

NC Department of Justice



Information Technology Division (ITD)

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for Information Technology

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ITD Organizational Structure

- 73 IT positions including CIO and Deputy CIO/CTO
- Service Teams
 - SBI - CIIS and Crime Lab - 7 staff and 1 Service Owner
 - SBI - Admin and Omnixx Force - 6 staff and 1 Service Owner
 - SBI - Data Integration - 4 staff and 1 Service Owner
 - AG - 4 staff and 1 Service Owner
 - Training and Standards - 4 staff and 1 Service Owner
- Server and Database Support – 8 staff and 1 Manager
- Network and Security – 4 staff and 1 Manager
- PC Support – 10 staff and 1 Manager
- Customer Support Center (24/7) - 11 staff plus 1 Manager
- Administrative – 3 staff and 1 Manager
- Currently 2 grant funded contractor positions that end in June 2013



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ITD Budget FY2012-13

Total ITD Budget of \$8.8 million (35% or \$3,1M is funded through DCIN/PIN Receipts)

• Personal Services (Salaries and Benefits) -	\$5,310,000
• Purchased Services -	\$3,165,000
• Property, Plant and Equipment	\$265,000
• Other Expenses -	\$56,000
• Supplies -	\$28,000

TOTAL BUDGET

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\$8,824,000

REVENUES

\$3,739,000

APPROPRIATIONS

\$5,085,000



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Major Support Within DOJ

- **State Bureau of Investigation-** The SBI supports local law enforcement with criminal investigations across the state
- **Legal Services-** Provides legal representation and advice to all state government departments, agencies and commissions
- **Training and Standards-** Oversees standards for law enforcement officers through the Sheriff's and Criminal Justice Training and Standard's Commissions
- This internal support covers approximately 1300+ DOJ employees



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Major Support outside DOJ

- 19,000+ Statewide local law enforcement officers
- ITD provides 24/7 Customer Support Center with highest priority on law enforcement.
- Operate and maintain the Division of Criminal Information Network (DCIN) which consists of the Statewide Law Enforcement Message Switch (LEMS). This network allows law enforcement to access many statewide and national databases such as DMV driver's license, DMV Registration, queries into 50 other states via NLETS and queries into the FBI's national database via NCIC. It is live and is the most up-to-date information available to law enforcement across the state. An officer can make an arrest with information obtained via DCIN.
- Officers also have access to a myriad of other databases such as Concealed Handgun permits, DMV Stolen Vehicle Notifications, AOC information, Wildlife Boat Registration, DPS incarceration information, etc.



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FBI Criminal Justice Information Services (CJIS)

- **FBI Criminal Justice Information Services Division (CJIS)** - the FBI Division responsible for the collection, warehouse, and timely dissemination of relevant criminal justice information (CJI) to the FBI and qualified law enforcement, criminal justice, civilian, academic, employment, and licensing agencies.
- **CJIS Systems Agency (CSA)** – A duly authorized state, federal, international, tribal, or territorial criminal justice agency (as defined by the FBI) on the CJIS network providing statewide (or equivalent) service to its criminal justice users with respect to the CJIS data from the various systems managed by the FBI CJIS Division. The CSA is responsible for planning and providing necessary hardware, software, funding, quality assurance, and training for complete access to all CJIS Division data services by all authorized agencies within the state. In North Carolina the CSA is the SBI.



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FBI Criminal Justice Information Services (CJIS)

- **CJIS Systems Officer (CSO)** — The head of each CSA is required to appoint a CSO from within the CSA (it can not be outsourced). In NC that is Wendy Brinkley of the SBI. The CSO is responsible for monitoring/enforcing system use, system discipline, and assuring that operating procedures are followed by all users as well as other related duties. Additionally, the CSO is responsible for guaranteeing the priority, confidentiality, integrity, and availability of service needed by the criminal justice community in North Carolina.
- **CJIS Information Security Officer (ISO)** – The ISO serves as the security point of contact (POC) to the FBI CJIS Division ISO. Some of their duties include documenting technical compliance with the CJIS Security Policy with the goal to assure the confidentiality, integrity, and availability of criminal justice information to the user community throughout the CSA's user community, to include the local level. Provide assistance for implementing security-related controls for the Agency and its users. In NC the ISO function is performed by Brian Dickerson of ITD.



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FBI Criminal Justice Information Services (CJIS)

- **CJIS Security Policy (CSP)** - The CSP establishes a minimum set of security requirements for access to FBI CJIS division systems and information as well as protections and safeguards for FBI-provided criminal justice information (CJI). This policy establishes controls to protect CJI from creation through dissemination and disposal. The FBI created the CSP as part of its effort to fulfill its mandate of managing the NCIC and all associated systems (28 CFR § 20.31).
- The complete FBI CJIS Security Policy can be found here:
<http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center>



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Our Goals

- The IT Division has four main goals that are aligned with the mission of the Attorney General.
 - Strengthening law enforcement and better enabling the SBI and NC law enforcement officers to protect the citizens of North Carolina
 - Assisting in apprehending predators and arming the public with as much information as possible to protect them from criminal activity
 - Helping to protect consumers by providing them with sound information to disarm scam attempts
 - Striving to enhance the work flow of employees, improve processes and maintain a sound secure infrastructure within the Department that will allow employees to use their time efficiently so they may accomplish the goals of the Department.
- All of our IT projects are geared towards meeting these goals
- The DOJ IT Plan for Biennium 2013-2015 has been submitted to ITS



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Current Projects

- **NC-DEx-** NC-DEx (North Carolina Data Exchange) is a statewide initiative coordinated by the NC Department of Justice for the development and operation of a comprehensive data sharing solution that contains local law enforcement incident-based crime data. It is designed to integrate incident level data, typically stored only at the local or regional level, into a statewide repository. Once received at the repository, the data will then be forwarded to N-DEx, the FBI's national incident data sharing system. The information can then be used and shared by many systems across the state including CJLEADS and Uniform Crime Reporting (UCR)
- **Expand CJLEADS access to DCIN data-** CJLEADS (Criminal Justice Law Enforcement Automated Data Services) is a program designed to integrate data found within the state's various criminal justice applications and provides criminal information in a centralized location via a secure connection for use by state and local government criminal justice professionals. To get a more complete picture, CJLEADS has requested and the General Assembly has directed that the Department of Justice provide CJLEADS with access to NCIC hot files while maintaining security spelled out under CJIS rules and regulations. ITD and OSC have worked hard together to establish this connectivity but have been hampered due to the FBI not recognizing OSC as a CJ agency. Moving CJLEADS to a criminal justice agency such as DOJ or DPS would be a viable option and should negate the FBI's concerns.



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Current Projects (cont.)

- **TRACS v2 for Training and Standards Division-** The Training Records and Certification (for) Training & Standards (TRACS T&S) is the core IT system utilized by both Sheriff Standards and Criminal Justice (CJ) Standards since 2009. Both sections in the Training and Standards division have undergone budget cuts, resulting in staff reduction, but they also received additional responsibilities per regulatory changes. Plus, additional interface requirements to potential external systems have changed the original TRACS T&S design.
- **Replace SBI PBX and Voicemail systems-** Current SBI PBX and Voicemail systems support approximately 300 SBI and NC Crime Lab users. The system consists of a Nortel Meridian Option 81 PBX and an Octel 300 Voicemail Server. There are 159 lines to route telephone calls. As it ages the system is proving to be unreliable. This project is designed to address SBI and NC Crime Lab's fundamental business need for having a dependable telephone and voicemail system to conduct their daily business and to fulfill their mission.



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Future Projects

- **SAFIS Modernization-** NC DOJ's Statewide Automated Fingerprint Identification System (SAFIS) processes and stores fingerprint and palm print images in order to provide positive identification of individuals being detained, arrested, incarcerated, released from prison, applying for concealed handgun permits, or applying for jobs statutorily requiring a fingerprint-based criminal background search. SAFIS is also used to support investigation and prosecution of crimes in which latent fingerprint and/or palm print impressions have been collected as evidence. SAFIS's capacity was expanded in 2012 to support fingerprint processing into 2016. At that time, SAFIS capacity could be expanded again or a new SAFIS could be implemented with sufficiently capacity for its planned life of service. Maintenance costs will also begin to dramatically increase at that time as the SAFIS hardware and software age. Since SAFIS was implemented in March 2008, NCDOJ has identified numerous opportunities to alter or enhance the capabilities of SAFIS to reduce error rates and increase efficiency of processes dependent on SAFIS. Additionally, FBI has been implementing its Next Generation Identification (NGI), which provides capabilities useful to law enforcement that the current SAFIS cannot leverage.



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Future Projects (cont)

- **NC Justice Officer Training and Information System (NCJOTIS)-** If approved, this project will improve the efficiency and effectiveness of the North Carolina Justice Academy through the procurement and implementation of a centralized campus management and learning management system environment. It will provide a virtual platform to provide law enforcement training for other state government organizations to all NC law enforcement officers statewide by establishing a single secure portal for these officers to access their training, transcripts, and credential information.
- **Implement new PPS/ASL system-** During the past 10 years business operational requirements have increased while PPS/ASL internal staff has been reduced in size. PPS/ASL needs a new system and business process re-engineering in order to meet the current and expected increased business demands in NC.
- **The Training Records and Certification for Training & Standards-** TRACS is the core IT system utilized by both Sheriff Standards and Criminal Justice (CJ) Standards since 2009. Both sections in the Training and Standards division have undergone budget cuts, resulting in staff reduction, but they also received additional responsibilities per regulatory changes. Plus, additional interface requirements to potential external systems have changed the original TRACS T&S design. Business process re-engineering for both Sheriff and CJ Standards would provide the basis for TRACS T&S v2 where it would be more economical and efficient to address their requirements.



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Senate Bill 991

§ 147-33.83. Information resources centers and services.

- (a) With respect to all executive departments and agencies of State government, **except the Department of Justice if they do not elect at their option to participate**, the Office of Information Technology Services shall have all of the following powers and duties:
 - (1) To establish and operate information resource centers and services to serve two or more departments on a cost-sharing basis, if the State CIO, after consultation with the Office of State Budget and Management, decides it is advisable from the standpoint of efficiency and economy to establish these centers and services.
 - (2) With the approval of the Office of State Budget and Management, to charge each department for which services are performed its proportionate part of the cost of maintaining and operating the shared centers and services.
 - (3) To require any department served to transfer to the Office ownership, custody, or control of information processing equipment, supplies, and positions required by the shared centers and services.
 - (4) To adopt reasonable rules for the efficient and economical management and operation of the shared centers, services, and the integrated State telecommunications network.
 - (5) To adopt plans, policies, procedures, and rules for the acquisition, management, and use of information technology resources in the departments affected by this section to facilitate more efficient and economic use of information technology in these departments.
 - (6) To develop and promote training programs to efficiently implement, use, and manage information technology resources.
 - (7) To provide cities, counties, and other local governmental units with access to the Office of Information Technology Services, information resource centers and services as authorized in this section for State agencies. Access shall be provided on the same cost basis that applies to State agencies



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Senate Bill 991 (cont.)

- DOJ is exempt only for maintaining our own data centers and our own network. We currently have a data center at our Garner Road campus and a backup data center at our disaster recovery site at MCNC in RTP.
- DOJ participates in the ITS IT procurement process and utilizes the purchasing power of state contracts
- DOJ participates in the ITS Enterprise Project Management process where all of our major IT projects have oversight and go through appropriate statewide approvals.
- DOJ purchases several services from ITS including Wide Area Network, NCID, Firewall, Mobile and Land-based phones, etc.
- We currently spend approximately \$60K per month with ITS



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Questions?

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