

## FinCEN – Secure Outreach/WebCBRS Performance Measure Survey FY 2011

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### Introduction

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The Financial Crimes Enforcement Network (often referred to as FinCEN) is committed to serving and satisfying their customers. FinCEN records indicate that your organization is authorized to access Bank Secrecy Act data by logging onto FinCEN's Secure Outreach portal and then linking to the Web-based Currency and Banking Retrieval System, otherwise known as WebCBRS. We want to ask for feedback regarding your satisfaction with both the Secure Outreach and WebCBRS systems.

The survey will take approximately 8 to 10 minutes to complete. CFI Group will treat all information you provide as confidential. All information you provide will be combined with others' for research and reporting purposes. Your individual responses will not be released. This survey is authorized by the U.S. Office of Management and Budget Control No 1090-0007.

Q1. Have you logged onto FinCEN's Secure Outreach portal to access BSA data in WebCBRS?

1. Yes (GO TO Q3)
2. No (Go to Q2 THEN TERMINATE INTERVIEW)

Q2. Please specify the reason(s) for not using FinCEN's Secure Outreach System. (Open-Ended)

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### Demographics/Usage

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Q3a. Please indicate your organization (Open-end)

Q3b. Which of the following best describes your organization? (Select one)

1. Federal Law Enforcement Agency
2. Federal Regulator
3. State/local Law Enforcement
4. State/local regulator
5. Other (specify)

Q4. How long have you been using Secure Outreach to access WebCBRS?

1. Less than one month
2. More than one month but less than six months
3. Six months or longer

Q5. Which best describes how frequently you log into FinCEN's Secure Outreach to access WebCBRS?

1. At least once a day
2. A few times a week
3. Once a week
4. Once a month
5. Once every few months
6. Every six months

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**Secure Outreach Usability**

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The follow questions pertain to your use of the Secure Outreach portal before you access WebCBRS.

On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate FinCEN’s Secure Outreach Portal (website) on the following. If a question does not apply, please select “N/A.”

- Q6. Ease of use
- Q7. Ease of accessing information
- Q8. Usefulness of “News and Information”
- Q9. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with the Secure Outreach portal?
- Q10. What suggestions do you have for improving FinCEN’s Secure Outreach Portal? (Open-ended)

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**WebCBRS Usability**

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The following questions ask about WebCBRS. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate WebCBRS on the following. If a question does not apply, please select “N/A.”

- Q11. Ease of use
- Q12. Query response time
- Q13a. Did you take the online WebCBRS Training? (IF YES ASK Q13B IF NO OR DON’T KNOW SKIP TO Q14A)
1. Yes
  2. No
  3. Don’t Know
- Q13b. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate WebCBRS on the usefulness of online WebCBRS Training
- Q14a. Have you used the WebCBRS Help Guides? (IF YES ASK Q14B IF NO OR DON’T KNOW SKIP TO Q15)
1. Yes
  2. No
  3. Don’t Know
- Q14b. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the usefulness of the WebCBRS Help Guides.
- Q15. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with WebCBRS
- Q16. What suggestions do you have for improving WebCBRS? (Open-ended)

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**Value/Impact of BSA Data**

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On a scale from “1” to “10,” where “1” is “not at all useful” and “10” is “very useful,” please rate the value of the BSA data you access in WebCBRS with respect to the following.

If a choice does not apply to you, please indicate N/A:

- Q17. Providing information previously unknown

- Q18. Supplementing or expanding known information
- Q19. Verifying existing information
- Q20. Helping you identify new leads
- Q21. Opening a new investigation or examination
- Q22. Supporting existing investigation or examination
- Q23. Providing information for investigative or examination report

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### User Support

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On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate FinCEN’s User Support on the following.

- Q24. Courtesy of representative
- Q25. Knowledge of the representative
- Q26. Timeliness of response
- Q27. Ability to resolve your problem/issue

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### Networking

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(Only ask the questions in this section to Law enforcement users – responses 1 or 3 from DemoQ3b). FinCEN has a program to notify Gateway users or requesters when the names and identifiers of subjects entered in the Gateway screens are matched to a Gateway or FinCEN case from another law enforcement agency. This program is called Networking, and many users view it as a tool to ‘de-conflict’ cases where multiple agencies are investigating common subjects.

Q28a. Has FinCEN ever networked any of your cases to another agency?

- 1. Yes     Q28b. On a scale from “1” to “10” where “1” is “not at all useful” and “10” is “very useful,” please rate the value of FinCEN’s Networking Program.
- 2. No     Q28c. On a scale from “1” to “10” where “1” is “not at all useful” and “10” is “very useful,” please rate the perceived value of FinCEN’s Networking Program.

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### CSI Benchmark Questions

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Now we are going to ask you to consider your experiences using WebCBRS with respect to the following:

- Q30. First, consider your experiences in accessing BSA Reports in WebCBRS. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with WebCBRS?
- Q31. To what extent does WebCBRS meet your expectations? Please use a 10-point scale where “1” now means “did not meet your expectations” and “10” means, “Exceeds your expectations.”
- Q32. Imagine the ideal BSA data retrieval and sharing system. How well does WebCBRS compare with that ideal? Please use a 10-point scale where “1” means “Not very close to the ideal” and “10” means “Very close to the ideal.”

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### Closing

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On behalf of FinCEN, I thank you for your time and participation today. Your feedback is greatly appreciated.