Management**

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