FinCEN – Secure Outreach/WebCBRS
Performance Measure Survey FY 2008

Introduction

The Financial Crimes Enforcement Network (often referred to as FinCEN) is committed to serving and satisfying their customers. FinCEN records indicate that your organization is authorized to access Bank Secrecy Act data by logging onto FinCEN's Secure Outreach portal and then linking to the new Web-based Currency and Banking Retrieval System, otherwise known as WebCBRS. We want to ask for feedback regarding your satisfaction with both the Secure Outreach and WebCBRS systems.

The survey will take approximately 8 to 10 minutes to complete. CFI Group will treat all information you provide as confidential. All information you provide will be combined with others' for research and reporting purposes. Your individual responses will not be released. This survey is authorized by the U.S. Office of Management and Budget Control No. 1505-0191.

Q1. Have you logged onto FinCEN's Secure Outreach portal to access BSA data in WebCBRS?
1. Yes (GO TO Q3)
2. No (Go to Q2 THEN TERMINATE INTERVIEW)

Q2. Please specify the reason(s) for not using FinCEN's Secure Outreach System. (Open-Ended)

Demographics/Usage

Q3a. Please indicate your organization (Open-end)

Q3b. Which of the following best describes your organization? (Select one)

1. Federal Law Enforcement Agency

2. Federal Regulator

3. State/local Law Enforcement

4. State/local regulator

5. Other (specify)

Q4. How long have you been using Secure Outreach to access WebCBRS?

1. Less than one month

2. More than one month but less than six months

3. Six months or longer

Q5. Which best describes how frequently you log into FinCEN's Secure Outreach to access WebCBRS?

1. At least once a day
2. A few times a week
3. Once a week
4. Once a month
5. Once every few months
6. Every six months

Secure Outreach Usability

The follow questions pertain to your use of the Secure Outreach portal <u>before</u> you access WebCBRS.

On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate FinCEN's Secure Outreach Portal (website) on the following. If a question does not apply, please select "N/A."

Q6.   Ease of use

Q7.   Ease of accessing information

Q8.   Usefulness of "News and Information"

Q9.   Using a 10-point scale where "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with the Secure Outreach portal?

Q10.   What suggestions do you have for improving FinCEN's Secure Outreach Portal? (Open-ended)

WebCBRS Usability

The following questions ask about WebCBRS. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate WebCBRS on the following. If a question does not apply, please select "N/A."

Q11.   Ease of use

Q12.   Query response time

Q13a.   Did you take the online WebCBRS Training? (IF YES ASK Q13B IF NO OR DON'T KNOW SKIP TO Q14A)

      1. Yes

      2. No

      3. Don't Know

Q13b. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate WebCBRS on the usefulness of online WebCBRS Training

Q14a.   Have you used the WebCBRS Help Guides? (IF YES ASK Q14B IF NO OR DON'T KNOW SKIP TO Q15)

      1. Yes

      2. No

      3. Don't Know

Q14b. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the usefulness of the WebCBRS Help Guides.

Q15.   Using a 10-point scale where "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with WebCBRS

Q16.   What suggestions do you have for improving WebCBRS? (Open-ended)

Value/Impact of BSA Data

On a scale from "1" to "10," where "1" is "not at all useful" and "10" is "very useful," please rate the value of the BSA data you access in WebCBRS with respect to the following.

If a choice does not apply to you, please indicate N/A:

Q18.   Providing information previously unknown

Q19.   Supplementing or expanding known information

Q20.   Verifying existing information

Q21.   Helping you identify new leads

Q22.   Opening a new investigation or examination

Q23.   Supporting existing investigation or examination

Q24.   Providing information for investigative or examination report

User Support

On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate FinCEN's User Support on the following.

Q25.   Courtesy of representative

Q26.   Knowledge of the representative

Q27.   Timeliness of response

Q28.   Ability to resolve your problem/issue

CSI Benchmark Questions

Now we are going to ask you to consider your experiences using WebCBRS with respect to the following:

Q29.   First, consider your experiences in accessing BSA Reports in WebCBRS. Using a 10-point scale where "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with WebCBRS?

Q30.   To what extent does WebCBRS meet your expectations? Please use a 10-point scale where "1" now means "did not meet your expectations" and "10" means, "Exceeds your expectations."

Q31.   Imagine the ideal BSA data retrieval and sharing system. How well does WebCBRS compare with that ideal? Please use a 10-point scale where "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

Closing

On behalf of FinCEN, I thank you for your time and participation today. Your feedback is greatly appreciated.