

# **Request for Approval Under Generic Survey of Routine Customer Feedback (OMB Control Number: 1405-0193)**

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## **TITLE OF INFORMATION COLLECTION:**

Industry Usability Testing – Directorate of Defense Trade Controls IT Modernization Initiative Beta Testing.

## **PURPOSE:**

The Directorate of Defense Trade Controls (DDTC) of the Department of State has both statutory and delegated authority to regulate the export and temporary import of defense-related goods and defense services under the Arms Export Control Act (AECA) (22 U.S.C. 2751 *et seq.*) and its implementing regulations, the International Traffic in Arms Regulations (ITAR) (22 CFR 120-130).

Because of the unique needs of DDTC to collect very specific data from exporters in the defense industry, and the need to share that data with Federal interagency partners, a multitude of information technology systems have historically been used, each performing a discrete function. As new programmatic requirements have been promulgated, whether in response to new legislation, changing geopolitical events, or interagency requirements, the IT systems which DDTC uses have become outmoded and obsolete. Moreover, as the information security posture of the United States Government has transformed and improved, DDTC's legacy systems have been unable to keep pace with the changes that are required of Executive agencies. In response to these changing circumstances, in 2015 DDTC began a modernization initiative that will replace its legacy IT systems with a single portal case management system (CMS) which will allow both industry users and DDTC staff to smoothly and securely navigate the registration, licensing, and compliance functions of the Directorate.

In addition to replacing the DDTC-specific systems that industry users interact with, DDTC is redesigning its IT systems to collate with the International Trade Data System (ITDS). ITDS is a government-wide initiative among agencies that have oversight of imports and exports to consolidate licensing and shipping information into a single portal with uniform data fields and a high degree of interoperability. ITDS is designed to eliminate traders having to submit duplicative information to separate agencies, thus vastly reducing the total burden associated with exporting and importing commodities from the United States.

This test-use and usability information collection will allow industry users to interact with the new IT system as the phased implementation of the CMS begins. Because the focus of the CMS will be on user experience, information security, and usability, it is very important for DDTC

staff to receive accurate and timely feedback so that the system can achieve the greatest possible buy-in and be reflexive to the needs of industry.

As the case management system is developed and readied to deploy, DDTC will open a beta-test version of the new software to a small group of volunteer industry users. This testing will occur on a first-come, first-served basis up to a maximum group of 100 users. All traders who import or export defense articles or defense services must be registered with DDTC and have a valid license for each shipment; therefore, the information collected during testing will already be available to users who volunteer to test the CMS. Information collected will be:

- DDTC registration code,
- License number,
- Type and description of the item being imported/exported,
- Anticipated arrival date at port of entry/exit, and
- ITAR exemption code, if applicable.

Not all information will be required of all users in each case. The burden for this secondary user group will be approximately 2 hours for each user, with a total burden of 200 hours for usability testing.

