

## FinCEN Portal and FinCEN Query Performance Measure Survey FY 2018

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### Introduction

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The Financial Crimes Enforcement Network (often referred to as FinCEN) is committed to successfully meeting the needs of their stakeholders. FinCEN records indicate that your agency is authorized to access Bank Secrecy Act data through FinCEN's Query via FinCEN Portal. We are please asking for feedback regarding your satisfaction with both the FinCEN Portal and FinCEN Query application.

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, which expires May 31, 2018.

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### Demographics/Usage

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Demo1. 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)

Demo2. Please indicate your organization (Open-end)

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### FinCEN Portal Usability

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PU1. How long have you been using the FinCEN Portal? (Select one)

- a) Less than one month
- b) More than one month but less than six months
- c) Six months to 12 months
- d) Longer than 12 months

PU2. Which best describes how frequently you log into the FinCEN Portal (Select one)

- a) At least once a day
- b) A few times a week
- c) Once a week
- d) Once a month
- e) Once every few months

PU3. What FinCEN Tools have you accessed on the FinCEN Portal? (Select all that apply)

- a) FinCEN Query
- b) Training/Help
- c) Knowledge Library
- d) User Reports
- e) Secure Mail
- f) Manage My Account

The following questions pertain to your use of the FinCEN Portal. On a scale from "1" to "10," where "1" is "Poor" and "10" is "Excellent," please rate FinCEN's Portal on the following. If a question does not apply, please select "N/A."

PU6. Ease of use

PU7. Ease of accessing information

PU8. Usefulness of Critical Announcements

PU9. Usefulness of "What's Happening"

PU10. Usefulness of Helpful Links

PU11. Using a 10-point scale where "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with the FinCEN Portal?

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### FinCEN Query Usability

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QU1. How long have you been using FinCEN Query? (Select one)

- a) Less than one month
- b) More than one month but less than six months
- c) Six months to 12 months
- d) Longer than 12 months
- e) Never used FinCEN Query [**If "e" selected, SKIP to END/Closing**]

QU2. Which best describes how frequently you log into FinCEN Query (Select one)

- a) At least once a day
- b) A few times a week
- c) Once a week
- d) Once a month
- e) Once every few months

FinCEN Query has four search options – Basic, Intermediate, Advanced, and Quick.

QU3. How often do you use the Basic option?

- a) Always
- b) Often
- c) Occasionally
- d) Never

QU4. How often do you use the Intermediate option?

- a) Always
- b) Often
- c) Occasionally
- d) Never

QU5. How often do you use the Advanced option?

- a) Always
- b) Often
- c) Occasionally
- d) Never

QU6. How often do you use the Quick option?

- a) Always
- b) Often
- c) Occasionally
- d) Never

QU7. How often do you use the Scheduled Query feature?

- a) Always
- b) Often
- c) Occasionally
- d) Never [If “d” selected, SKIP to QU9]

QU8. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with Scheduled Query?

The following questions ask about FinCEN Query. On a scale from “1” to “10,” where “1” is “Poor” and “10” is “Excellent,” please rate FinCEN Query on the following.

QU9. Ease of use

QU10. Query response time

QU11. Now consider your overall experience with FinCEN Query. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with FinCEN Query?

QU12. What suggestions do you have for improving FinCEN Query? (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 FinCEN Query with respect to the following.

- V1. Providing information previously unknown
- V2. Supplementing or expanding known information
- V3. Verifying existing information
- V4. Helping you identify new leads
- V5. Opening a new investigation or examination
- V6. Supporting existing investigation or examination
- V7. Providing information for investigative or examination report

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### Training / User Support

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TUS1. Under the FinCEN Tools section of the FinCEN Portal, there is a Training/Help module that consists of multiple training components. On a scale from “1” to “10,” where “1” is “Poor” and “10” is “Excellent,” please rate the usefulness of each Tool you have used. If you have not used one of the tools listed, select N/A.

- a) Web-Based Training Modules (e.g. Law Enforcement and Regulator Basic Query, etc.)
- b) Job Aids
- c) Online Help Training
- d) FinCEN Query Quick Reference Guide
- e) FinCEN Query User Manual

TUS2. What suggestions do you have for improving any of these Training/Help resources? (Open ended)

FinCEN also has an Application Help Desk to provide support to users that can be reached by phone (866-272-1310) or email (FincenappsHD@fincen.gov).

TUS3. Have you contacted the Application Help Desk for support on FinCEN Portal or Query? Yes/No

**[If TUS3 = Yes, go to TUS4; if TUS3 = No, SKIP to Networking Section and ask, if applicable]**

On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the Application Help Desk on the following. If a question does not apply, please select “N/A.”

TUS4. Timeliness of response

TUS5. Courtesy of representative

TUS6. Knowledge of the representative

TUS7. Ability to resolve your problem/issue

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### Networking

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**[This section ONLY asked if response to Demo1 = 1-Federal Law Enforcement Agency or 3-State/local Law Enforcement]**

FinCEN's Networking Program notifies FinCEN Query users when the names and identifiers of subjects/entities they queried match another query by another FinCEN Query User. The Networking Program is designed to generate meaningful, multi-agency coordination 'when multiple agencies are investigating common subjects.

N1. Has FinCEN ever networked you with another agency? Yes/No

**[If answer N1 is “Yes”, ask N2; if answer N1 is “No”, ask N3]**

N2. 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. **[SKIP to ACS11]**

N3. 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 use of both the FinCEN Portal and FinCEN Query as well as any support you received from FinCEN on those tools:

ACSI1. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with the tools and the support that FinCEN provides to allow you to access BSA data?

ACSI2. To what extent do the tools and support you receive from FinCEN to access BSA data meet your expectations? Please use a 10-point scale where “1” now means “did not meet your expectations” and “10” means, “Exceeds your expectations.”

ACSI3. Imagine the ideal BSA data access tools and support. How well does FinCEN 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.