NCJIS Mod Criminal Justice Training News

Nevada Civil and Criminal Information System

Leading the way to a safer Nevada.

A training-specific newsletter brought to you by the Nevada Department of Public Safety.

Program Overview

The **NCJIS Modernization Program** is preparing to roll out training for the NCCIS Portal, Law Enforcement Message Switch (LEMS), and Single Sign-On (SSO) solutions.

Several questions have been submitted to the Nevada Department of Public Safety (DPS) and are answered in this special edition newsletter, focused on training.

Training Questions and Answers

Here are questions submitted by various agencies and the answers provided by the NCJIS Modernization Team. As others likely have similar questions, we provide this compilation of questions and responses for the benefit of all our valued criminal justice stakeholders. There will be other opportunities to ask questions; see more on this in the Change Management section below!

Question **When will training happen and how long before solution deployment will training be provided?**

Answer The NCJIS Mod Team is planning for a 6-month window, January through June 2022, (subject to change) to migrate the entire State over. A rollout plan is being prepared based on location, agency, availability, number of users, and how each uses the system. Our team will share this plan and work closely with agencies on training and deployment and ensure all are comfortable with the training. Go-live will be coordinated with each agency; training will correspond with this date.

Question **Before actual go-live will there be a test environment for agencies to log into for hands-on practice, and when will DPS allow access to this environment in order to update/develop internal training materials and supporting documentation as early as possible?**

Answer There will be a training environment available, and access will be provided as soon as possible. The testing and training plans for the new portal and systems are in development. DPS is planning in-person and online training as needed to ready users prior to cutover. Our aim is to get everyone comfortable with the new system as we get closer to deployment.

Question **What train the trainer options are planned? Will agency users come to a central DPS location or will DPS come to the agency?**

Answer Online training and on-site training will be available throughout Nevada. The vendor will provide online tutorials as well.

Question **What if an agency's training room does not have terminals for active training, is this a problem?**

Answer If an agency has a projector, then it will work to display screens. The NJCIS Modernization unit also has a projector for use, as needed.

Question **If training room has only one computer and a large screen, and if training is hands-on, how will this be handled?**

Answer We will work with what we have and provide the best training possible.

Question **What equipment is needed for the training, how many terminals, etc.?**

Answer A computer is required to access the training environment. Ideally, each person will have their own computer to take the training, but if not, it is possible to share computers or training can be projected onto a larger screen.

Question **Are there different training components such as end user and IT?**

Answer There will be no special IT training. All training is geared toward the end user. The reason for this is that technical problems will be submitted to the Help Desk and triaged. Those complex cases that cannot be resolved will be escalated to the vendor Unisys for speedy resolution.

Question **Will training be online as well?**

Answer Yes, there will be online tutorials provided.

Question	**Will we accommodate training for day shifts and night shifts?**
Answer	Our primary goal is to train the Terminal Agency Coordinators (TACs), but we will offer several training options. Regrettably, we can't be available to train at every location, for all shifts, or every person.
Question	**Will training be needed for those that use NCJIS as a Query tool, for example to print out Rap Sheets and DMV queries that do not input into NCJIS?**
Answer	Since this is a new system, we recommend taking the training either online or on site. There are new shortcuts, features, and changes to State query screens.
Question	**How are entering warrants going to change?**
Answer	The screen for state warrants will be very similar to the NCIC screen. The warrants system and the validation system are being rewritten. Training will be provided before these systems are released. Until then the existing warrant/validation process will be in place. Some agencies will go live before the warrant/validation system is released..
Question	**Will NCIC and NLETs screens change?**
Answer	Some of the query screens have been combined, giving the user the ability to query NCIC, NLETS, and/or State files from the same screen. Training will cover this.
Question	**For those willing to be testers, are there dates set for this testing period?**
Answer	The timeline is subject to change, so at this time there are no set dates, but a general timeline would be Q4 2021. This is when we welcome the experience of agencies to help us with testing to ensure the system works in the real-life environment. Agencies involved in testing will be contacted in advance.
Question	**How will the NCJIS modernization affect an agency that is inquiry only?**
Answer	We are replacing the existing JLink Message Switch and creating the NCCIS user portal. The way you access your information will look and feel different, but you will be able to continue to access all information you use currently. There will be updates and training as we progress toward completion of our preparations.
Question	**What do agencies that connect directly through JLink online need to do to facilitate this change?**
Answer	There isn't anything that your agency needs to do to prepare for the new system. We will keep all agencies in the loop regarding training opportunities and what the go-live dates will be for the new system.
Question	**How will this new program affect the entering and validation of bench warrants?**
Answer	The warrant and validation portion of our project has not been completely designed at this time. We are currently working on these systems. Training on the warrant and validation systems will be provided prior to their release.
Question	**Will agencies lose functionality in the new system?**
Answer	Agencies will not lose functionality. There have been changes to some screens to enhance queries.

Change Management

Stakeholder Outreach

The NCJIS Modernization Change Manager is planning these other informational opportunities:

➤ **August 2021:** Criminal Justice Change Ambassador Meeting. This meeting will inform our ambassadors on the latest NCJIS Mod activities and provide information on the upcoming TAC meeting shown below. Meeting date options are:

08.24.21 02:00–02:30 pm	**08.25.21 10:00–10:30 am**

➤ **September 2021: Criminal Justice TAC Meeting**. This meeting will provide a brief update of the NCJIS Modernization effort as well as a forum for questions and answers. A survey will be sent out several weeks in advance of this meeting in which TACs may submit questions to the NCJIS Mod Team. Submitted questions will be addressed. Any question not covered will be responded to by e-mail. The TAC meeting dates are:

09.29.21 10:00–10:30 am	**10.04.21 11:30 am–12:00 pm**

With great appreciation from the NCJIS program management team.
Contact us through this e-mail address: NCJISMod@dps.state.nv.us