

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-C1498877

Title: LAW ENFORCEMENT ONLINE;
FOLLOW-UP C 2004 CUSTOMER SATISFACTION SURVEY
FOR LAW ENFORCEMENT ONLINE

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

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

Enclosure(s): 2004 LEO Business Line 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 Law Enforcement Online (LEO) portion of the survey that require evaluation by the BLPM are detailed in this electronic communication (EC). The LEO 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 result regarding the LEO Business Line (BL) that requires evaluation and a response:

! Question #2: Have you had any problems accessing LEO?

There were 1,079 responses, and 291 (26.97 percent) of those surveyed indicated that they have experienced problems accessing the LEO. The CAU realizes that there is limited information in the survey responses regarding the type(s) of problems the users experienced in trying to access the LEO; therefore, devising a plan of action to resolve the issue may be difficult. However, the CAU still recommends that this area be reviewed for development. When the CJIS Division executes its next Customer Satisfaction Survey, the LEO BLPM should recommend additional questions to enable better identification of the specific problem(s) experienced by the users, which should make addressing the issues easier.

Based on the CAU's review, all other survey results regarding the LEO BL do not require follow-up. The CAU commends the LEO 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. 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, PSS The LEO BLP must provide to the CAU a documented plan to improve services in the identified area within 30 days of the date of this EC. Please ensure that the response is completed within the specified time frame.

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