

ADVISORY COMMITTEE MEETING

Wednesday, October 27, 2010

Presentation

As this committee is probably aware, the last two weeks have been very trying for DPS Records and Technology and the NCJIS user community as a whole due to the J-LINK 3.5 upgrade implemented by DPS Records and Technology on October 13, 2010. Many teleconference meetings had been held in preparation for the upgrade. The meetings addressed what agencies needed to do to programmatically prepare for the upgrade, the downtime that would be needed for implementation, how the state would accommodate agency needs during the downtime and the minimal changes that would be implemented as a result of the upgrade.

Not once since the Criminal History Repository was formed in 1984, have the NCJIS users in this state experienced such a negative effect in their daily operations involving the use of NCJIS and NCIC. Those of us who have worked closely with the state and each other to develop, implement, test, train and maintain the NCJIS system have always placed the community first and worked very hard to ensure through testing and re-testing that a new system or upgrade is as ready as possible for the user community upon go-live. Because the cooperative effort was lacking, the impact to agencies was tremendous and felt across the board.

Agencies were forced to problem-solve among themselves instead of receiving sufficient direction from DPS Records and Technology. As of yesterday morning, there was nothing updated on NVSHARE to assist agencies or at the very least advise agencies of any outstanding issues or resolved issues as they relate to the J-LINK 3.5 upgrade. The last posting was dated February 4, 2010.

The following is just a sample of issues that were identified and submitted to the state by Las Vegas Metro PD, North Las Vegas PD, Henderson PD, Sparks PD, and Washoe County Sheriffs Office:

- Inquiry responses were changed with no notification to receiving agencies. The impact to Las Vegas Metro PD alone affected 3785 patrol vehicle MDTs, 108 dispatch CAD terminals, and 174 Traffic Division handheld terminals causing "no record responses" to display as "hot hits". It disrupted the entire "hit process" causing their IT staff to halt all other projects and scramble in an effort to try and resolve the issue. The impact to field officers, dispatchers, IT personnel and investigators was huge.
- Multiple NCJIS screens had been changed with no prior notification to agencies. The training documentation did not reflect these changes, users had never seen the screens before and therefore were uncertain how to perform the necessary tasks.
- Coding had been altered or degraded and in some instances prohibited agencies from entering into NCIC and NCJIS.
- Race fields became unreliable for the user community as entries mutated to incorrect data after entry.
- Standard transactions were defective.
- Administrative functions changed drastically with no notification to agencies. Off-line searches were no longer accurate or reliable.
- The MTERM screen began displaying inaccurate agency information relevant to terminal locations. It should be noted that agencies are held accountable, by the state and FBI, for this information and are required to monitor the physical location of each ORI and it's associated terminal and then add that information at the state level via the MTERM transaction. It is unclear at this time how much impact this will have on agencies during upcoming audits.
- The state advised agencies they might have to update the J-LINK Listener several times to get it to work correctly. On top of that there maybe more updates to the Listener that would require additional attention. The impact to those agencies that "push" the upgrades out programmatically is great but for those agencies that have to touch each and every terminal...it is overwhelming.

In the past, DPS Records and Technology and the NCJIS users operated in a cooperative manner. This was done through open communication and shared effort. The approach was to deal with issues as a single entity. The NCJIS subcommittees and steering committee are the mechanisms used to ensure that the community is protected from the impacts of system problems. These committees were included but were not told of the magnitude of the number of changes that were in this upgrade and were not involved in testing or reviewing these changes even though Steering Committee members offered their services time and time again. This proved to be detrimental to NCJIS users at large.

Assembling the NCJIS Steering Committee on a quarterly basis to develop, implement, test, train and maintain the NCJIS system has always contributed to a successful, solid product.

We submit this with all due respect and ask that a renewed commitment toward cooperation be made to the users of NCJIS and the steering process to ensure that public safety is not negatively impacted in this manner again.