

FEDERAL BUREAU OF INVESTIGATION

Precedence: DEADLINE 06/07/2007

Date: 05/07/2007

To: CJIS

From: CJIS

Programs Support Section/CJIS Audit Unit/Module D3, WV

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Case ID #: 242-HQ-A1212144

Title: AUTOMATION MATTERS CJIS DIVISION;
FOLLOW-UP C 2004 CUSTOMER SATISFACTION SURVEY
FOR CJIS HELP DESK

Synopsis: Follow-up for the 2004 CJIS Division's Customer Satisfaction Survey for the CJIS Help Desk.

Reference: 319W-HQ-A1487698-CJIS Serial 56

Enclosure(s): 2004 CJIS Help Desk Survey Responses are being uploaded separately.

Details: In 2006, the responsibility for analyzing the 2004 CJIS Division's Customer Satisfaction Survey responses was assigned to the CJIS Audit Unit (CAU). The CAU analyzed the survey results and identified areas that require evaluation by each respective Business Line Program Manager (BLPM). The responses to the CJIS Help Desk portion of the survey that require evaluation by the BLPM are detailed in this electronic communication (EC). The CJIS Help Desk's BLPM must review the responses and provide to the CAU a documented plan detailing the specific actions that the BLPM will take to improve the services identified within this EC.

The CAU does not have extensive knowledge of the business of the other CJIS Division programs. Therefore, the CAU did not provide suggestions of actions to be taken by the various programs to improve services. In addition, CJIS Division management realizes that some plans of action may not be technically feasible or cost-effective.

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The CAU identified the following survey results regarding the CJIS Help Desk that require evaluation and a response:

! Question #1: Are you aware the CJIS Division has a Help Desk at telephone number (304) 625-4357, to assist you with issues or problems with CJIS systems and communications?

There were 37 responses, and 4 (10.81 percent) of the respondents indicated that they were not aware that the CJIS Division has a Help Desk. The CAU recommends that this area be reviewed for development.

! Question #5: Do you normally receive a follow-up call from the CJIS Help Desk staff after your issue is resolved?

There were 26 responses to the question. Fourteen (53.85%) of the respondents indicated that they have not received a follow-up call. The CAU recommends that the Help Desk=s BLPM determine if a follow-up call would improve its customer service and, if so, take action as deemed appropriate.

Based on the CAU's review, all other survey results regarding the CJIS Help Desk do not require follow-up. The CAU commends the CJIS Help Desk on its commitment to customer service.

An initial response to the survey results must be provided to the CAU within 30 days of the date of this EC. The CAU requests that the response address the BLPM=s plan of action for each bulleted area separately. Questions regarding this EC should be addressed to Ms. Robin A. Stark, CAU Chief, at extension 2941. CJIS Division management, as well as the CAU, appreciates the BLPM=s attention to this matter.

LEAD(s):

Set Lead 1: (Action)

CJIS

AT CLARKSBURG, WV

Attention: Chief, ITMS

The CJIS Help Desk=s BLPM must provide to the CAU a documented plan to improve services in the identified areas within 30 days of the date of this EC. The response should address a plan of action for each bulleted area separately. Please ensure that the response is completed within the specified time frame.

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