

15. The U.S. Government is not fully utilizing civilian hiring authorities to recruit AI talent. Agencies need to make better use of pipelines for people with STEM training.

16. Expanding AI-focused fellowships and exchange opportunities can give officials and service members access to cutting-edge technology, and bring talent from our top AI companies into federal service.

17. The military and national security agencies are struggling to compete for top AI talent. They need a better pitch, incentive structure, and better on-ramps for recent graduates.

18. American colleges and universities cannot meet the demand for undergraduate student interest in AI and computer science generally.

19. The American AI talent pool depends heavily on international students and workers. Our global competitiveness hinges on our ability to attract and retain top minds from around the world.

Line of Effort 4—Protect and Build Upon U.S. Technological Advantages & Hardware

20. The U.S. Government should continue to use export controls—including multilateral controls—to protect specific U.S. and allied AI hardware advantages, in particular those in semiconductor manufacturing equipment.

21. However, traditional item-based export controls and narrowly-scoped foreign investment reviews are by themselves insufficient to sustain U.S. competitiveness in AI.

22. The United States must continue leading in AI-related hardware, and ensure the government has trusted access to the latest technologies.

23. Law enforcement and academic leaders can and should find common ground on preserving an open research system while reducing security risks from foreign government-directed activity on American campuses.

Line of Effort 5—Marshal Global AI Cooperation

24. The United States must enhance its competitiveness in AI by establishing a network of partners dedicated to AI data sharing, R&D coordination, capacity building, and talent exchanges.

25. AI presents significant challenges for military interoperability. If the United States and its allies do not coordinate early and often on AI-enabled capabilities, the effectiveness of our military coalitions will suffer.

26. U.S. diplomacy should be open to possible cooperation with China and Russia on promoting AI safety and

managing AI's impact on strategic stability.

27. The United States should lead in establishing a positive agenda for cooperation with all nations on AI advances that promise to benefit humanity.

Line of Effort 6—Ethics and Responsible AI (this cross-cutting priority has been elevated to an identified level of effort since the publication of the November 2019 Interim Report)

28. Developing trustworthy AI systems is essential for operational integrity and adoption. It is closely connected to, and depends on, reliability, robustness, auditability, explainability, and fairness.

29. From the earliest phase, systems should be designed with ethics in mind.

30. Each agency's design and deployment of AI, as with other technologies, must align with America's democratic values and institutional values.

31. Throughout their life cycles, ethical AI systems for national security will need to preserve individual rights and liberties as protected by law. In international contexts, this includes America's commitments to international humanitarian law and human rights.

Dated: May 22, 2020.

Michael Gable,
Chief of Staff.

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NATIONAL SCIENCE FOUNDATION

Information Collection; Improving Customer Experience (OMB Circular A-11, Section 280 Implementation)

AGENCY: National Science Foundation.

ACTION: Notice; request for comment.

SUMMARY: The National Science Foundation (NSF), as part of its continuing effort to reduce paperwork and respondent burden, is announcing an opportunity for public comment on a new proposed collection of information by the Agency. Under the Paperwork Reduction Act of 1995 (PRA), Federal Agencies are required to publish notice in the **Federal Register** concerning each proposed collection of information, and to allow 60 days for public comment in response to the notice. This notice solicits comments on new collection proposed by the Agency. **DATES:** Submit comments on or before: July 27, 2020.

FOR FURTHER INFORMATION CONTACT: Suzanne H. Plimpton, Reports Clearance

Officer, National Science Foundation, 2415 Eisenhower Avenue, Suite W18200, Alexandria, Virginia 22314; telephone (703) 292-7556; or send email to splimpto@nsf.gov. Individuals who use a telecommunications device for the deaf (TDD) may call the Federal Information Relay Service (FIRS) at 1-800-877-8339, which is accessible 24 hours a day, 7 days a week, 365 days a year (including Federal holidays).

SUPPLEMENTARY INFORMATION:

A. Purpose

Under the PRA, (44 U.S.C. 3501-3520) Federal Agencies must obtain approval from the Office of Management and Budget (OMB) for each collection of information they conduct or sponsor. "Collection of information" is defined in 44 U.S.C. 3502(3) and 5 CFR 1320.3(c) and includes Agency requests or requirements that members of the public submit reports, keep records, or provide information to a third party. Section 3506(c)(2)(A) of the PRA requires Federal Agencies to provide a 60-day notice in the **Federal Register** concerning each proposed collection of information, including each proposed extension of an existing collection of information, before submitting the collection to OMB for approval. To comply with this requirement, GSA is publishing notice of the proposed collection of information set forth in this document.

Whether seeking a loan, Social Security benefits, veterans benefits, or other services provided by the Federal Government, individuals and businesses expect Government customer services to be efficient and intuitive, just like services from leading private-sector organizations. Yet the 2016 American Consumer Satisfaction Index and the 2017 Forrester Federal Customer Experience Index show that, on average, Government services lag nine percentage points behind the private sector.

A modern, streamlined and responsive customer experience means: Raising government-wide customer experience to the average of the private sector service industry; developing indicators for high-impact Federal programs to monitor progress towards excellent customer experience and mature digital services; and providing the structure (including increasing transparency) and resources to ensure customer experience is a focal point for agency leadership. To support this, OMB Circular A-11 Section 280 established government-wide standards for mature customer experience organizations in government and measurement. To enable Federal

programs to deliver the experience taxpayers deserve, they must undertake three general categories of activities: Conduct ongoing customer research, gather and share customer feedback, and test services and digital products.

These data collection efforts may be either qualitative or quantitative in nature or may consist of mixed methods. Additionally, data may be collected via a variety of means, including but not limited to electronic or social media, direct or indirect observation (*i.e.*, in person, video and audio collections), interviews, questionnaires, surveys, and focus groups. DHS will limit its inquiries to data collections that solicit strictly voluntary opinions or responses. Steps will be taken to ensure anonymity of respondents in each activity covered by this request.

The results of the data collected will be used to improve the delivery of Federal services and programs. It will include the creation of personas, customer journey maps, and reports and summaries of customer feedback data and user insights. It will also provide government-wide data on customer experience that can be displayed on performance.gov to help build transparency and accountability of Federal programs to the customers they serve.

Method of Collection

NSF will collect this information by electronic means when possible, as well as by mail, fax, telephone, technical discussions, and in-person interviews. NSF also may utilize observational techniques to collect this information.

Data:

Form Number(s): None.

Type of Review: New.

B. Annual Reporting Burden

Affected Public: Collections will be targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the near future. For the purposes of this request, “customers” are individuals, businesses, and organizations that interact with a Federal Government agency or program, either directly or via a Federal contractor. This could include individuals or households; businesses or other for-profit organizations; not-for-profit institutions; State, local or tribal governments; Federal government; and Universities.

Estimated Number of Respondents: 2,001,550.

Estimated Time per Response: Varied, dependent upon the data collection method used. The possible response

time to complete a questionnaire or survey may be 3 minutes or up to 2 hours to participate in an interview.

Estimated Total Annual Burden Hours: 101,125.

Estimated Total Annual Cost to Public: \$0.

C. Public Comments

NSF invites comments on: (a) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (b) the accuracy of the agency’s estimate of the burden (including hours and cost) of the proposed collection of information; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology. Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval of this information collection; they also will become a matter of public record.

Dated: May 22, 2020.

Suzanne H. Plimpton,
Reports Clearance Officer, National Science Foundation.

[FR Doc. 2020–11428 Filed 5–27–20; 8:45 am]

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PEACE CORPS

Submission for OMB Emergency Review: Request for Comments

AGENCY: Peace Corps.

ACTION: Notice of information collection—OMB emergency review and request for comments requested.

SUMMARY: The Peace Corps has submitted the following information collection request, utilizing emergency review procedures, to the Office of Management and Budget (OMB) for review and clearance in accordance with the Paperwork Reduction Act of 1995 and OMB regulations. OMB approval has been requested by the Office of Staff Learning Development. OMB is particularly interested in comments that: Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; Evaluate the accuracy of the agency’s estimate of the burden of the proposed collection of information,

including the validity of the methodology and assumptions used; Enhance the quality, utility, and clarity of the information to be collected; and Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, *e.g.*, permitting electronic submissions of responses.

DATES: Comments on this proposal for emergency review should be received by May 26, 2020. If granted, the emergency approval is only valid for 180 days. We are requesting OMB to take action within two calendar days from the close of this **Federal Register** Notice on the request for emergency review.

ADDRESSES: Interested persons are invited to submit written comments on the proposed information collection to the Office of Information and Regulatory Affairs, Office of Management and Budget, 725 17th Street NW, Washington, DC 20503, Attention: Desk Officer for the Peace Corps or sent via email to oir_submission@omb.eop.gov or faxed to (202) 395–3086.

FOR FURTHER INFORMATION CONTACT: Virginia Burke, FOIA Officer, Peace Corps, 1275 First Street NE, Washington, DC 20526, (202) 692–1887, or email at pcf@peacecorps.gov.

SUPPLEMENTARY INFORMATION: This process is conducted in accordance with 5 CFR 1320.13. The Peace Corps plans to follow this emergency request with a submission for a 3 year approval through OMB’s normal PRA clearance process. We are seeking an emergency clearance to allow us to collect information from Returned Peace Corps Volunteers.

Title: Expedited Reinstatement Application.

OMB control number: Pending.

Type of Request: LearningSpace Portal.

Affected public: Volunteers, Trainees, and Response Volunteers, who were recently evacuated from their countries of service in response to the coronavirus disease 2019 (COVID 19) pandemic.

Respondents’ obligation to reply: Voluntary.

Burden to the public:

- Number of respondents: 7, 000.
- Frequency of response: 1.
- Completion time: 2 Minutes.
- Annual burden hours: 233.
- Estimated cost to respondents: \$ 0.00.