Fast-Track Generic Checklist

How to Use the CCSQ IT Product and Support Teams Fast-Track Generic Clearance

The purpose of this checklist is to help you determine if an Information Collection Request (ICR) may qualify for an umbrella ICR titled "Generic Clearance for the Center for Clinical Standards and Quality IT Product and Support Teams (CMS-10706)" (OMB Control Number: 0938-1397).

The generic clearance is for CCSQ IT Product and Support Teams (CIPST) that collect data on stakeholder awareness, understanding, attitudes, preferences, or experiences about existing or future products or services. This generic clearance includes the Fast-Track approval process, which involves less documentation and time to obtain OMB approval than a regular ICR.

Getting Started

Please follow the steps as instructed. After completing, send the checklist to OSORA who will determine if the Information Collection Request (ICR) qualifies.

Step 1	
Question	**Answer**
Your Name:	
Your CCSQ IT Product and Support Team (CIPST) name:	
Proposed ICR title:	
Purpose of collection: What are you hoping to learn / improve? How do you plan to use what you learn? Are there artifacts (user personas, journey maps, summary insights to inform service improvements, etc.) the data from this collection will inform?	

Proceed to the next step...

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Step 2		
Yes	**No**	**Questions**
☐	☐	Is the information collection focused on the awareness, understanding, attitudes, preferences, or experiences of customers or other stakeholders to improve existing or future products or services?
☐	☐	Is the collection voluntary?
☐	☐	Does the data collection have a low burden for respondents and low-cost to the Federal Government?
☐	☐	Is the data collection non-controversial?
☐	☐	Is the collection targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future?
If you answered "yes" to all of the above questions, proceed to the next step. If you answered "no" to any of the above questions, the proposed collection likely does not qualify for the Fast-Track Generic Clearance. Contact OSORA for clarification and to obtain information on the Standard ICR process.		

Step 3		
Yes	**No**	**Questions**
☐	☐	Is public dissemination of the results intended?
☐	☐	Will the information gathered be used for the purpose of substantially informing policy decisions?
If you answered "no" to all the above questions, proceed to the next step. If you answered "yes" to any of the questions, the proposed collection likely does not qualify for the Fast-Track Generic Clearance. Contact OSORA for clarification and to obtain information on the Standard ICR process.		

Step 4	
Select the research activity you plan to use for the information collection. Select one, there is only one information collection activity per request.	
Activity	**Description**
○	**Card Sorting**—a method used for determining information architecture labels and structures to be used in a website or app and gives insights to understand users' mental models better.
○	**Cognitive Testing**—a method used to gain insights into how people interpret the language and graphics in your product and how they connect what they see in the report or prototype to their own experiences.
○	**Field Studies**—also known as Contextual Inquiry, a method in which research is conducted in the user's context and location.
○	**First Click Tests**—examines what a test participant would click first on an interface to complete their intended task. An analysis may be performed on a functioning website, a prototype, or a wireframe.
○	**Focus Groups**—a moderated discussion with a group of people to learn about users' attitudes, beliefs, desires, and reactions to concepts.

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Step 4 *Continued*	
Activity	**Description**
○	**Participatory Design**—a method that involves stakeholders, end-users, and the team in the design process to help ensure that the end-product meets the needs of users (e.g., customer journey map, service blueprint).
○	**Survey**—a set of questions used to collect topic-specific information from a representative sample of your target audience.
○	**Tree Testing**—a usability technique for evaluating the findability of topics on a website. It is also known as reverse card sorting or card-based classification.
○	**User Interviews**— a method of gaining information by asking questions that relate to your objectives concerning the user's experience with your product/service.
○	**Usability Testing**—a range of test and evaluation methods such as automated evaluations, inspection evaluations, operational evaluations, and human performance testing. Includes moderated, un-moderated, in-person, and remote usability studies.
○	**Other**—another HCD research method to inform utility, usability, and desirability of an existing or new product/ service.
If you selected an activity above, proceed to "What's Next." ***Note: if you selected "other," describe the activity before proceeding to What's Next.*** ***"Other" description:*** ***If you did not select any activities (including "other"), the proposed collection likely does not qualify for the Fast-Track Generic Clearance. Contact OSORA for clarification and to obtain information on the Standard ICR process.***	

Questions

For questions please contact: 1) Office of Strategic Operations and Regulatory Affairs (OSORA), who is the CMS primary contact for all PRA questions; 2) the CCSQ HCD Center of Excellence at hcd@hcqis.org, who can answer questions about the CCSQ Generic Clearance and provide general reference information about the Fast-Track process.

What's Next?

If you completed steps 1-4 as instructed, the proposed collection is likely a candidate for the Fast-Track Generic Clearance.

Provide the checklist to OSORA who will determine eligibility and provide instructions on how to submit the data collection using the Generic Clearance Fast-Track process.

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