



GENERAL SERVICES ADMINISTRATION

[OMB Control No. 3090-00XX]

[Docket No. 2020-0001; Sequence No. 2]

**Information Collection; Technology Transformation Services -
Candidate Experience Surveys**

AGENCY: Technology Transformation Services (TTS), Federal Acquisition Service (FAS), General Services Administration (GSA).

ACTION: Notice.

SUMMARY: Under the provisions of the Paperwork Reduction Act, the Regulatory Secretariat Division will be submitting to the Office of Management and Budget (OMB) a request to review and approve a new information collection requirement regarding sending candidate surveys to all applicants who apply to jobs within the Technology Transformation Services (TTS).

DATES: Submit comments on or before **[Insert date 30 days after date of publication in the *Federal Register*]**.

ADDRESSES: Written comments and recommendations for this information collection should be sent within 30 days of publication of this notice to www.reginfo.gov/public/do/PRAMain. Find this particular information collection by selecting "Currently under Review - Open for Public Comments" or by using the search

function. If your comment cannot be submitted using www.reginfo.gov/public/do/PRAMain, call or email the points of contact in the FOR FURTHER INFORMATION CONTACT section of this document for alternate instructions.

FOR FURTHER INFORMATION CONTACT: Requests for additional information should be directed to Jennifer Moran, Technology Transformation Services at 202-501-4755 or via email to jennifer.moran@gsa.gov.

SUPPLEMENTARY INFORMATION:

A. Purpose

The goal of TTS is to modernize the way the government uses technology by applying modern methodologies and technologies to improve the public's experience with government. In order to accomplish this, we need to be able to attract top technical talent from across the country. This often means competing for talent with the private sector, where companies can often offer more robust compensation and benefits.

In order to remain competitive, it is vital that we provide an exceptional candidate experience and maintain a strong brand reputation. Some of the ways we strive to do this is through providing clear job descriptions, thorough interview preparation and personalized candidate experience throughout the process. In doing so, we are better able to

recruit more candidates into doing a tour of duty in the government. Candidate Surveys are a way for us to continuously measure how we are doing and make any necessary improvements to our hiring process so we can continue to hire and attract the top talent we need at the rate we need them in this demanding market.

By consistently asking applicants and candidates for their feedback and reviewing the survey results, we can pinpoint what areas in our process need to be modified, changed, removed, and/or added. Surveys allow respondents to remain anonymous and will be sent out three times during the hiring process:

- After a candidate applies to a role. Data at this stage will help us understand if our job descriptions provide a clear understanding of the roles and responsibilities that we are hiring for. It will also help us understand if our website has thorough enough information about the overall hiring process or if there are more resources that we can be providing.
- After a candidate interviews. Data at this stage will help us understand if we are properly preparing candidates and interviewers for interviews.
- When the candidate is Selected or Not Selected after the Interview. Data at this stage will help us

understand what the candidate's experience was with their TTS recruiter overall and if there is anything they think we can improve upon.

B. Annual Reporting Burden

Respondents: 7,400

Responses Per Respondent: 1-3.

Total annual responses: 1,110

Hours Per Response: 5 minutes per survey.

Total Burden Hours: 15 minutes for candidates who complete all 3 surveys.

C. Public Comments

A notice published in the *Federal Register* at 85 FR 32394 on May 29, 2020. No comments were received.

Beth Anne Killoran,
Deputy Chief Information Officer.

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