



Results

Survey 464663

Number of records in this query:	131
Total records in survey:	131
Percentage of total:	100.00%



Field summary for 1

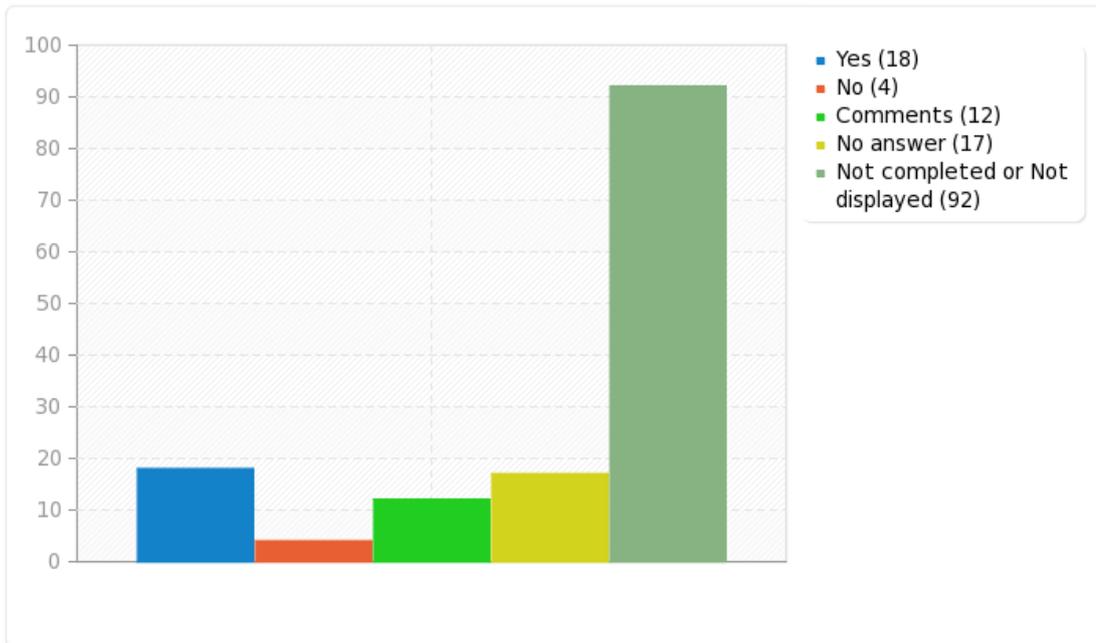
Do you plan to use the iSupport system?

Answer	Count	Percentage
Yes (1)	18	13.74%
No (2)	4	3.05%
Comments	12	9.16%
No answer	17	12.98%
Not completed or Not displayed	92	70.23%



Field summary for 1

Do you plan to use the iSupport system?





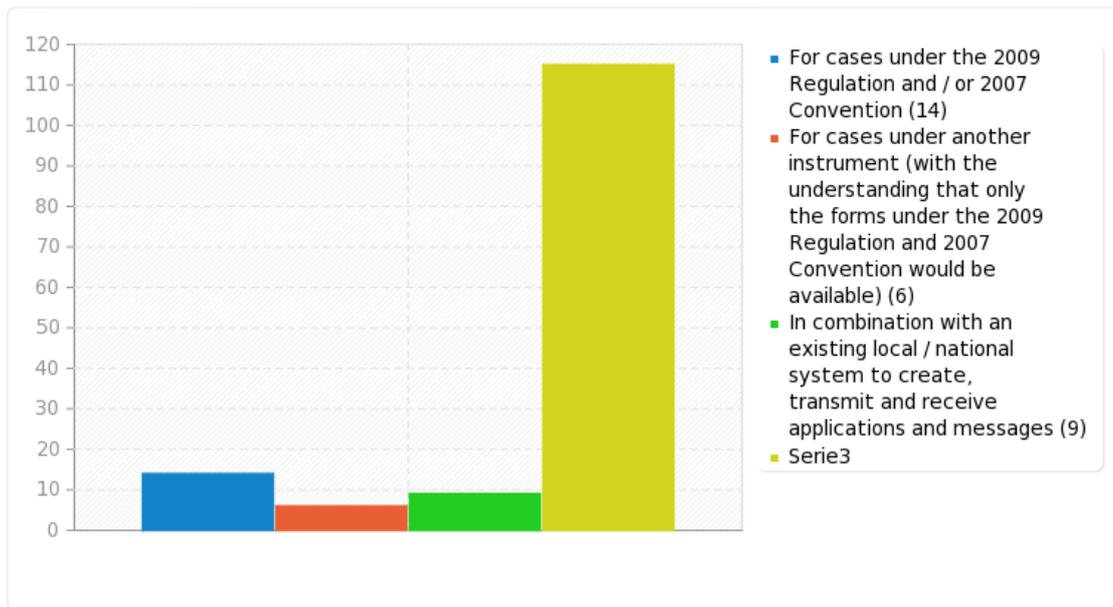
Field summary for 2

How do you expect to use the iSupport system?



Field summary for 2

How do you expect to use the iSupport system?





Field summary for 3

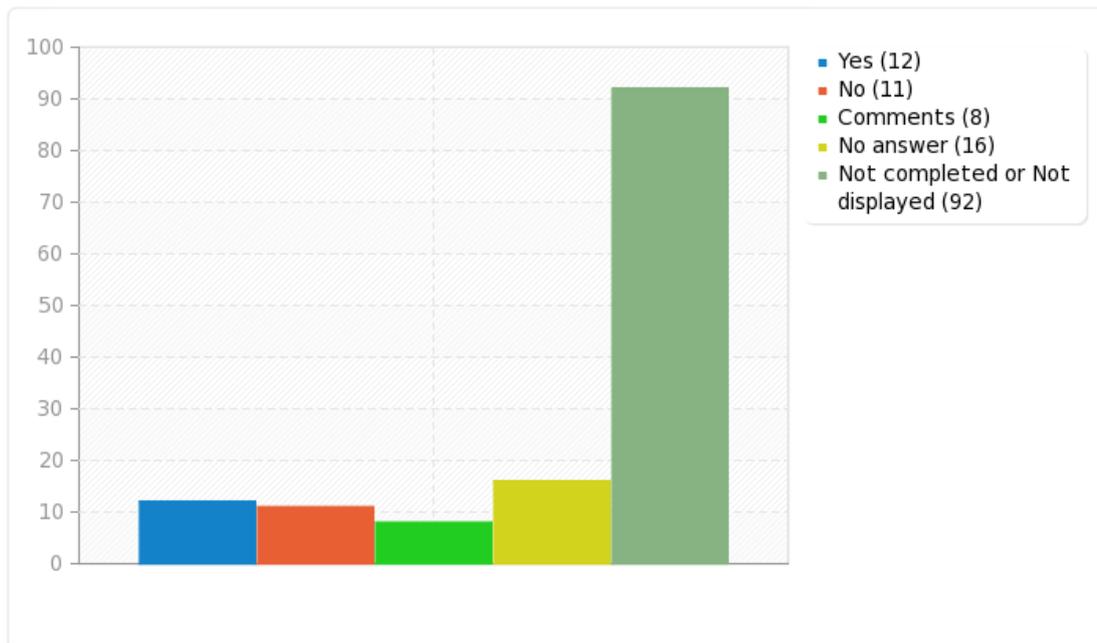
Do you already use a database containing the content (substance) of applications received / transmitted under the 2009 Regulation, 2007 Convention and / or other instruments?

Answer	Count	Percentage
Yes (1)	12	9.16%
No (2)	11	8.40%
Comments	8	6.11%
No answer	16	12.21%
Not completed or Not displayed	92	70.23%



Field summary for 3

Do you already use a database containing the content (substance) of applications received / transmitted under the 2009 Regulation, 2007 Convention and / or other instruments?





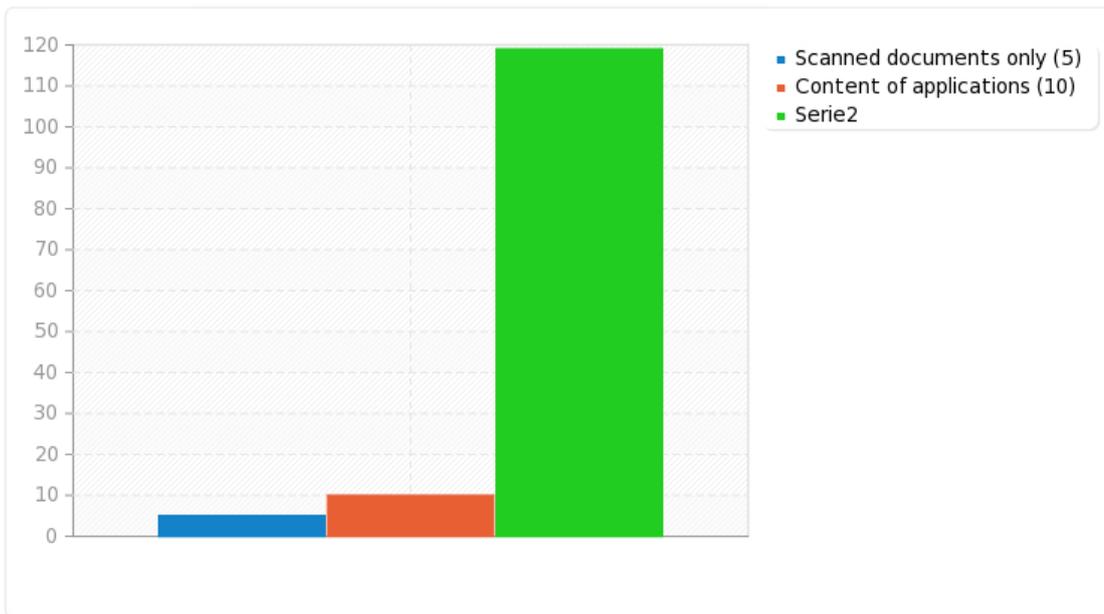
Field summary for 4

Does your database include just copies (scans) of the applications or their actual content (data fields)?



Field summary for 4

Does your database include just copies (scans) of the applications or their actual content (data fields)?





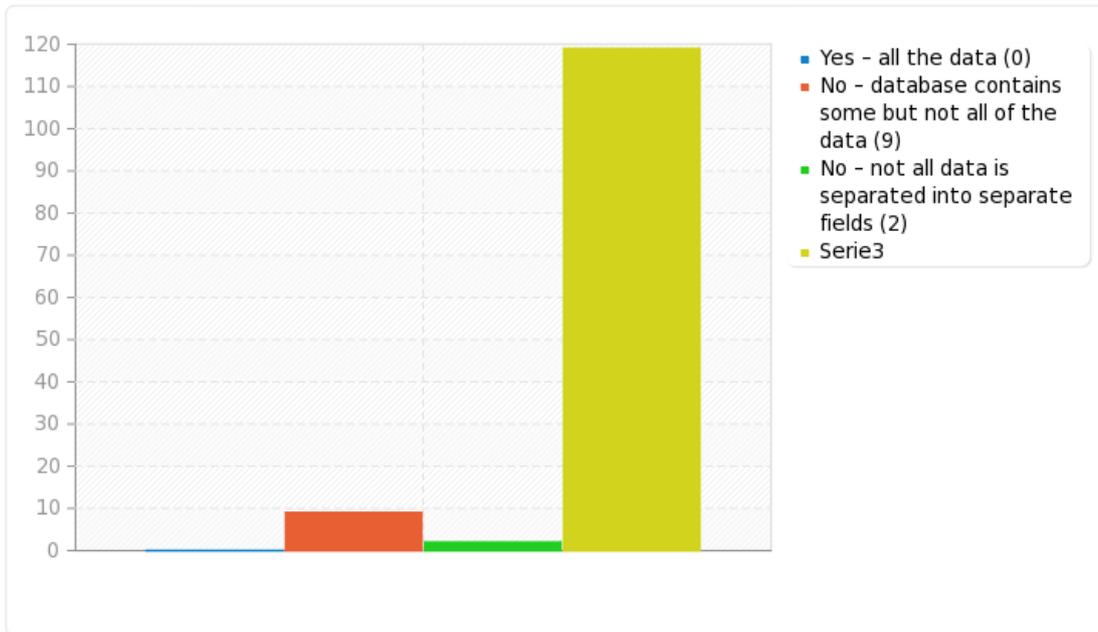
Field summary for 5

Does your database contain in separate fields all the data found in the applications under the 2009 Regulation and 2007 Convention?



Field summary for 5

Does your database contain in separate fields all the data found in the applications under the 2009 Regulation and 2007 Convention?





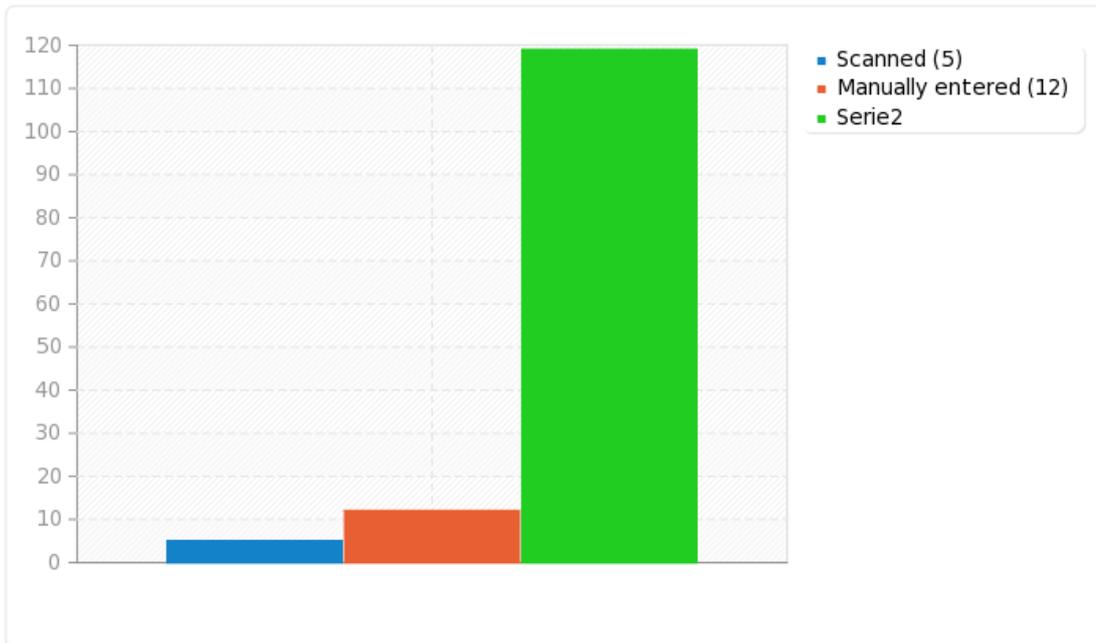
Field summary for 6

How is the data entered in your system?



Field summary for 6

How is the data entered in your system?





Field summary for 7

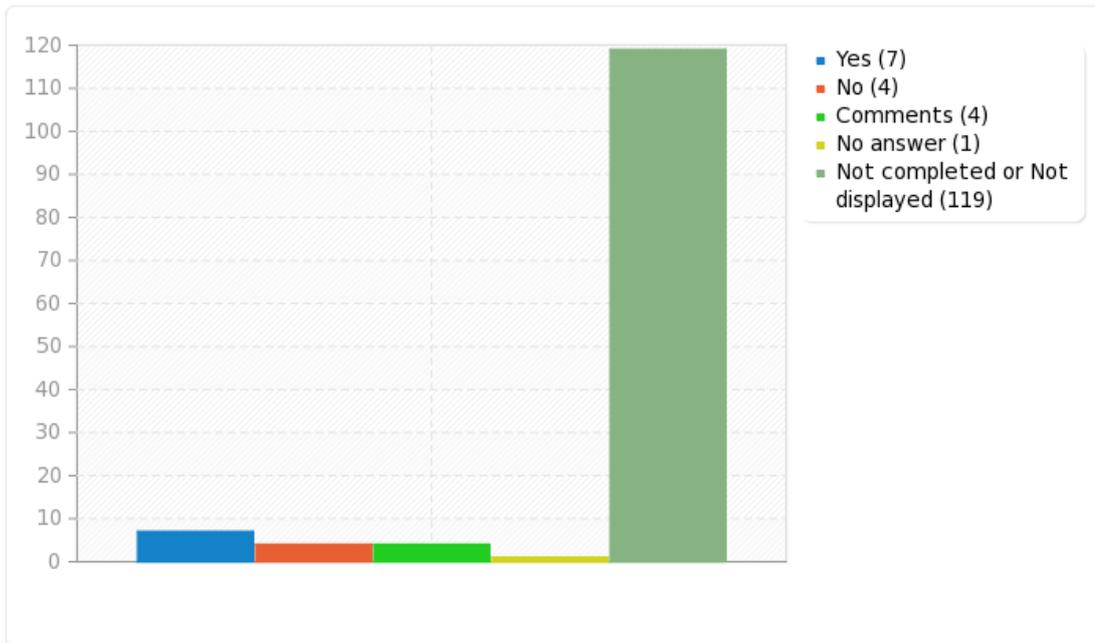
Is your database used as a case management system?

Answer	Count	Percentage
Yes (1)	7	5.34%
No (2)	4	3.05%
Comments	4	3.05%
No answer	1	0.76%
Not completed or Not displayed	119	90.84%



Field summary for 7

Is your database used as a case management system?





Field summary for 8

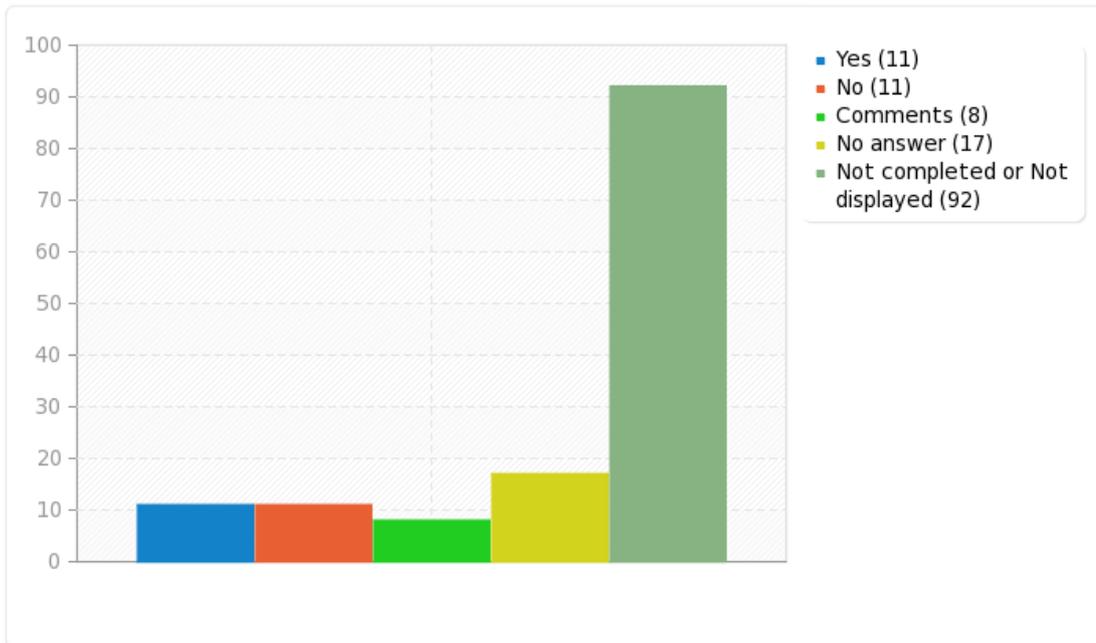
Do you already use an electronic case management system?

Answer	Count	Percentage
Yes (A1)	11	8.40%
No (A2)	11	8.40%
Comments	8	6.11%
No answer	17	12.98%
Not completed or Not displayed	92	70.23%



Field summary for 8

Do you already use an electronic case management system?





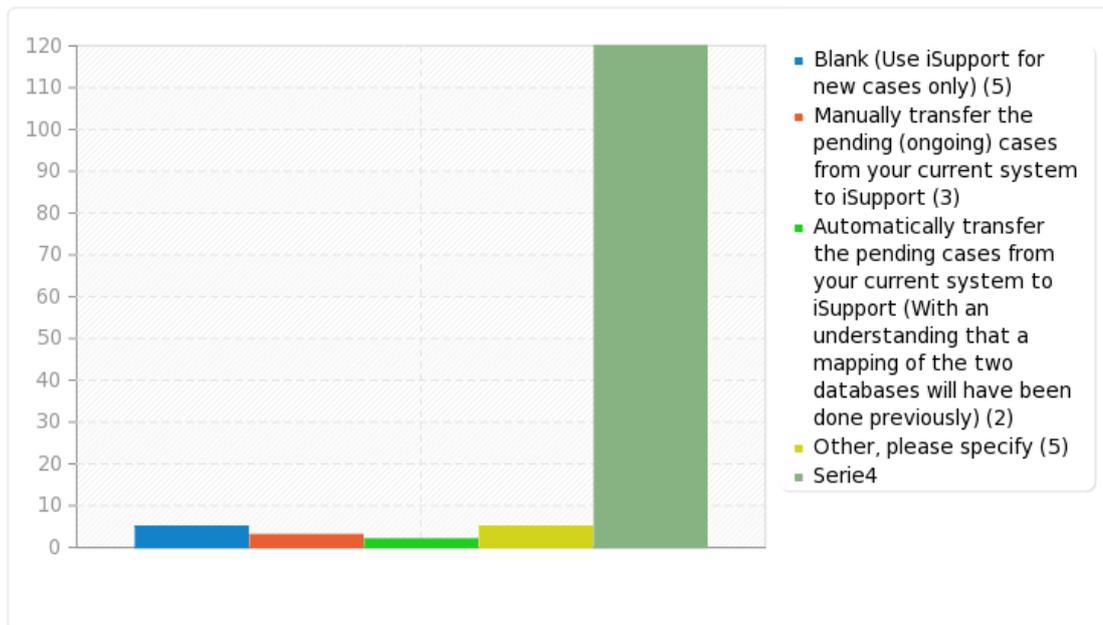
Field summary for 9

How would you expect to start using iSupport?



Field summary for 9

How would you expect to start using iSupport?





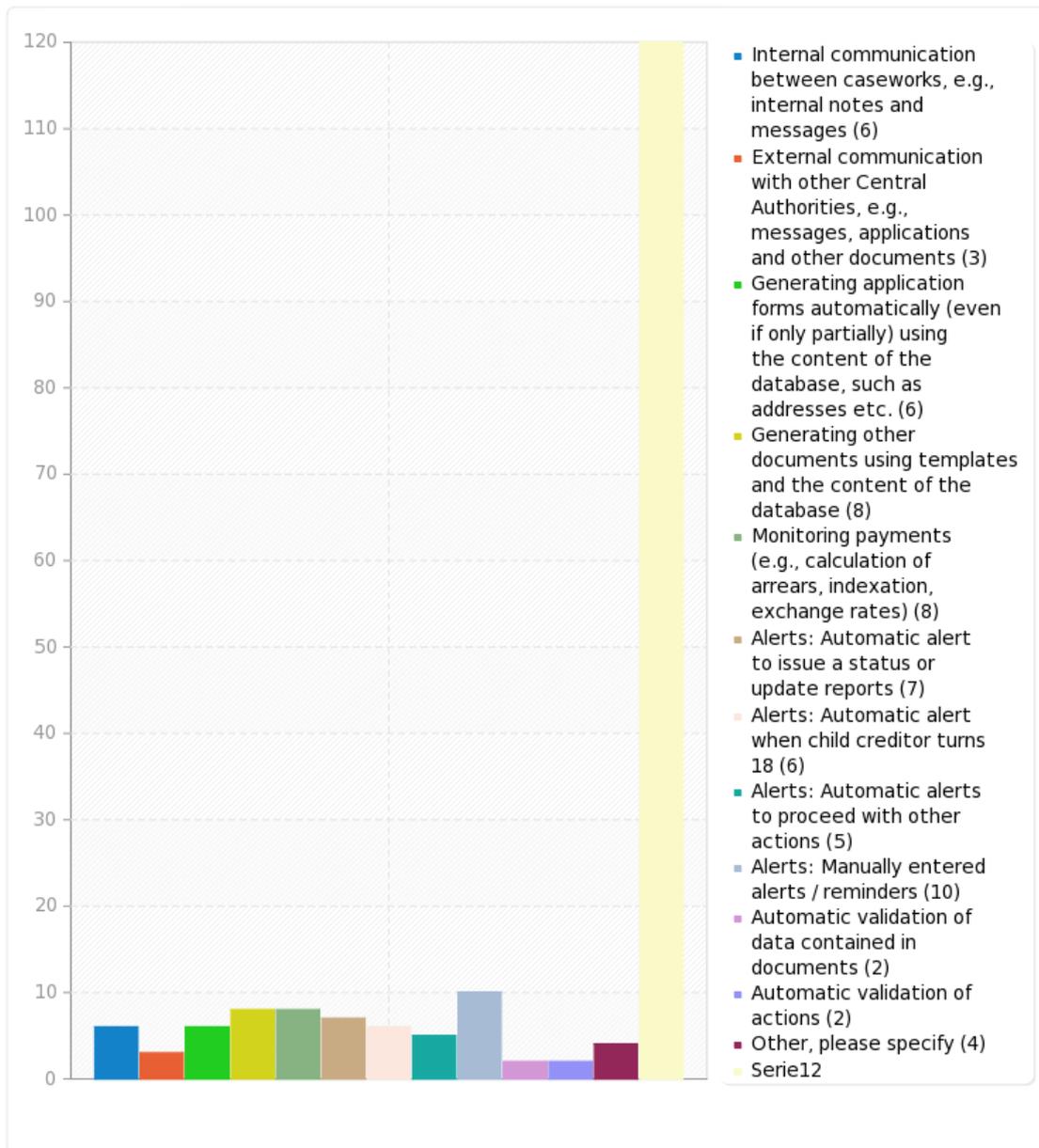
Field summary for 10

What are the main functionalities of your case management system?



Field summary for 10

What are the main functionalities of your case management system?





Field summary for 11

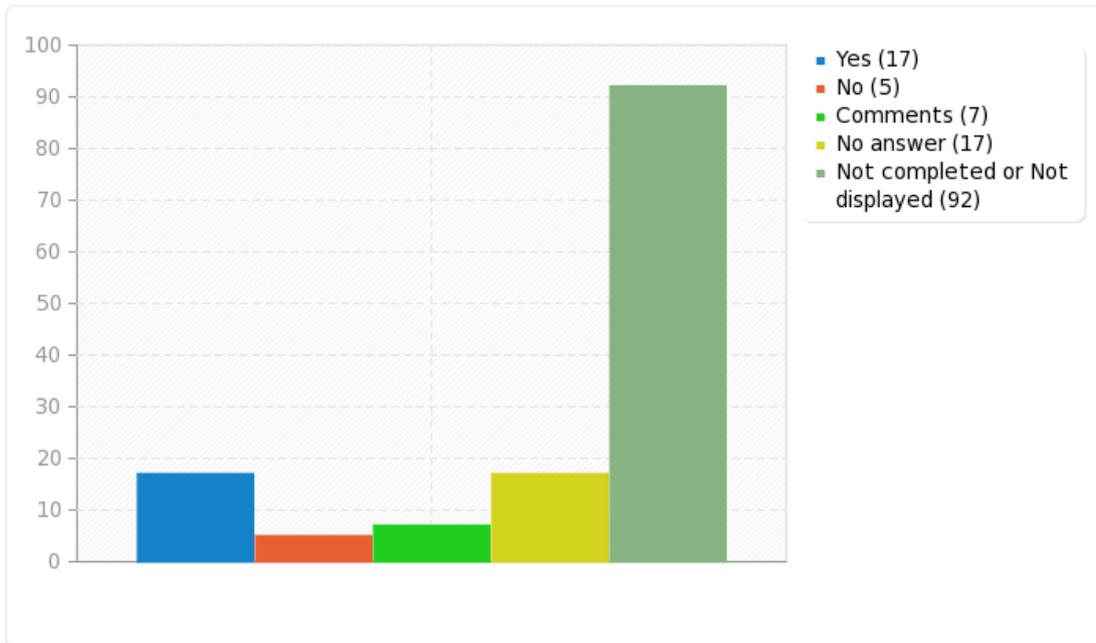
Are all in-coming applications triaged by a single person or group of persons?

Answer	Count	Percentage
Yes (A1)	17	12.98%
No (A2)	5	3.82%
Comments	7	5.34%
No answer	17	12.98%
Not completed or Not displayed	92	70.23%



Field summary for 11

Are all in-coming applications triaged by a single person or group of persons?





Field summary for 12

Please explain why not all in-coming applications are triaged by a single person or group of persons.

Answer	Count	Percentage
Answer	4	3.05%
No answer	0	0.00%
Not completed or Not displayed	127	96.95%



Field summary for 13

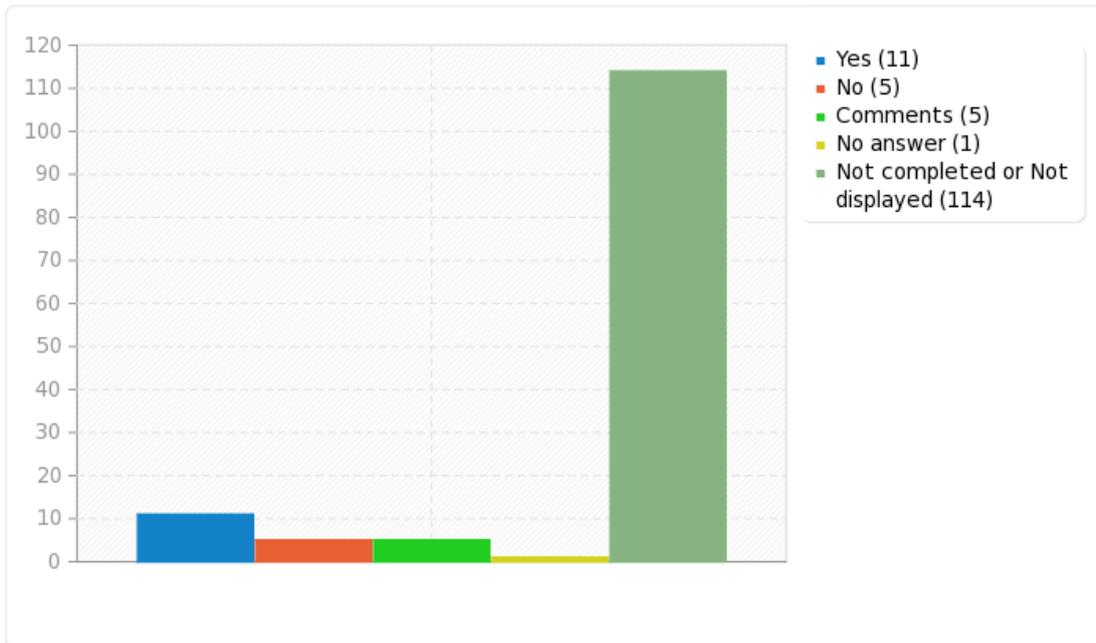
Is this person or group of persons responsible for assigning in-coming applications to different members of the team?

Answer	Count	Percentage
Yes (A1)	11	8.40%
No (A2)	5	3.82%
Comments	5	3.82%
No answer	1	0.76%
Not completed or Not displayed	114	87.02%



Field summary for 13

Is this person or group of persons responsible for assigning in-coming applications to different members of the team?





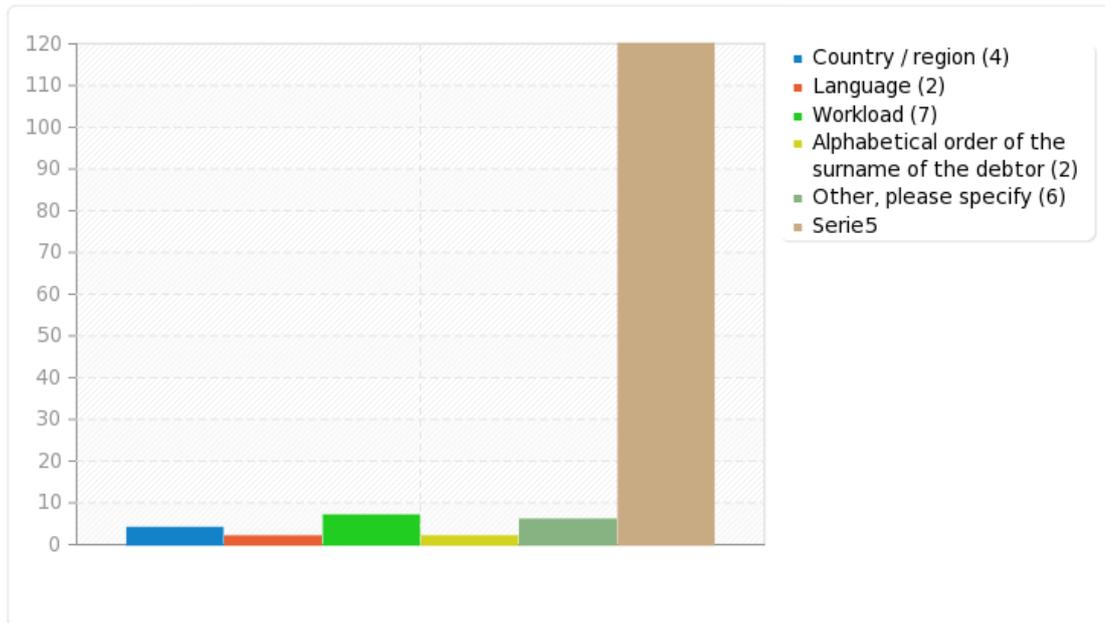
Field summary for 14

Are any of the following criteria used when in-coming applications are triaged?



Field summary for 14

Are any of the following criteria used when in-coming applications are triaged?





Field summary for 15

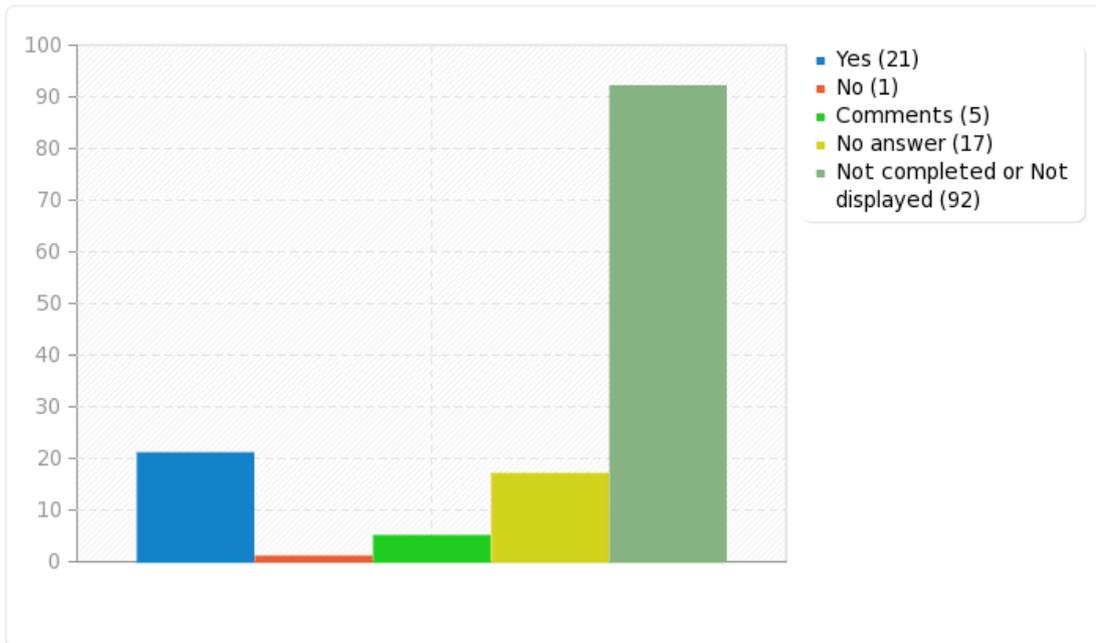
Is an internal file number assigned to in-coming applications?

Answer	Count	Percentage
Yes (A1)	21	16.03%
No (A2)	1	0.76%
Comments	5	3.82%
No answer	17	12.98%
Not completed or Not displayed	92	70.23%



Field summary for 15

Is an internal file number assigned to in-coming applications?





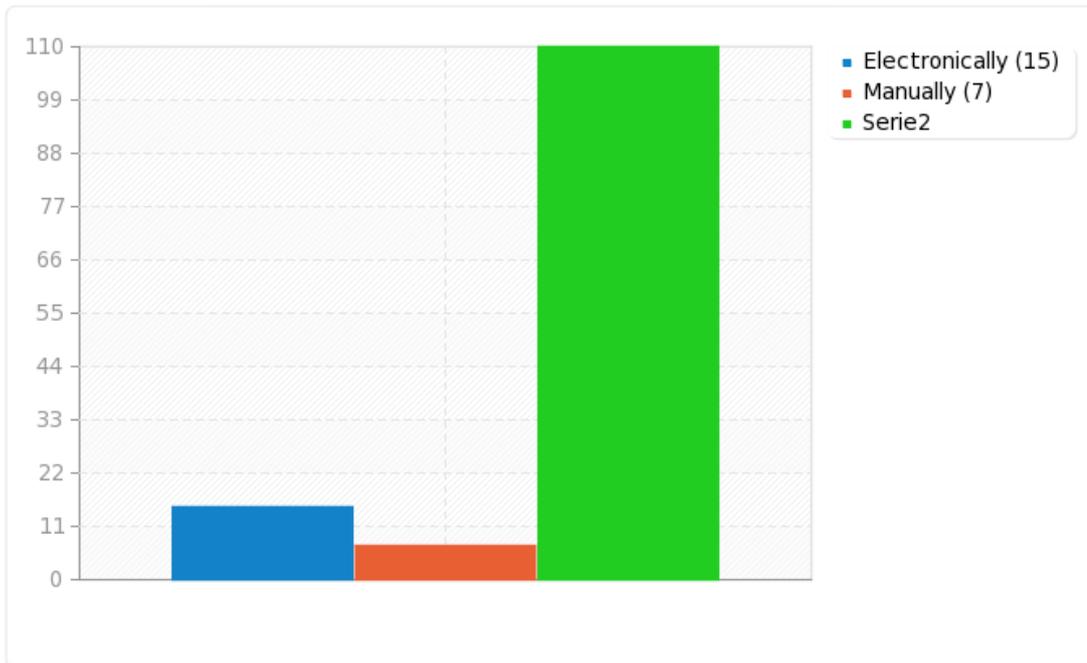
Field summary for 16

Is the file number for the in-coming application assigned:



Field summary for 16

Is the file number for the in-coming application assigned:





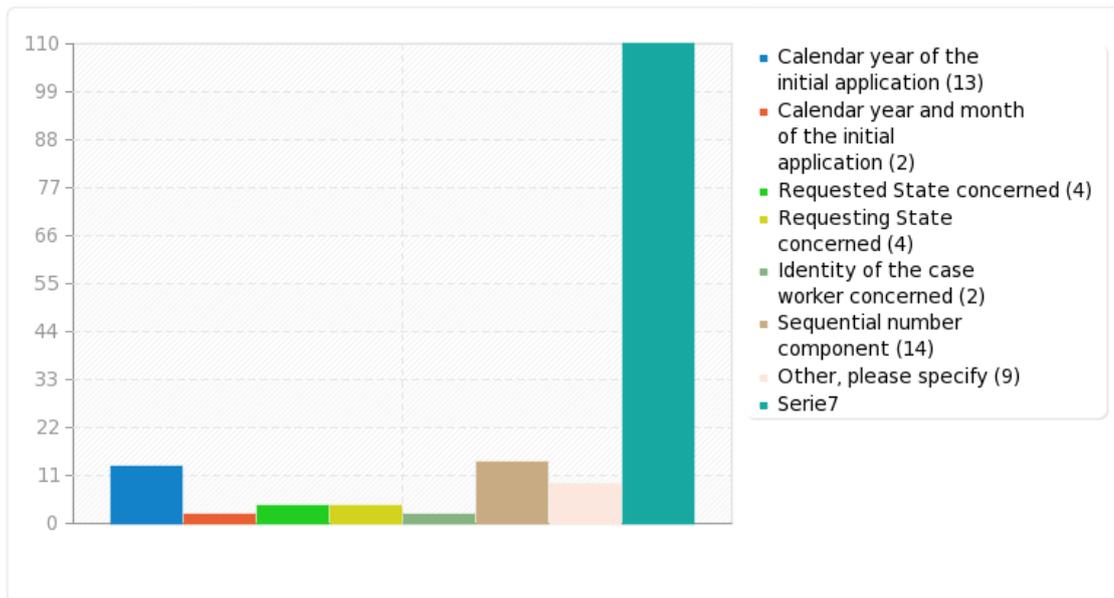
Field summary for 17

Do your file numbers (in-coming and out-going applications) contain any of the following information:



Field summary for 17

Do your file numbers (in-coming and out-going applications) contain any of the following information:





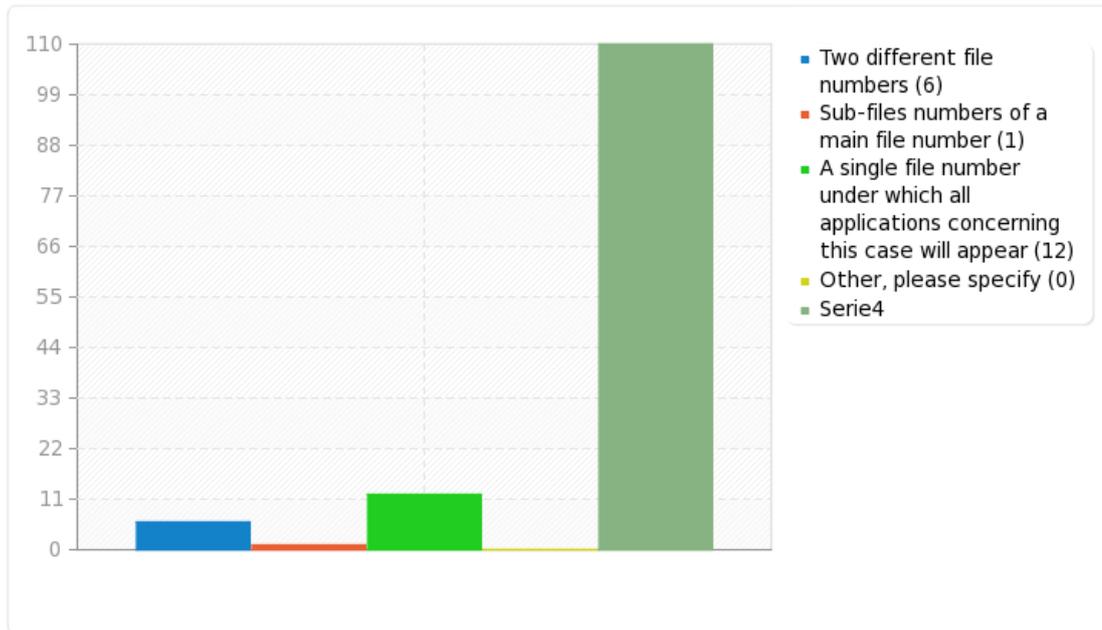
Field summary for 18

If an out-going application concerns two different States (e.g., wage withholding in State A and proceeds of the sale of a property in State B) will you create under your case management system:



Field summary for 18

If an out-going application concerns two different States (e.g., wage withholding in State A and proceeds of the sale of a property in State B) will you create under your case management system:





Field summary for 19

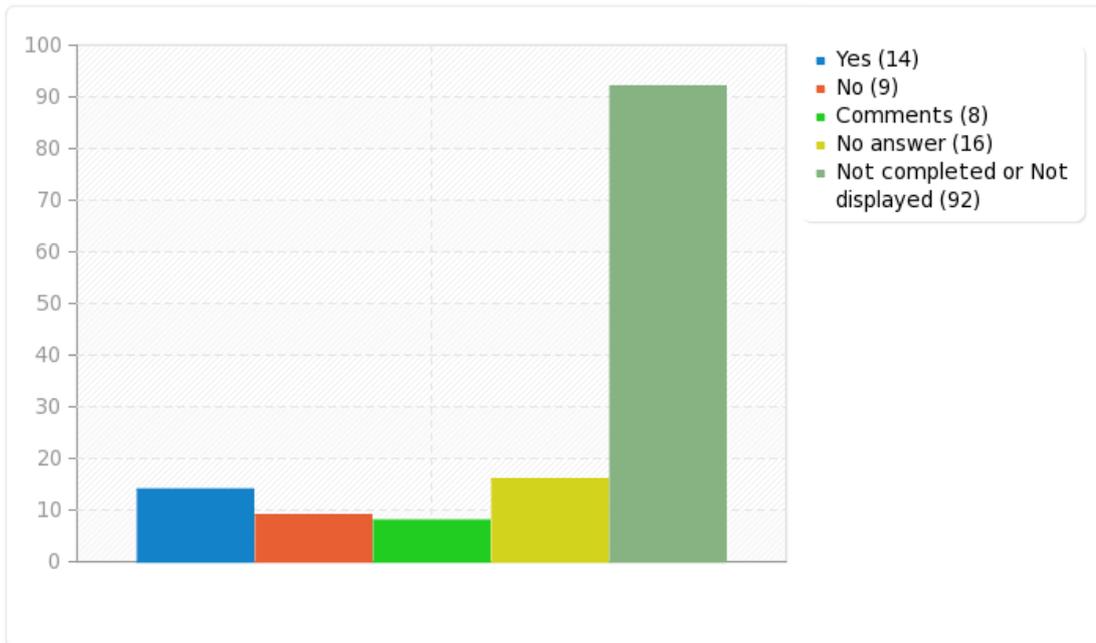
Is it possible in your case management system to link or cross-reference file numbers?

Answer	Count	Percentage
Yes (A1)	14	10.69%
No (A2)	9	6.87%
Comments	8	6.11%
No answer	16	12.21%
Not completed or Not displayed	92	70.23%



Field summary for 19

Is it possible in your case management system to link or cross-reference file numbers?





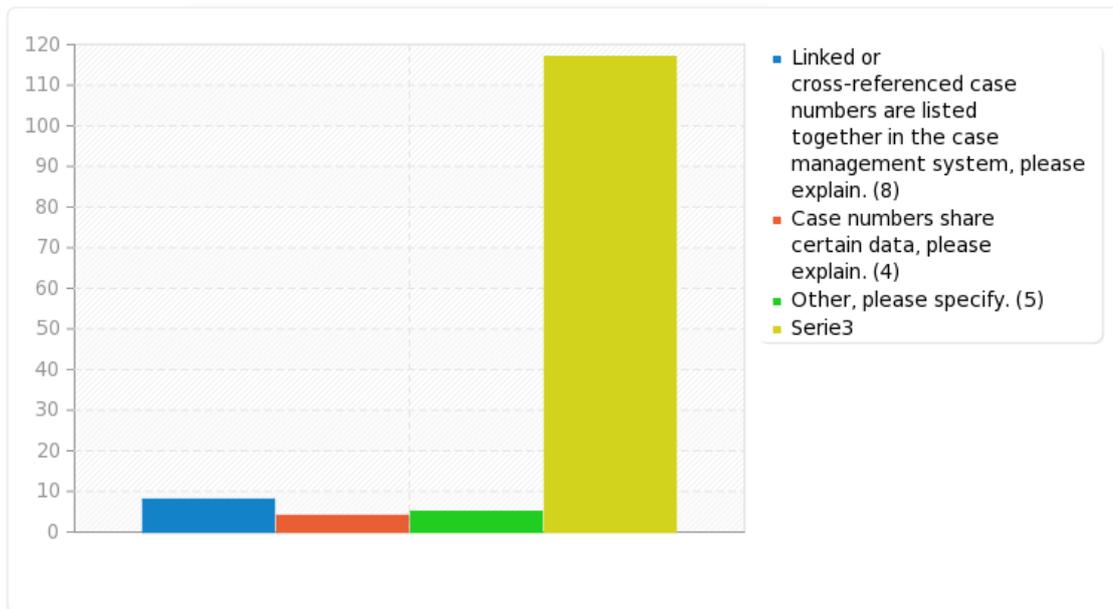
Field summary for 20

How are the file numbers linked or cross-referenced?



Field summary for 20

How are the file numbers linked or cross-referenced?





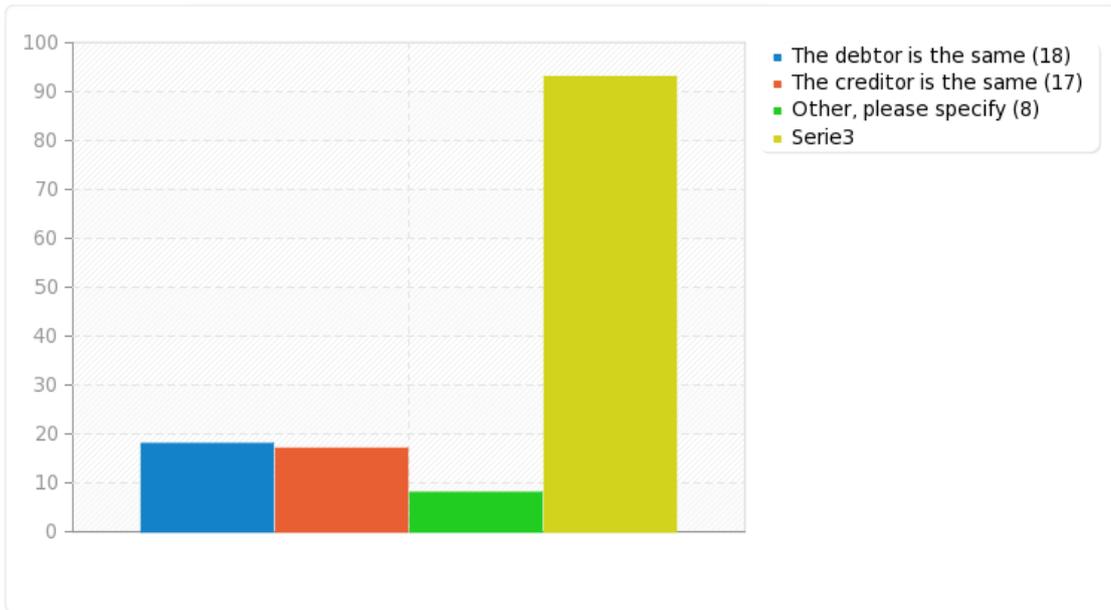
Field summary for 21

Under which of the following circumstances would you link or cross-reference file numbers?



Field summary for 21

Under which of the following circumstances would you link or cross-reference file numbers?





Field summary for 22

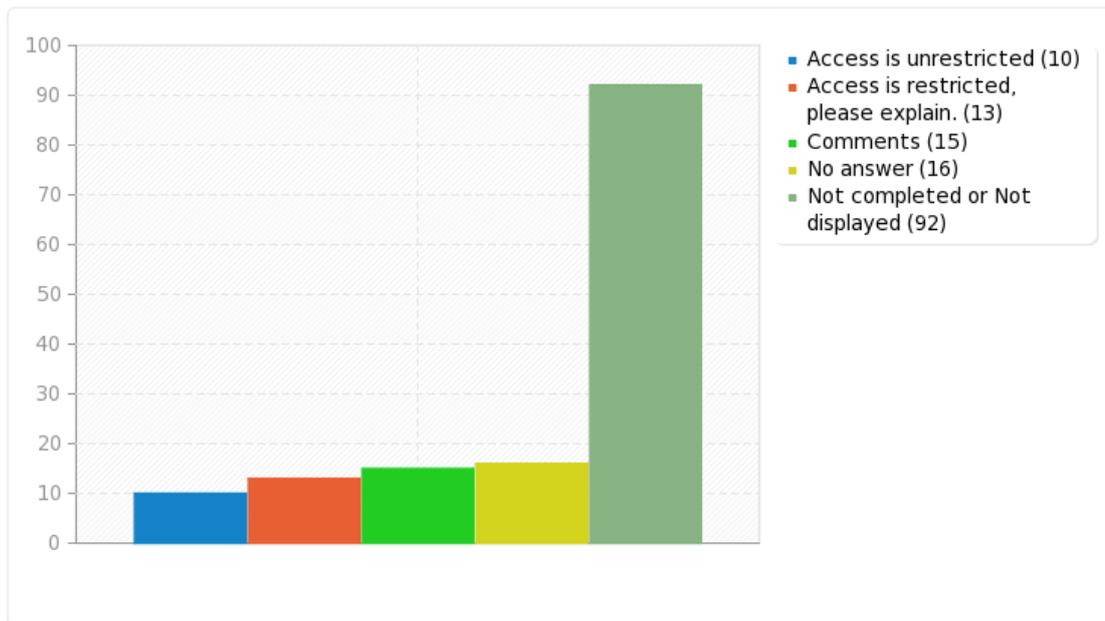
Does everyone in your CA have access to the content of every file in your database / case management system or is access restricted?

Answer	Count	Percentage
Access is unrestricted (1)	10	7.63%
Access is restricted, please explain. (2)	13	9.92%
Comments	15	11.45%
No answer	16	12.21%
Not completed or Not displayed	92	70.23%



Field summary for 22

Does everyone in your CA have access to the content of every file in your database / case management system or is access restricted?





Field summary for 23

Does your case management system allow the assignment of different “access profiles” to members of your Central Authority? If so, how many different profiles do you have and to what extent is access of these profiles restricted? Please provide details.

Answer	Count	Percentage
Answer	12	9.16%
No answer	1	0.76%
Not completed or Not displayed	118	90.08%



Field summary for 24

Do people outside your Central Authority have access to (part of) your case management system?
Please explain.

Answer	Count	Percentage
Answer	22	16.79%
No answer	17	12.98%
Not completed or Not displayed	92	70.23%



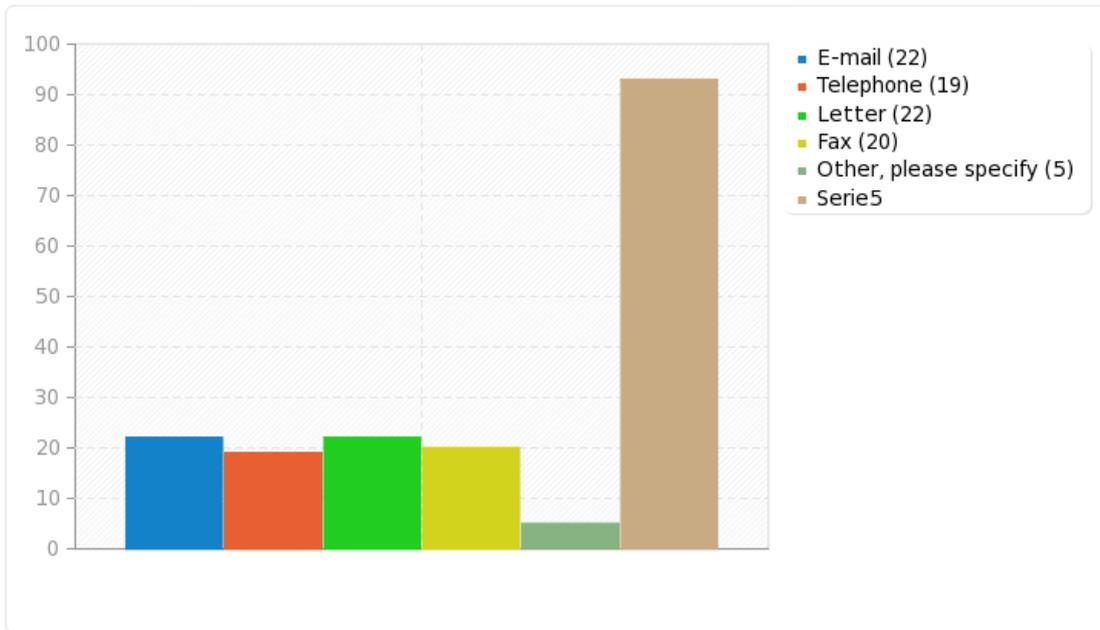
Field summary for 25

What type of in-coming communications do you process?



Field summary for 25

What type of in-coming communications do you process?





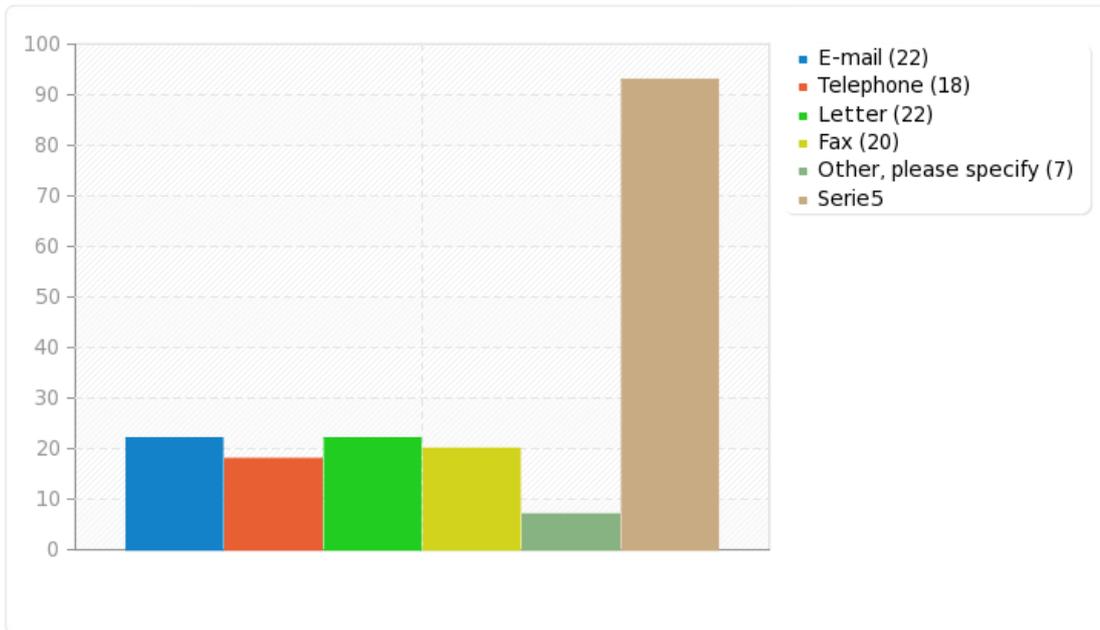
Field summary for 26

What type of out-going communications do you process?



Field summary for 26

What type of out-going communications do you process?





Field summary for 27

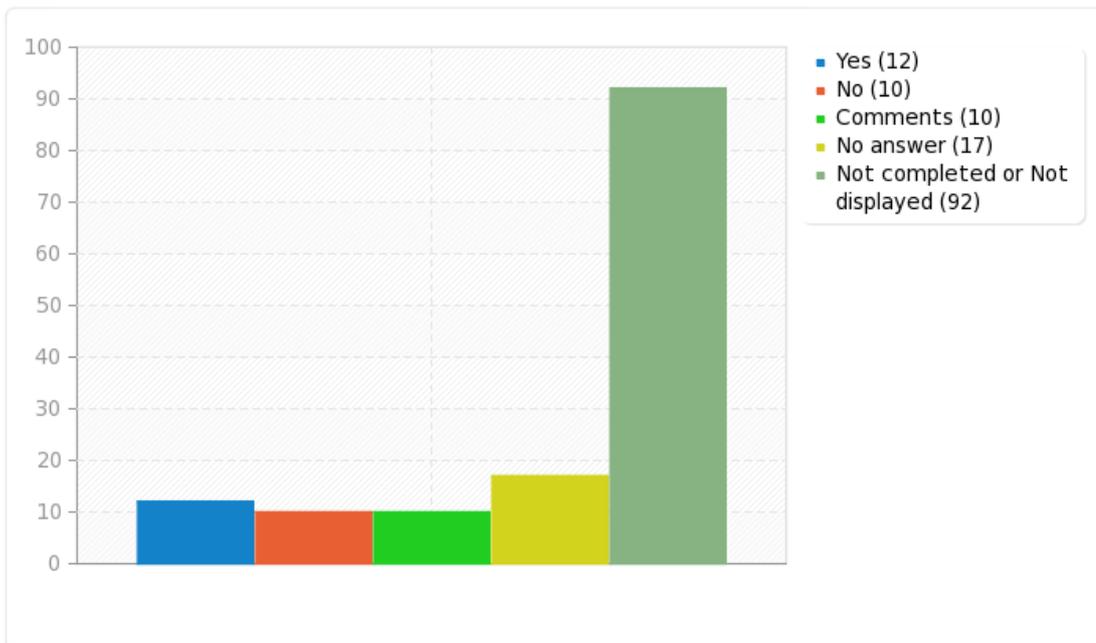
Do electronic documents or files have legal value under the law of your State for filing and / or archiving purposes?

Answer	Count	Percentage
Yes (A1)	12	9.16%
No (A2)	10	7.63%
Comments	10	7.63%
No answer	17	12.98%
Not completed or Not displayed	92	70.23%



Field summary for 27

Do electronic documents or files have legal value under the law of your State for filing and / or archiving purposes?





Field summary for 28

Do you need to print all applications in pdf or other formats for filing and / archiving purposes?



Field summary for 28

Do you need to print all applications in pdf or other formats for filing and / archiving purposes?

