

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-C1497984

**Title:** INTEGRATED AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM;  
FOLLOW-UP C 2004 CUSTOMER SATISFACTION SURVEY  
FOR INTEGRATED AUTOMATED FINGERPRINT  
IDENTIFICATION SYSTEM

**Synopsis:** Follow-up for the 2004 CJIS Division=s Customer  
Satisfaction Survey for the IAFIS Business Line.

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

**Enclosure(s):** 2004 IAFIS Program Survey Responses (Part 1:  
Survey questions 1 thru 10; Part 2: Survey questions 11 thru 18;  
and Part 3: Survey questions 19 thru 21) 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 Integrated Automated Fingerprint Identification System  
(IAFIS) portion of the survey that require evaluation by the  
BLPM are detailed in this electronic communication (EC). The  
IAFIS 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

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management realizes that some plans of action may not be technically feasible or cost-effective.

The CAU identified the following survey results regarding the IAFIS Business Line (BL) that require evaluation and a response:

- ! Question #4: Does your agency submit criminal fingerprints electronically? Do you receive the responses within two hours from the time of submission?

There were 139 responses, and 26 (18.71 percent) of those surveyed indicated that they received the responses either never or some of the time within two hours from the time of submitting criminal fingerprints electronically. The CAU recommends that this area be reviewed for development.

- ! Question #5: Does your agency submit civil/applicant fingerprints electronically? Do you receive the responses within 24 hours from submission?

There were 84 responses, and 15 (17.86 percent) of those surveyed indicated that they received responses either never or some of the time within 24 hours of submitting civil/applicant fingerprints electronically. The CAU recommends that this area be reviewed for development.

- ! Question #6: Does your agency submit criminal paper fingerprint cards? If yes, please indicate the average response time.

There were 268 responses, and 55 (20.52 percent) of those surveyed indicated that they submit criminal fingerprint cards with an average response time of more than four weeks. The CAU recommends that this area be reviewed for development.

- ! Question #7: Does your agency submit civil/applicant paper fingerprint cards? If yes, please indicate the average response time provided by the CJIS Division.

There were 242 responses, and 49 (20.25 percent) of those surveyed indicated that they submit civil/applicant paper fingerprint cards with an average response time of more than four weeks. The CAU recommends that this area be reviewed for development.

- ! Question #11: Would you order fingerprint cards through the Law Enforcement Online (LEO), if that option were available?

There were 305 responses, and 265 (86.89 percent) indicated that they would order fingerprint cards through the LEO, if available.

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The CAU recommends that the IAFIS BLPM respond as to how the BL will meet the users' request.

- ! Question #14: Does your agency submit criminal history record updates (e.g., dispositions, expungements, etc.) to the CJIS Division? If yes, does the CJIS Division update the criminal history record within an adequate amount of time so that it does not impede additional inquiries or action on the record?

There were 146 responses, and 18 (12.33 percent) of those surveyed indicated that the CJIS Division does not update the criminal history record in an adequate amount of time. The CAU recommends that this area be reviewed for development.

- ! Question #17: Is your agency interested in submitting criminal history record updates (e.g., dispositions, expungements) to the CJIS Division electronically? If yes, please indicate your agency's level of interest.

There were 46 responses, and 34 (73.91 percent) of those surveyed said that they were very interested or have above-average interest in submitting criminal history updates to the CJIS Division electronically. The CAU recommends that this area be reviewed for development.

- ! Question #20: Is your agency interested in the CJIS Division staff providing training related to submission procedures for fingerprint or criminal history information?

There were 410 responses, and 180 (43.90 percent) of those surveyed indicated that they would be interested in the training. Therefore, the CAU recommends that this area be reviewed for development. The survey results also indicated the percentage of respondents interested in various training topics, e.g., 28.72 percent of the respondents indicated that they would like training on obtaining legible fingerprints. Therefore, the CAU further suggests that the IAFIS BL review Question 20 and the responses in their entirety to determine the areas of training with the highest user interest and take action as deemed appropriate.

Based on the CAU's review, all other survey results regarding the IAFIS BL do not require follow-up. The CAU commends the IAFIS BL 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, IISS

The IAFIS 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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