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**2020 CENSUS PROGRAM MEMORANDUM SERIES: 2018.17**

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**MEMORANDUM FOR:** The Record

**From:** Albert E. Fontenot, Jr. (**signed August 22, 2018**)  
Associate Director, Decennial Census Programs

**Subject:** 2020 Census Detailed Operational Plan for Internet Self-Response

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This memorandum documents the release of the 2020 Census Detailed Operational Plan (DOP) for the Internet Self-Response (ISR) operation. The ISR operation is responsible for maximizing online response to the 2020 Census via contact strategies and improved access for respondents and collecting response data via the internet to reduce paper and Nonresponse Followup.

The DOP for ISR presents the planned operations for ISR and includes details of the operational processes involved, their inputs, outputs, controls, and the basic mechanisms necessary to conduct the work. It is a living document that will be updated, as necessary, based on lessons learned from ongoing tests.

**The 2020 Census Memorandum Series**

The 2020 Census Memorandum Series documents significant decisions, actions, and accomplishments of the 2020 Census Program for the purpose of informing stakeholders, coordinating interdivisional efforts, and documenting important historical changes.

A memorandum generally will be added to this series for any decision or documentation that meets the following criteria:

1. A major program-level decision that will affect the overall design or have significant effect on 2020 Census operations or systems.
2. A major policy decision or change that will affect the overall design or significantly impact 2020 Census operations or systems.
3. A report that documents the research and testing for 2020 Census operations or systems.

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