

# NCJIS Modernization Program

## Criminal Justice Change Ambassador Meeting

### Go-Live and Rollout Update



Nevada Department of  
**Public Safety**  
Records, Communications and Compliance  
*Dedication, Pride, Service*

# High-Level Briefing

The purpose of this presentation is to provide the latest updates on key happenings.

- Nevada Makes History
- Official Go-Live
- Rollout and Migration
- Agency Preparation
- Preparation Evaluations



# Nevada Makes History



Nevada Department of  
**Public Safety**  
Records, Communications and Compliance

# Nevada Makes History

*Nevada is the first state in the nation to deploy a statewide message switch in the cloud.*

Deployment to the cloud provides more flexibility in delivering services and scalability, along with the critical security needed for this essential application used by every law enforcement officer in the state.

*Nevada is the first state in the nation to connect to the FBI's Interstate Identification Index (III) new NIEM XML protocols.*

The National Information Exchange Model (NIEM) brings a common language for sharing critical information across diverse public and private organizations. It follows the more modern FBI communication technologies and allows easier future updates and upgrades. This new format embraces modern technologies to improve services.



Nevada Department of  
**Public Safety**  
Records, Communications and Compliance

# Official Go-Live





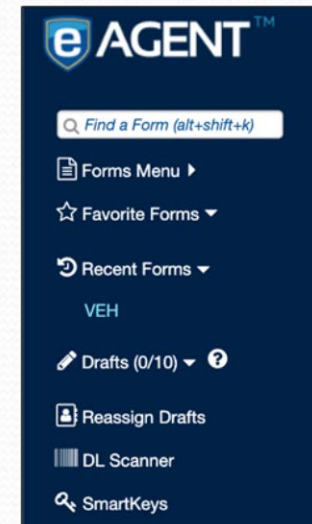
# Official Go-Live

## May 2, 2023 – Go-Live

- Production connections completed are:
  - Interstate Identification Index (III)
  - National Crime Information Center (NCIC)
  - Nlets – the International Justice and Public Safety Network
- The NCJIS Modernization Program is rolling out access to the NCCIS Portal with these systems:
  - NCCIS Identity and Access Management (IAM)
  - Law Enforcement Message Switch (LEMS)
  - eAgent



Nevada  
Civil and  
Criminal  
Information  
System



Nevada Department of  
**Public Safety**  
Records, Communications and Compliance

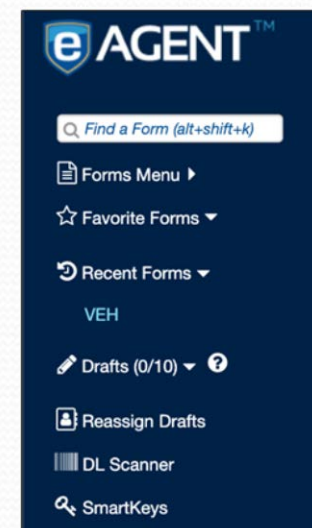
# Official Go-Live

## New Systems Defined

- LEMS is the new message switch replacing JLink and has some combined functionality for greater efficiency.
- eAgent 2.0 is the new user interface (UI) screen with a simplified format for query entry and return displays. A majority of inquiries, entering, modifying, or cancelling happens in eAgent screens delivered though LEMS.



Nevada  
Civil and  
Criminal  
Information  
System





# Official Go-Live

## Phase 1

The program consists of three phases:

- **Phase 1:** This phase realized completion the first go-live on May 2, 2023 for enhanced NCJIS functionality and implementation of the NCCIS web portal and statewide message switch for criminal justice stakeholders
- The NCCIS web portal is the gateway to the environment that houses criminal justice and non-law enforcement solutions. Accessible through any browser, the NCCIS Portal is where criminal justice users will access systems for law enforcement purposes and where private organizations will soon access new online capabilities and features.





# Official Go-Live

## Phase 2

- **Phase 2:** This phase currently underway focuses on preparing, training, and migrating all criminal justice agencies to LEMS for making data queries and inputting warrant and other information.
- It is in this second phase when criminal justice agencies will start using LEMS to input warrants and other information in addition to making data queries.



# Official Go-Live

## Phase 3 – Criminal Justice

- **Phase 3** : In this phase the Computerized Criminal History (CCH) system is being replaced.
- As the central repository for Nevada records of criminal history for the State, the modernized CCH will expand the processing and improve efficiency of the state's processes. This translates into faster turnaround times for fingerprint-based background.
- This phase also includes the introduction of new National Instant Background Check System (NICS) functionality. This new functionality allows agencies to run a NICS background before the release of firearms from evidence vaults.





# Official Go-Live

## Phase 3 – Civil Business

- **Phase 3** : This phase will realize the go-live of new automated capabilities for Nevada's civil businesses. This deployment will create efficiencies and provide a faster and more efficient way to perform Point of Contact Firearms background checks and both fingerprint and non-fingerprint-based background checks required by law.
- Examples include Federal Firearms Licensed (FFL) dealers' requests for a background check to sell a firearm, civil fingerprint background checks for adoptions, employment and volunteers, and licensing.





# Official Go-Live

## NCJIS Modernization Summary

Compared with the legacy system JLink that is being retired, the new NCJIS environment provides enhanced functionality that benefits both criminal justice agencies and civil businesses and includes the following:

- Web-based access
- Highly intuitive and streamlined design
- Easier and less time-consuming processes
- Expanded querying capabilities
- Enhanced scalability, redundancy, reliability, flexibility, and cybersecurity
- Reduced support burden



# Rollout and Migration



# Rollout and Migration

- Inquiry-only agencies
  - Agencies that run queries via the Message Switch to the State files, Nlets, NCIC, DMV, and other authorized files
  - Go-live by groups 1 through 9 between May and September 2023
- Entry agencies
  - Agencies that enter records into the State and/or NCIC files such as warrants, missing persons, and stolen property records
  - Go-live by groups 1 through 7 (groupings may be further subdivided) between November 2023 and March 2024

*Several factors could alter these groupings such as an agency's level of preparedness, status of federating to the NCJIS environment and, most importantly, the method of connection.*





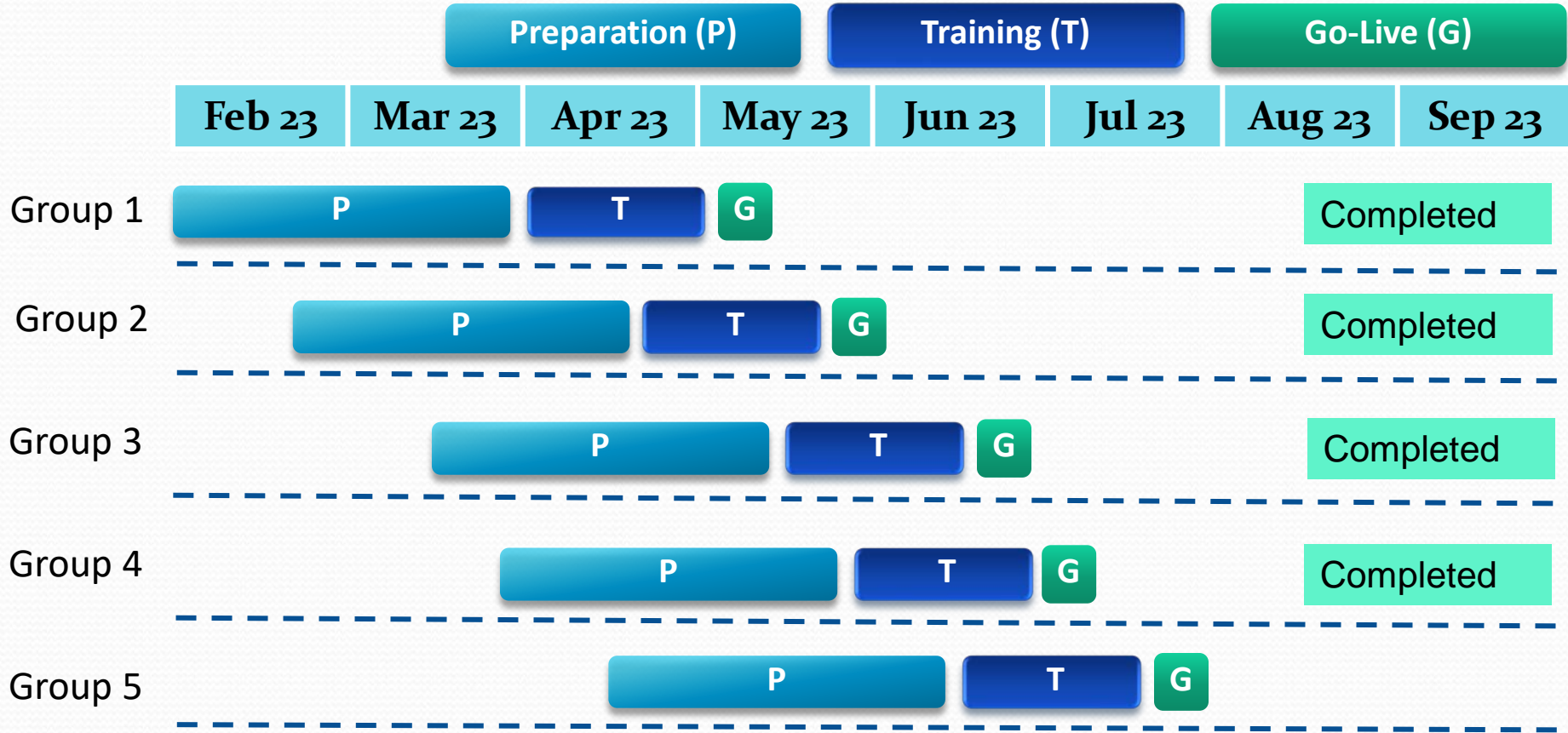
# Rollout and Migration

## Overview and Hard Stops



# Rollout and Migration

## Schedule: Inquiry Agency





# Rollout and Migration

## Schedule: Inquiry Agency *(continued)*

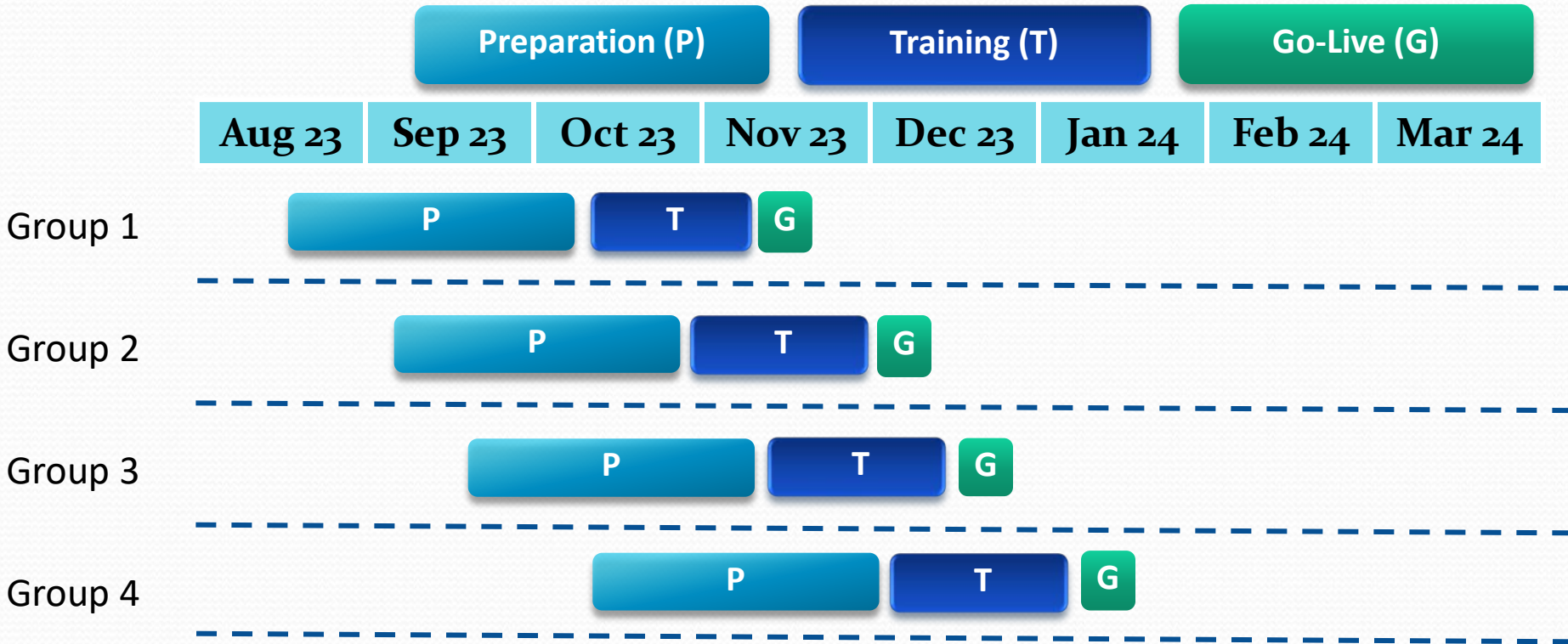


*Currently planned and subject to quarterly updates.*



# Rollout and Migration

## Schedule: Entry Agency



*Currently planned and subject to quarterly updates. Large groups may be further subdivided.*



# Rollout and Migration

## Schedule: Entry Agency *(continued)*



*Currently planned and subject to quarterly updates. Large groups may be further subdivided.*



# Agency Preparation





# Agency Preparation

## Ensuring Continuity

- The NCJIS Modernization Team is working with agencies individually to prepare, train, and walk them through the migration process.
- Agencies will stay on the current JLink solution until the time for transition.
- There will be no disruption in service, and agencies will be given time to prepare.
- Both solutions will continue to work until all agencies are successfully migrated to the new solution.



# Agency Preparation

## CJIS Recertification Testing

*The NCJIS Mod Team will be reaching out at the 8-week mark prior to the agency's scheduled go-live to gain an inventory of each agency's users' CJIS certification status. It is very important for timely responses to these email requests. All needed updates or corrections to CJIS certifications are to be made prior to migration.*

TACs and ATACs are to immediately ensure that:

- Each active user's certification is up-to-date.
- Each user with a certification set to expire within six months of the agency's go-live date is recertified ahead of time. Go-lives for all agencies will continue to take place through March 2024.
- Active users with certificates that are expired or about to expire (within a month of the scheduled go-live date) will not be migrated to the new system and will not have access to eAgent/NCCIS. TACs or ATACs will manually enter these active users in the new system upon recertification.



Nevada Department of  
**Public Safety**  
Records, Communications and Compliance



# Agency Preparation

## Countdown to Go-live: Inquiry and Entry Agencies

3 months prior

Agency 1:1 meetings: Scheduling, checklist, TAC preparation

1 month prior

Training materials and videos

2 weeks prior

Online training and demonstrations

1 week prior

Additional information and assistance



Nevada Department of  
**Public Safety**  
Records, Communications and Compliance



# Preparation Evaluations



# Preparation Evaluations

## Criminal Justice

Evaluation survey responses among the first four inquiry-only agencies to go live are positive! Here is what your peers are saying:

- 75% are very satisfied with the go-live process; other responses were marked as “neutral.”
- 75% of users stated they were sufficiently prepared for go-live; the majority of other responses were marked as neutral.
- 92% of users agreed they received the support needed during go-live; other responses were marked as neutral.
- 75% of users stated they received sufficient training before go-live; the majority of other responses were marked as neutral.



# Preparation Evaluations

## Civil Business

Civil workshops are being conducted for civil background check customers between June and August 2023, leading up to the rollout of the new system in 2024. To date, survey responses among attendees show:

- 90% of responses rate the following items in order of weight as “Excellent” or “Very Good,” and the final 10% as “Good.” Areas being evaluated are:
  - Organization and content
  - Helpful presentation on the new FlexCheck system
  - Audiovisual presentation
  - Goals and objectives being clearly stated
  - Questions being satisfactorily answered
  - Presentation helped with concerns on the coming changes





# Contact Information

## Questions specific to:

- Change ambassadorship.
- Meeting requests.
- Training.

## Change Manager

**Elizabeth Parsons-Lenz**

**[eparsons-lenz@dps.state.nv.us](mailto:eparsons-lenz@dps.state.nv.us)**

## Questions specific to:

- Technical or process issues.
- Contact information updates.
- Feedback delivery.
- Other NCJIS Mod requests.

**NCJIS Modernization Team**

**[NCJISMod@dps.state.nv.us](mailto:NCJISMod@dps.state.nv.us)**

**More information may be found on the NCJIS Modernization web page:**

**<https://rccd.nv.gov/Services/NCJISMod/>**



Nevada Department of  
**Public Safety**  
Records, Communications and Compliance

# Thank you!

