

FEDERAL BUREAU OF INVESTIGATION

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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-C1497803

Title: NATIONAL INSTANT CRIMINAL BACKGROUND CHECK SYSTEM;
FOLLOW-UP C 2004 CUSTOMER SATISFACTION SURVEY
FOR NATIONAL INSTANT CRIMINAL
BACKGROUND CHECK SYSTEM PROGRAM

Synopsis: Follow-up for the 2004 CJIS Division=s Customer Satisfaction Survey for the NICS Program.

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

Enclosure(s): 2004 NICS Program Survey Responses (Part 1: Survey questions for NICS FFL; and Part 2: Survey questions for NICS POC) 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 National Instant Criminal Background Check System (NICS) portion of the survey that require evaluation by the BLPM are detailed in this electronic communication (EC). The NICS 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 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 NICS Business Line (BL) that require evaluation and a response:

- ! Question #2 (Federal Firearms Licensee [FFL]): Has the FBI NICS contracted Call Center ever been unavailable when you called?

There were 365 responses, and 111 (30.41 percent) of those surveyed indicated that the contracted Call Center had not been available. The CAU recommends that this area be reviewed for development.

- ! Question #2 (point of contact): In your experience using the FBI NICS, does the system availability meet your expectations?

There were 23 responses, and 4 (17.39 percent) of those surveyed indicated that the system availability did not meet their expectations. The CAU recommends that this area be reviewed for development.

- ! Question #9 (FFL): Has the FBI NICS Section Customer Service Unit ever been unavailable when you called?

There were 301 responses, and 56 (18.60 percent) of those surveyed indicated that the NICS Section Customer Service Unit had been unavailable. The CAU recommends that this area be reviewed for development.

- ! Question #14 (FFL): For transactions not resolved while you are on the phone initiating a NICS background check, how would you rate your satisfaction level with the length of time it takes to receive a final response from the FBI NICS Section?

There were 331 responses, and 43 (12.99 percent) of those surveyed rated the satisfaction time to receive a final response as fair or poor. The CAU recommends that this area be reviewed for development.

! Question #17: Have you experienced any problems with the FBI NICS E-Check?

There were 71 responses, and 16 (22.54 percent) of those surveyed indicated that they had experienced problems with the NICS E-Check. The CAU realizes that there is limited information in the survey responses regarding the type(s) of problems the users experienced with the NICS E-Check, 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 NICS 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 NICS BL do not require follow-up. The CAU commends the NICS 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 your 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, NICS

The NICS 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. Please ensure the response is completed within the specified time frame.

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