NCJIS Modernization Baselining Surveys

The **NCJIS Modernization Program's** success is strengthened through the great participation of our criminal justice stakeholders. Baselining surveys on certain public-facing solutions are periodically delivered to assess:

1. User understanding of the new solution.

2. Expectations of what the new solution should fulfill.

3. The impact before and after solution functionality is added.
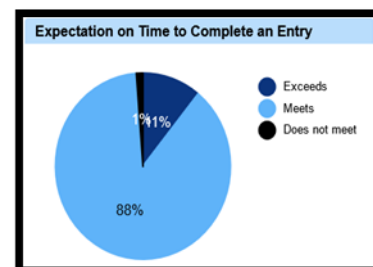
Baselining Survey Results

There will soon be a new Law Enforcement Message Switch (LEMS) providing rich functionality with high performance, reliability, and security, offering a new way of performing inquiries on NLETS, NCIC, and State records.

This newsletter contains the qualitative feedback submitted by our criminal justice stakeholders on user expectations. We asked several questions regarding the existing JLClient User Interface (UI) compared with the future eAgent UI by addressing user expectation, ease of use, efficiency, and reliability. After training and rolling out the new Law Enforcement Message Switch (LEMS) platform, we'll deliver a similar survey to gauge the level of customer experience improvement under the new system. Your invaluable input is featured in the graphs and blue bars, below, while our NCJIS Modernization Team's responses to feedback are summarized underneath.
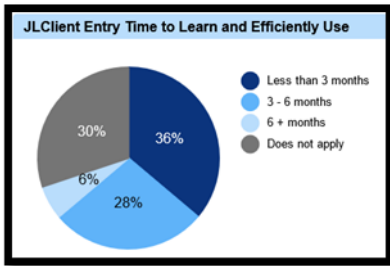
Please rate the amount of time it takes to complete an inquiry screen in JLClient as it relates to your expectation of how long it should take.
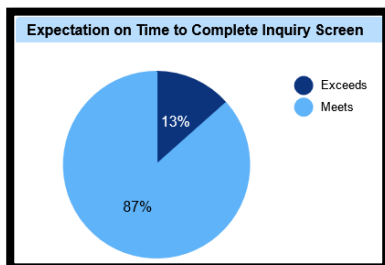
Please rate the amount of time it takes to complete an entry into JLClient as it relates to your expectation of how long it should take.
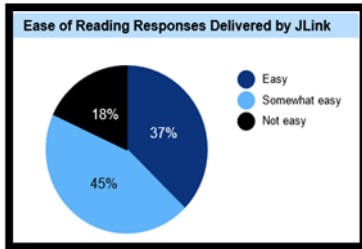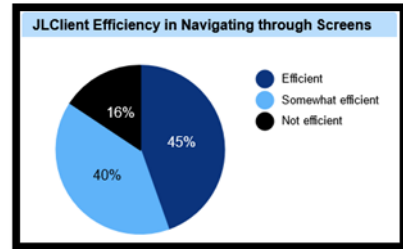
Expectation on Time to Complete Inquiry Screen

- Exceeds
- Meets

13%
87%

Expectation on Time to Complete an Entry

- Exceeds
- Meets
- Does not meet

1% 11%
88%

Please rate the amount of time it takes to learn and efficiently use JLClient for entry.

JLClient Entry Time to Learn and Efficiently Use

- Less than 3 months
- 3 - 6 months
- 6 + months
- Does not apply

30%   36%   6%   28%

Please rate the amount of time it takes to learn and efficiently use JLClient for inquiry.

JLClient Inquiry Time to Learn and Efficiently Use

- 2-4 weeks
- 1+ month

38%   62%
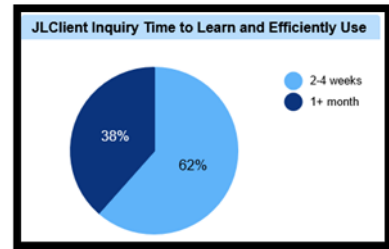
Please rate how easy it is to read responses delivered by JLink.

Ease of Reading Responses Delivered by JLink

- Easy
- Somewhat easy
- Not easy

18%   37%   45%

Please rate how efficient JLClient is at enabling you to navigate quickly through screens to enter query information.

JLClient Efficiency in Navigating through Screens

- Efficient
- Somewhat efficient
- Not efficient

16%   45%   40%

Please rate how reliable JLink is in terms of downtime and unavailability.

JLink Reliability in terms of Downtime/Unavailable

- Reliable
- Somewhat reliable
- Unreliable

2%   37%   60%
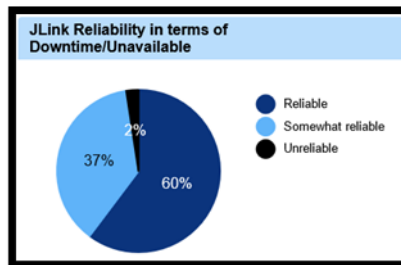
NCJIS Modernization Team's Responses to Comments

This survey states LEMS is replacing JLINK. Before, it was stated that NCCIS is the JLINK replacement, which confused users.

The statement in this survey that the Law Enforcement Message Switch (LEMS) is replacing JLink and statement from the July 2021, Issue 3 newsletter are both correct. NCCIS is a gateway for both civil business and criminal justice users. Just as JLink is the gateway to the current system and information, so now is NCCIS the name of the new portal and medium for accessing the NCJIS system and information.

JLink is a single product doing many things, whereas the NCJIS Modernization uses specific, best-of-breed products to replace the old, tailor-made, now unsupportable JLink. NCCIS replaces the JLink login process (JLClient, front end), eAgent replaces JLClient, and LEMS replaces JLink (the back end). The new environment is much more complex but that makes it more resilient than the current environment.

Here is a diagram of NCJIS User Elements showing NCJIS today and NCJIS future:
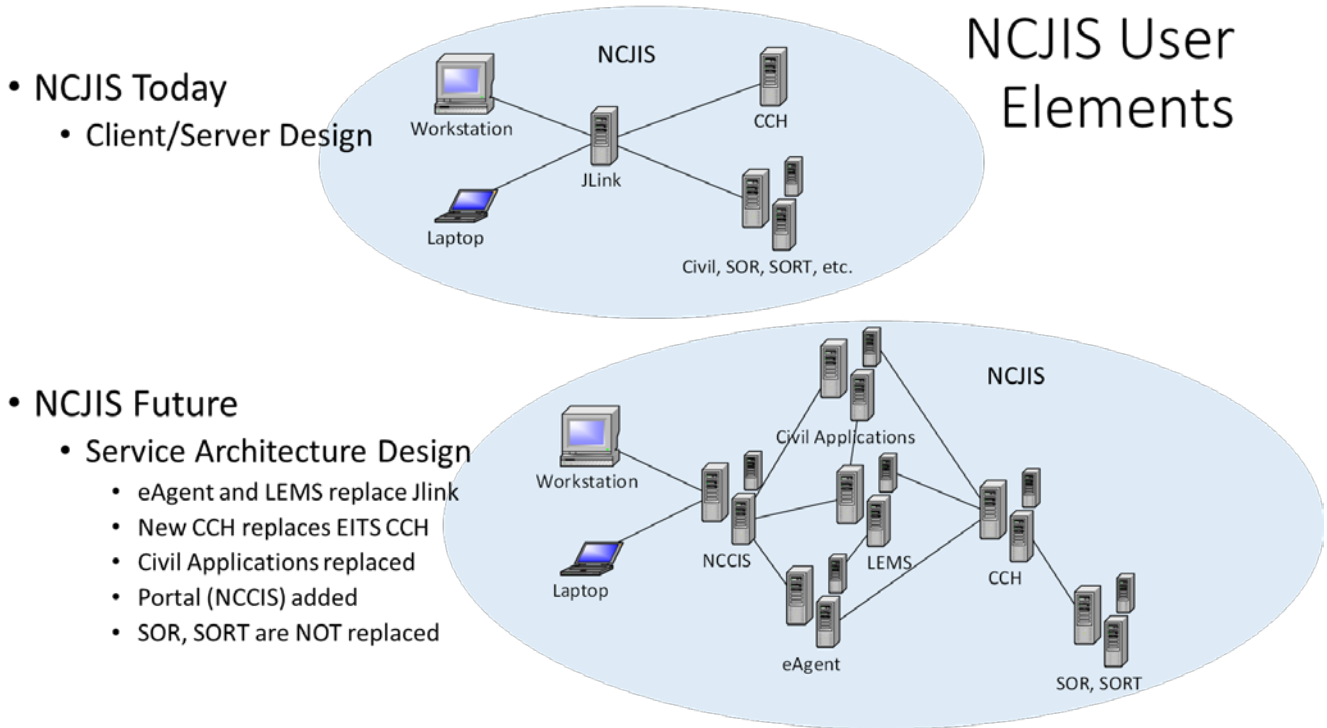
In this NCJIS Modernization, will the State allow RMS systems to enter directly into NCIC?

An RMS system can be configured by your vendor to enter NCIC files through LEMS by means of a foreign host connection. All agencies interested in a foreign host connection should notify the NCJIS Modernization Program Team.

Will the new system also be going down for backups, or will that no longer be required?

The NCJIS Modernization's technical requirements state that there should not be downtime for system maintenance or backups. Rather, maintenance occurs behind-the-scenes and should not affect users. The solution is still dependent on agency and state networks. Network outages could occur and cause service interruptions until network connectivity is restored.

> It would be nice if this new product can include some of the help links users are used to.

In the new system, there will be help files and programmable buttons, but will be set up differently. The NCJIS Modernization Team has yet to see a vendor demonstration and is unable at this time to provide more granular information.

> It would be nice to enter data once and be able to pull all the information from one inquiry.

We will not be losing any functionality that we currently possess for queries. The look and feel will be slightly different, with different information options returning. We do know that information entered will be saved as drafts, can be updated later, and shared to others as before.

Here is additional high-level information on the functionality adapted for assigning drafts:

- eAgent 2.0 provides a commercial off-the-shelf (COTS) feature called "Saved Drafts" that allows users to enter information in any form and save the form as a draft prior to submission.
- Once users save a draft, they can then assign that draft to another user within the same agency.
- Those with elevated privileges can choose to assign other users' drafts to themselves.
- Newly assigned users can open the draft and delete, modify, and/or add information to the form before submitting it.
- There is no limit as to how many times a draft can be assigned, but once the draft has been submitted, it is removed from the user's Saved Drafts folder.

> **In the current system, subjects are run through multiple screens for similar information like criminal history, warrants, etc., putting the same information in different screens for different information.**

This is being changed in the new system. Users will be able enter the name information, then select which systems to run the query through.

The NCJIS Program Team's top priority is to provide constant communication and gain important feedback from our valued stakeholders.

Visit the NCJIS Modernization web page, where you will find:

Contact Information   **Copies of Presentations**   **Newsletters**   **Links to Documents**   **Links to Surveys**

https://rccd.nv.gov/Services/NCJISMod/

Need help or additional information?
Call the new NCJIS Modernization Customer Service phone number: 775-687-7263

With great appreciation from the NCJIS program management team.

Contact us through this e-mail address: NCJISMod@dps.state.nv.us