

NCJIS Modernization Program 2020–2025

Building for Service Excellence



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

Welcome!

- NCJIS Modernization Program overview.
- Methods for securing organization input.
- General rollout schedule.
- Questions and answers.



What's This About?

It's a vision realized! The Nevada Department of Public Safety - Records, Communications and Compliance Division (RCCD) is building a new, state-of-the-art technology environment that will deliver:

- Access and visibility to pertinent forms and information for customers.
- Exponential improvement to existing services.
- A modern, reliable, and efficient system.
- Reduced time and effort required to enter and access information.



What Are the Main Benefits?

Ease in updating
account information.

Payment of invoices
or addition of money
to accounts directly
through a web-based
portal.

No need to call and
wait in a queue.

Automated
notifications
regarding the status
of a background
check.

Status-tracking of
civil fingerprint
submissions within
the portal.

Receipt of civil
fingerprint responses
faster through the
portal.



General Benefits

You should expect:

- Enhanced access.
- Additional training.
- Modern look and feel.
- User-friendly work processes.

**The sooner your organization is involved,
the smoother the transition will be.**



It's a Partnership



- RCCD requests your involvement!
- The NCJIS Modernization Team is reaching out early to engage our important stakeholders.
- We value your participation and input in this modernization process.



Secure Your Organization's Input

- Appoint a change ambassador(s) to represent your business.
- Inform the NCJIS Modernization Team of issues, questions, and needs through your change ambassador.
- Coordinate user acceptance testing and training to ensure seamless functionality and utilization.



Change Ambassador Role

- Is trained in the change ambassador role.
- Will be informed about the modernization progress.
- Gathers feedback from your business or organization.
- Communicates important information to your business.
- Works with NCJIS change manager to coordinate:
 - End-User Training Deployment.
 - User Acceptance Testing.
- Helps in conducting user satisfaction surveys.
- Helps with problem-solving if need arises.



Change Ambassador

Time, Support, and Commitment

- Contributes approximately 5 hours per month.
- Participates in training and regularly scheduled meetings.
- Ensures your change ambassador's ability to distribute pertinent messages from the NCJIS change manager to your users.
- Permits your change ambassador to run periodic surveys to evaluate messaging effectiveness, training success, or other essential change management tasks.

Note: More than one change ambassador may be appointed for large organizations.



Change Ambassador

Selection Attributes

This individual:

- Believes in the change and is committed to helping to drive communication and comprehension within their sphere of influence.
- Understands who exactly needs to receive communication, how often they need to receive it, and how best the communication is to be delivered.



Change Ambassador

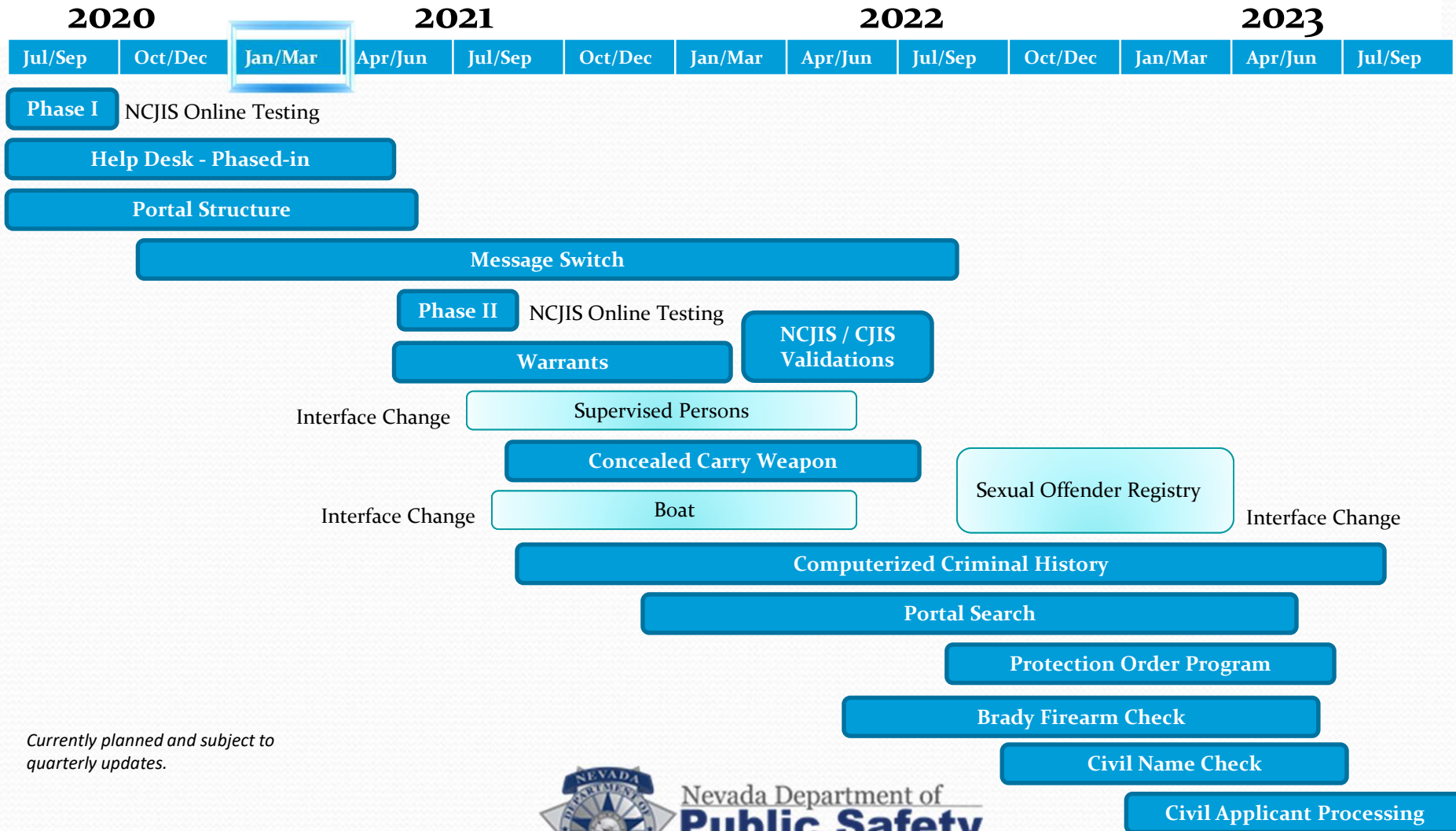
Selection Methods

A combination of the three methods listed below may be used for identifying change ambassadors. Applying all three will help in avoiding the pitfalls of certain personalities, biases, and self-interest.

- ***Top-Down Identification*** – Top management in the organization identifies the person they believe is best suited for the role.
- ***Self-Identification*** – A person in the organization self-identifies as a champion of change and volunteers based on individual motivation to fill this role.
- ***Peer Identification*** – A person recognized as being competent and sympathetic is nominated by their peers in the organization.



General Solution Rollout Schedule



Currently planned and subject to quarterly updates.



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What Now?

- Click the Smartsheet link sent to your e-mail.
- Complete the Smartsheet form to provide the name(s) and contact information of your appointed change ambassador(s).

Responses are requested by February 5, 2021.

Questions or feedback regarding this information may be submitted to:

NCJISMod@dps.state.nv.us



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Questions?



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