

1-770 (7-26-2007)

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) DIVISION
2007 CUSTOMER SATISFACTION SURVEY
CJIS Division Intelligence Group (CDIG) / Known or Suspected Terrorist (KST) File**

The FBI's CJIS Division recently created the CDIG. Its mission is to provide tactical investigative and intelligence products using information from across all CJIS Division databases.

1. Check the box that indicates the type of agency by which you are employed.

- FBI
- Other federal agency
- State law enforcement agency
- Local law enforcement agency
- Tribal law enforcement agency

2. Mark the box indicating whether your agency is aware of the CDIG.

- Yes, and we have requested assistance from the CDIG.
- Yes, but we have NOT requested assistance from the CDIG.
- No, but upon learning about the services available from the CDIG, we may request assistance.
- No, but upon learning about the services available from the CDIG, we would NOT request assistance.

3. One of the major services offered by the CDIG is the NCIC Off-line search, which is a special technique that can be used to obtain information not available through an NCIC on-line inquiry. Check the box that indicates your agency's awareness of the NCIC Off-line search.

- Our agency is aware and uses this source.
- Our agency is aware, but does not use this source.

Under the Paperwork Reduction Act, a person is not required to respond to a collection of information unless it displays a valid OMB control number. We try to create forms and instructions that are accurate, can be easily understood, and which impose the least possible burden to you to provide us with information. The estimated average time to complete the survey is three minutes. If you have comments regarding the accuracy of this estimate or suggestions for making this form more simple, write to the CAU, CJIS Division, FBI, 1000 Custer Hollow Road, Clarksburg, WV 26306.

- Our agency is not aware of this source. **(If this box is checked, proceed to question # 6)**

4. If the NCIC Off-line services are used, you are satisfied with the content and response times of the search results.

Strongly Disagree

1 2

Agree

3 4

Strongly Agree

5 N/A

5. If your response to question # 4 was agree to strongly disagree, provide comments on ways in which you believe the CDIG can improve the quality of the NCIC Off-line search. Limit your response to 2,000 characters.

6. Another major service managed by the CDIG is the KST File located within the CJIS Division's Integrated Automated Fingerprint Identification System (IAFIS) database. The KST File contains fingerprint based records on more than 50,000 KST subjects. Check the box to indicate whether your agency is aware of the KST File within the CJIS Division's IAFIS database.

Yes

No

7. Check the box indicating whether your agency contributes to or requests access to the KST records located in the CJIS Division's IAFIS database.

Yes

No, we are a federal law enforcement agency and do not participate in the CJIS Division's IAFIS database.

No, we are NOT a federal law enforcement agency and do not participate in the CJIS Division's IAFIS database.

8. Check the box indicating the frequency your agency contributes to or uses the KST File.

Daily

Weekly

Monthly

Quarterly

Once a year or less

Never

9. The KST file is a valuable tool for Counterterrorism.

Strongly Disagree

1

2

Agree

3

4

Strongly Agree

5

Unknown

Respond to the following statement if you are employed by a state, local, or tribal law enforcement agency.

10. Check the box indicating whether your agency is aware that the CDIG and the 56 FBI Field Offices' Joint Terrorism Task Forces and Field Intelligence Groups are available to assist your agency in entering KST subjects in this file.

- Yes, and our agency is satisfied with the services we have received from these groups.
- Yes, and our agency is aware, but not satisfied with the services we have received from these groups.
- No, our agency is not aware that these groups can provide such assistance.