

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-C1497776

Title: INTERSTATE IDENTIFICATION INDEX;
FOLLOW-UP C 2004 CUSTOMER SATISFACTION SURVEY
FOR INTERSTATE IDENTIFICATION INDEX

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

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

Enclosure(s): 2004 III 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 survey results and identified areas that require evaluation by each respective Business Line Program Manager (BLPM). The responses to the Interstate Identification Index (III) portion of the survey that require evaluation by the BLPM are detailed in this electronic communication (EC). The III 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.

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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.

The CAU identified the following survey result regarding the III Business Line (BL) that requires evaluation and a response:

! Question #12: How satisfied were you with the CJIS staff=s demonstrated professionalism in addressing your question/issue?

There were 119 responses, and 17 (14.29 percent) of those surveyed indicated that they were somewhat satisfied with the CJIS Division staff=s demonstrated professionalism. The CAU realizes that there is limited information in the survey responses regarding the professionalism issue(s) experienced by users; 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 III BLPM should recommend additional questions to enable better identification of the specific issue(s) experienced by the users, which should make addressing the issue(s) easier.

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

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LEAD(s):

Set Lead 1: (Action)

CJIS

AT CLARKSBURG, WV

Attention: Chief, PSS The III BLPM 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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