

**Georgia Bureau of Investigation  
August Monthly Report  
FY2017**



**Presented to the Board of Public Safety  
October 5, 2016**

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Director**

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## Vacant State Positions FY2017

|                                                             | Jul | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
|-------------------------------------------------------------|-----|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Total Vacant Positions in DOFS</b>                       | 24  | 23  |      |     |     |     |     |     |     |     |     |     |
| <b>Vacant Scientist Positions</b>                           | 8   | 8   |      |     |     |     |     |     |     |     |     |     |
| <b>Total Vacant Positions in GCIC</b>                       | 1   | 1   |      |     |     |     |     |     |     |     |     |     |
| <b>Total Vacant Positions in Admin</b>                      | 4   | 4   |      |     |     |     |     |     |     |     |     |     |
| <b>Vacant Sworn Agent Positions</b>                         | 24  | 24  |      |     |     |     |     |     |     |     |     |     |
| <b>Total Vacant Positions In the Investigative Division</b> | 31  | 30  |      |     |     |     |     |     |     |     |     |     |

**DOFS Backlog Chart**  
**Unworked Reports over 30 Days Old**  
**FY2017**

| <b>Discipline</b>      | <b>Jul</b>    | <b>Aug</b>    | <b>Sep</b> | <b>Oct</b> | <b>Nov</b> | <b>Dec</b> | <b>Jan</b> | <b>Feb</b> | <b>Mar</b> | <b>Apr</b> | <b>May</b> | <b>Jun</b> |
|------------------------|---------------|---------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Chemistry              | 6,546         | 7,175         |            |            |            |            |            |            |            |            |            |            |
| Firearms               | 2,520         | 2,878         |            |            |            |            |            |            |            |            |            |            |
| Forensic Biology       | 3,110         | 3,191         |            |            |            |            |            |            |            |            |            |            |
| Impressions            | 38            | 40            |            |            |            |            |            |            |            |            |            |            |
| Latent Prints          | 3,137         | 3,234         |            |            |            |            |            |            |            |            |            |            |
| Medical Examiners      | 120           | 97            |            |            |            |            |            |            |            |            |            |            |
| Miscellaneous Services | 0             | 0             |            |            |            |            |            |            |            |            |            |            |
| Operations Support     | 0             | 0             |            |            |            |            |            |            |            |            |            |            |
| Toxicology             | 827           | 506           |            |            |            |            |            |            |            |            |            |            |
| Trace Evidence         | 466           | 503           |            |            |            |            |            |            |            |            |            |            |
| <b>Total</b>           | <b>16,764</b> | <b>17,624</b> |            |            |            |            |            |            |            |            |            |            |

# GBI Administration

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## Office of Privacy & Compliance/Open Records

|                      | <u>August 2016</u> | <u>Total FY2017</u> |
|----------------------|--------------------|---------------------|
| Open Records Request | 305                | 634                 |
| Archives             | 22                 | 40                  |

## Personnel

Employee Totals

August 2016

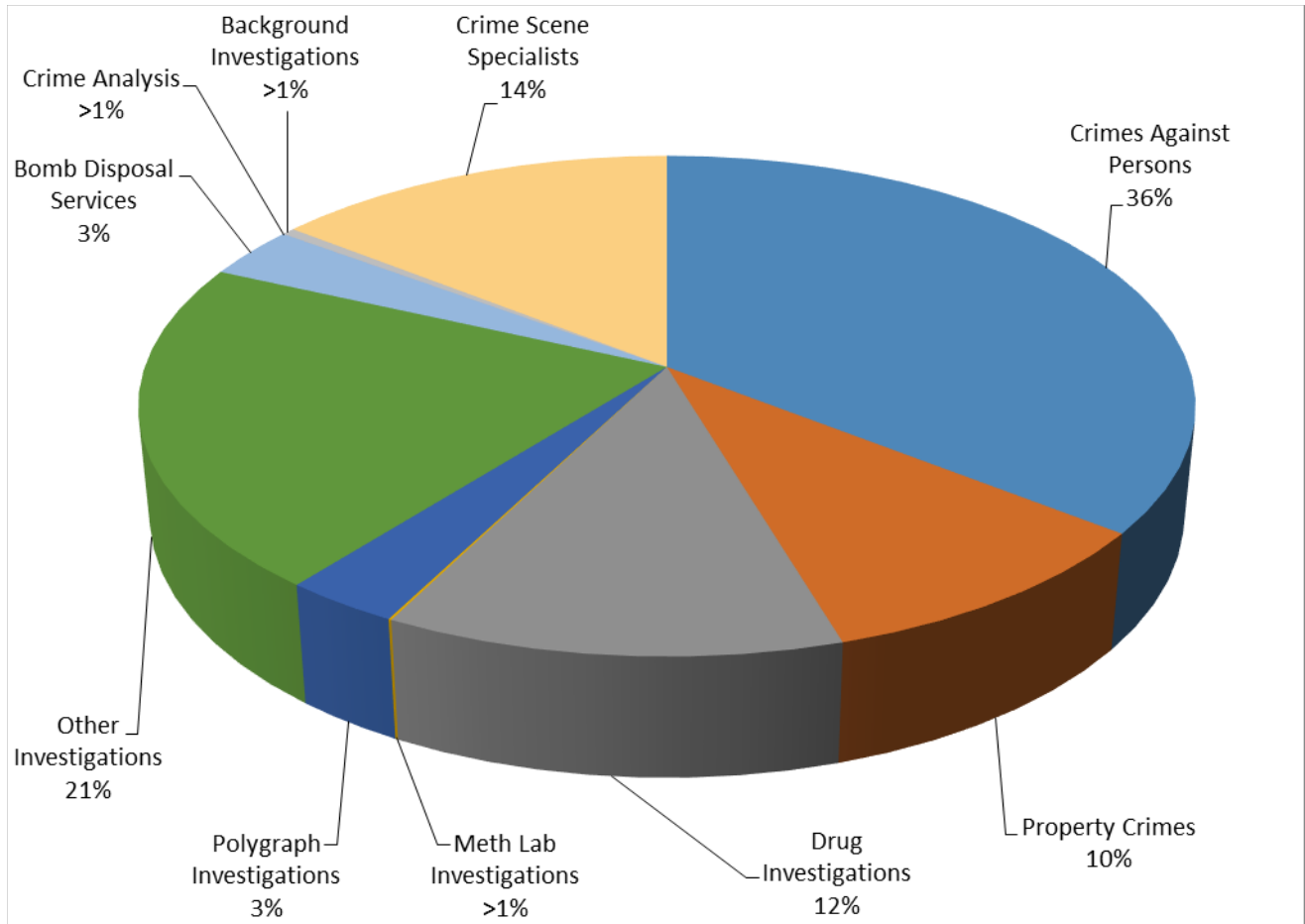
|                                  | State Funded<br>Positions | Grant Funded<br>Positions | <b><i>Total</i></b> |
|----------------------------------|---------------------------|---------------------------|---------------------|
| Investigative Division           | 350                       | 19                        | <b><i>369</i></b>   |
| Georgia Crime Information Center | 42                        | 76                        | <b><i>118</i></b>   |
| Division of Forensic Sciences    | 293                       | 34                        | <b><i>327</i></b>   |
| Administration                   | 43                        | 1                         | <b><i>44</i></b>    |
| <b><i>Total</i></b>              | <b><i>728</i></b>         | <b><i>130</i></b>         | <b><i>858</i></b>   |

|                                  | Total State Funded<br>Positions Vacant | State Funded<br>Vacancies Under<br>Active Recruitment |
|----------------------------------|----------------------------------------|-------------------------------------------------------|
| Investigative Division           | 30                                     | 18                                                    |
| Georgia Crime Information Center | 1                                      | 1                                                     |
| Division of Forensic Sciences    | 23                                     | 10                                                    |
| Administration                   | 4                                      | 4                                                     |
| <b><i>Total</i></b>              | <b><i>58</i></b>                       | <b><i>33</i></b>                                      |

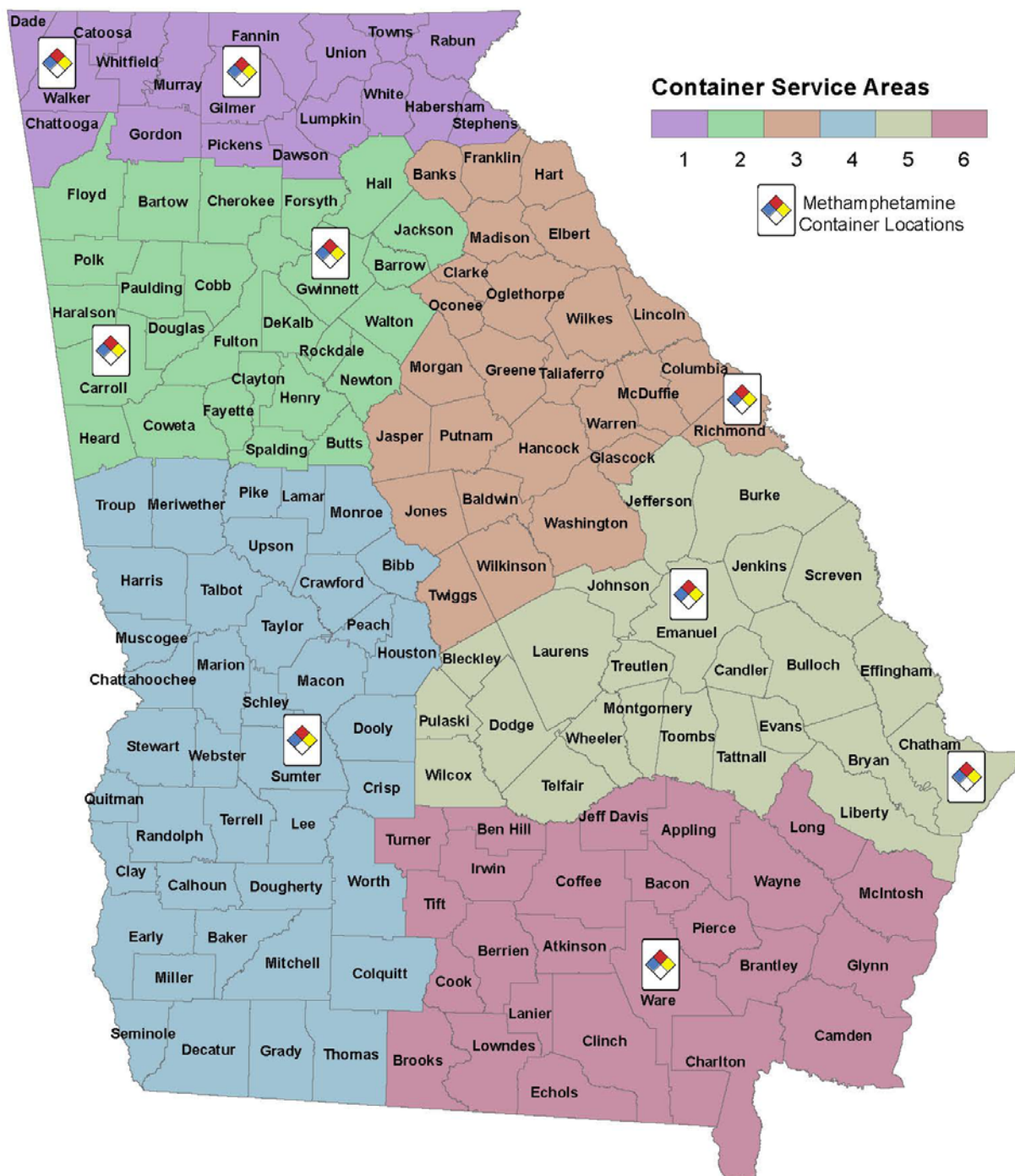
# INVESTIGATIVE DIVISION

|                                                                                    | August 2016                 | Fiscal YTD      |
|------------------------------------------------------------------------------------|-----------------------------|-----------------|
| Total Sworn Employees                                                              | 258 (filled-includes grant) |                 |
| Total Investigative Hours Expended                                                 | 33,686.25                   | 59,281.25       |
| Crimes Against Persons, includes                                                   | 12,903.50                   | 21,093.00       |
| Death Investigations                                                               | 7,479.50                    | 12,254.50       |
| Child Abuse                                                                        | 3,318.50                    | 5,475.00        |
| Sex Crimes                                                                         | 446.00                      | 575.50          |
| Missing Persons                                                                    | 184.00                      | 259.00          |
| Assault, Kidnapping, Robbery,<br>Terrorist Acts, Fugitive, Human Trafficking, etc. | 1,475.50                    | 2,529.00        |
| Property Crimes, including Theft, Burglary, Forgery                                | 3,126.25                    | 5,808.50        |
| Drug Investigations                                                                | 4,073.00                    | 7,186.00        |
| Meth Lab Investigations                                                            | 39.00                       | 49.00           |
| Polygraph Examinations                                                             | 1,071.00                    | 1,837.00        |
| Background Investigations                                                          | 238.00                      | 271.00          |
| Other Investigations, including<br>Preliminary Investigations                      | 6,509.50                    | 12,515.75       |
| Bomb Disposal Services                                                             | 891.00                      | 1,989.00        |
| Crime Analysis                                                                     | 1.00                        | 2.00            |
| Crime Scene Specialists                                                            | 4,834.00                    | 8,530.00        |
| All figures above represent Investigative Hours                                    |                             |                 |
| Total Seizures                                                                     | \$93,089,761.00             | \$93,777,719.00 |

# Investigative Hours Expended YTD FY2017



# State of Georgia Methamphetamine Container Program



January 2015

# Crime Lab

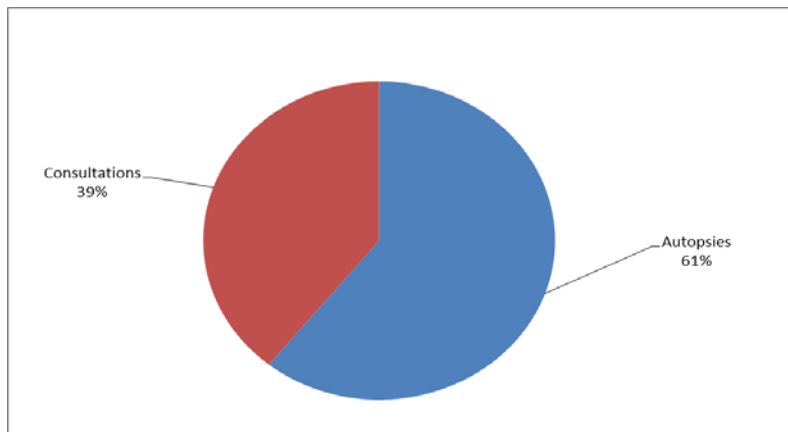
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## Medical Examiners (includes all laboratories)

|                                   | August 2016 | FY2017 YTD |
|-----------------------------------|-------------|------------|
| Autopsies                         | 272         | 468        |
| Consultations                     | 162         | 302        |
| <b>Total ME Cases Managed</b>     | <b>434</b>  | <b>770</b> |
| Clayton County Death Certificates | 35          | 56         |

Percentage of Cases Released in 90 days: 78.8%

## Medical Examiner Activity, FY2017




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## Confirmed CODIS Hits for August 2016

|                        |           |
|------------------------|-----------|
| State Offender Hits    | 56        |
| State Forensic Hits    | 17        |
| National Offender Hits | 24        |
| National Forensic Hits | <u>2</u>  |
| <b>Total</b>           | <b>99</b> |

## Samples entered into CODIS for August 2016 – 1,237

### Profiles in CODIS

|                                                   |                |
|---------------------------------------------------|----------------|
| Forensic Casework Profiles                        | 19,342         |
| Convicted Offender Profiles                       | 312,118        |
| Missing Person/Unidentified Human Remain Profiles | 6              |
| Staff/QC File                                     | <u>425</u>     |
| <b>Total</b>                                      | <b>331,891</b> |

## Laboratory Production

### Report Turnaround for August 2016

|                                     | # Released<br>in 45 Days | Total<br>Released | % Released<br>in 45 Days |
|-------------------------------------|--------------------------|-------------------|--------------------------|
| Laboratory                          |                          |                   |                          |
| Headquarters - Atlanta              | 2,947                    | 4,343             | 68%                      |
| Central Regional - Macon            | 137                      | 275               | 50%                      |
| Coastal Regional - Savannah         | 50                       | 448               | 11%                      |
| Eastern Regional - Augusta          | 221                      | 333               | 66%                      |
| Northeastern Regional               | 1,360                    | 1,418             | 96%                      |
| Southwestern Regional -<br>Moultrie | 150                      | 320               | 47%                      |
| Western Regional - Columbus         | 107                      | 220               | 49%                      |
|                                     |                          |                   |                          |
| <b>System-wide Totals</b>           | <b>4,972</b>             | <b>7,357</b>      | <b>68%</b>               |

*Note: 83.7% Casework Reports were released within 90 days.*

### Report Turnaround for Year-to-Date, FY2017

|                                     | # Released<br>in 45 Days | Total<br>Released | % Released<br>in 45 Days |
|-------------------------------------|--------------------------|-------------------|--------------------------|
| Laboratory                          |                          |                   |                          |
| Headquarters - Atlanta              | 5,063                    | 7,690             | 66%                      |
| Central Regional - Macon            | 291                      | 548               | 53%                      |
| Coastal Regional - Savannah         | 83                       | 715               | 12%                      |
| Eastern Regional - Augusta          | 594                      | 792               | 75%                      |
| Northeastern Regional               | 2,402                    | 2,523             | 95%                      |
| Southwestern Regional -<br>Moultrie | 204                      | 469               | 43%                      |
| Western Regional - Columbus         | 198                      | 408               | 49%                      |
|                                     |                          |                   |                          |
| <b>System-wide Totals</b>           | <b>8,835</b>             | <b>13,145</b>     | <b>67%</b>               |

### Crime Lab Reports Processed for August 2016

| Department                   | Requested    | Total Released |
|------------------------------|--------------|----------------|
|                              |              |                |
| Chemistry (includes Drug ID) | 2,855        | 2,136          |
| Firearms                     | 399          | 95             |
| Forensic Biology             | 2,545        | 2,404          |
| Impressions                  | 7            | 0              |
| Latent Prints                | 209          | 112            |
| Medical Examiners            | 454          | 534            |
| Operations Support           | 17           | 9              |
| Toxicology                   | 2,581        | 2,467          |
| Trace Evidence               | 166          | 134            |
|                              |              |                |
| <b>Total</b>                 | <b>9,233</b> | <b>7,891</b>   |

### Crime Lab Reports Processed FY2017

| Department                   | Requested     | Total Released |
|------------------------------|---------------|----------------|
|                              |               |                |
| Chemistry (includes Drug ID) | 5,433         | 3529           |
| Firearms                     | 825           | 403            |
| Forensic Biology             | 4,685         | 4,126          |
| Impressions                  | 11            | 1              |
| Latent Prints                | 388           | 197            |
| Medical Examiners            | 898           | 972            |
| Operations Support           | 20            | 11             |
| Toxicology                   | 4,504         | 4,625          |
| Trace Evidence               | 297           | 253            |
|                              |               |                |
| <b>Total</b>                 | <b>17,061</b> | <b>14,117</b>  |

# Georgia Crime Information Center

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**August 2016**

## NCIC SERVICES

### CJIS Network Statistics

System Uptime: 100%  
Messages Processed: 71,445,182

### CJIS Operations

#### 1. Sex Offender Registry

|               | Month | FY2017 | Database Totals |
|---------------|-------|--------|-----------------|
| Records Added | 188   | 329    | 28,572          |

#### 2. Protection Order Registry

|               | Month | FY2017 | Database Totals |
|---------------|-------|--------|-----------------|
| Records Added | 2,452 | 4,799  | 330,422         |

#### 3. National Data Exchange (N-DEx)

Number of Georgia agencies contributing to N-DEX: 3

Agencies/Users with N-DEx Inquiry Access Only (no data contributed)

|          | Added | Removed | Total with Inquiry Access |
|----------|-------|---------|---------------------------|
| Agencies | 0     | 0       | 33                        |
| Users    | 2     | 0       | 70                        |

#### 4. Off-Line Search Requests

| Type of Request                          | Month | FY2017 |
|------------------------------------------|-------|--------|
| Administrative (Criminal Justice Agency) | 31    | 49     |
| Open Records                             | 2     | 4      |
| Subpoena                                 | 0     | 0      |
| Media                                    | 0     | 0      |
| Possible CJIS Security Violations        | 5     | 5      |

### CJIS Audits

GCIC conducted 0 CJIS Audit this month while closing out the current audit cycle and preparing for the next. GCIC CJIS Audit Staff provided 8 hours of training at the 2016 GCIC CJIS Symposium.

## INFORMATION SERVICES

### Criminal History Identification Services

#### 1. Criminal Fingerprint Transactions Received

|                      | Month  | FY2017 |
|----------------------|--------|--------|
| Submissions          | 42,122 | 81,571 |
| Submissions w/Palms  | 18,171 | 35,734 |
| Submissions w/Photos | 12,748 | 24,843 |

Transactions processed within 2 hours of receipt: 94%

#### 2. Applicant Fingerprint Transaction Received

|             | Month  | FY2017 |
|-------------|--------|--------|
| Submissions | 47,892 | 94,351 |

Transactions processed within 24 hours of receipt: 99%

#### 3. Final Disposition Transactions Received

|              | Month         | FY2017         |
|--------------|---------------|----------------|
| Local Agency | 65,185        | 124,738        |
| GCIC         | 7,742         | 16,122         |
| <b>TOTAL</b> | <b>72,927</b> | <b>140,860</b> |

#### 4. RAPID Identification Transactions

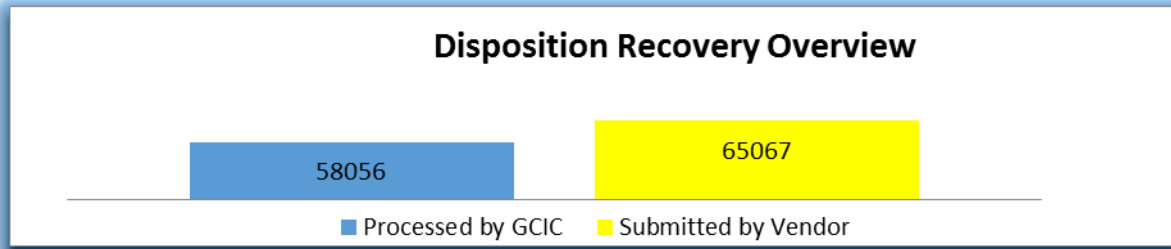
|               | Month  | FY2017 |
|---------------|--------|--------|
| Submissions   | 12,749 | 26,120 |
| AFIS Hits     | 45%    | 43%    |
| NCIC Hits     | 43%    | 42%    |
| FBI RISC Hits | 2%     | 2%     |

#### 5. Non-Criminal Justice Audits, Visits and Trainings

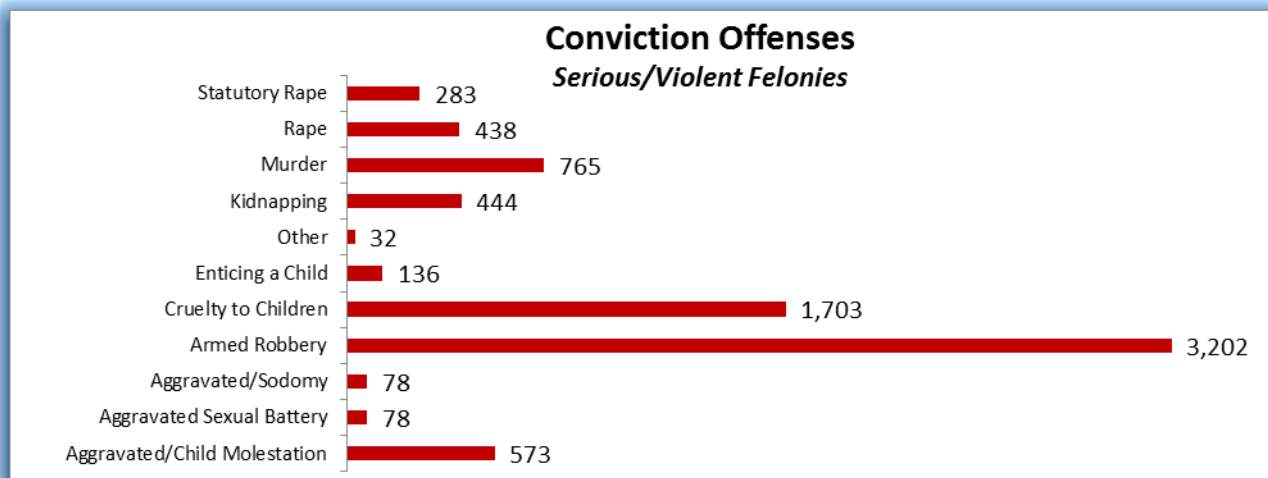
|                     | Month    | FY2017   |
|---------------------|----------|----------|
| In Compliance       | -        | -        |
| Out of Compliance   | -        | 2        |
| Advisement Memos    | -        | -        |
| <b>Total Audits</b> | <b>-</b> | <b>2</b> |

## 6. Disposition Recovery Project

|                        | Month | Project to Date |
|------------------------|-------|-----------------|
| Dispositions Processed | 4,070 | 58,056          |



The chart below shows the number of serious/violent felony offenses that were previously restricted but are now returned for licensing and employment purposes because a disposition of guilt was obtained and entered in the criminal history database.



## PLANS & PROGRAM DEVELOPMENT

### AFIS REPLACEMENT

**Project Description** - GCIC replaced the Georgia Bureau of Investigation's 22-year-old Automated Fingerprint Identification System (AFIS). The AFIS replacement enhanced fingerprint identification services to permit identification of criminals more rapidly through the use of state of the art alternative search methods and information sharing. Phase II of the project focused on the Image Archive system expansion. The expansion allowed divisions within GBI to store documents and easily retrieve when needed. Phase III focused on the FBI's Next Generation Identification (NGI) Increment 3 implementation which introduced two new features: palm submission capability and the use of the EFS (Extended Feature Set) profiles for latent searches of AFIS systems.

The project is in Phase IV which focuses on the FBI's Electronic Biometric Specification Transmission (EBTS) v10.0 compliance for greater compatibility to NGI 4.

**Monthly Update** - GA World Congress Center upgraded to EBTS v10.0. Two agencies still pending EBTS v10.0 upgrade: Valdosta PD and Athens-Clark PD.

### **INFORMATION SERVICES CRIMINAL HISTORY APPLICATION REDESIGN PROJECT**

**Project Description** - The Information Services Manager requested a redesign of the web application used by Information Services staff to log and track activities of actions performed to criminal history information as well as services performed for the public. The application must allow them to track monies, print certificates and provide a reporting function.

**Monthly Update** - The Application developer began coding the redesign.

### **CHILD FATALITY SYSTEM REVIEW PROJECT**

**Project Description** - The Child Fatality Review (CFR) unit requested a database tool for capturing Medical Examiners (ME) data for child related deaths in the State of Georgia. The CFR unit currently has a tool that's utilized for capturing data however, they are requiring enhancements to improve data entry and reporting.

**Monthly Update** - The application development team placed servers on the rack, connected them to the network and submitted requests to vendors for server IP addresses.

### **CUSTOMER RELATIONSHIP MANAGEMENT (CRM) APPLICATION PROJECT**

**Project Description** - The Customer Relationship Management (CRM) Application Project will provide a single source of historical interaction with GCIC external customers. The application will allow GCIC end users the ability to search, track, and report customer's interactions throughout the GCIC's business units. The application will be cross platform compatible (internet browsers, responsive design for mobile and tablet), requiring login authentication, log history and permission levels for end users, and compliant with GBI's network security policy.

**Monthly Update** - The project team selected a vendor and is working with finance and legal concerning the contract.

### **FINANCE ACCOUNTS RECEIVABLE (AR) SYSTEM PROJECT**

**Project Description** - Finance/Accounting is requesting a replacement of their current Accounts Receivable (AR) system to process fee invoices and payments. The current system is not fulfilling operational needs and should be replaced before the next maintenance renewal period.

**Monthly Update** - The project is on hold until the business requirements are approved.

### **GBI LEARNING MANAGEMENT SYSTEM (LMS) PROJECT**

**Project Description** - To replace the existing learning management system (LMS) by obtaining a new web-based LMS software application. The online learning management system will allow interactive exercises to aid in knowledge retention and administration of training information. The

LMS training system will manage all learning components, security, enrollment, and course structure for course certification.

**Monthly Update** - The Project Charter is under review by the sponsor. System requirements are in progress for RFP posting.

### **GCIC TRAINING SYMPOSIUM**

**Project Description** - The 2016 GCIC Training Symposium is designed to offer continuing education with the goal of empowering the criminal justice community with vital knowledge regarding GCIC and federal law enforcement programs.

New to the training symposium this year are classes for the non-criminal justice (NCJ) community. Participants will be provided tools to assist NCJ agencies that receive state and/or federal criminal history record information. Classes offered will cover the NCJ agency responsibility, identity history summary, and agency audit procedures. Information on how to become a Georgia Applicant Processing Service (GAPS) agency and the benefits of GAPS will also be presented.

**Monthly Update** - The 2016 Symposium was a success with over 950 registrations. Registration included Executive Leaders (22), Criminal Justice Agencies – General Track (531), Terminal Agency Coordinator Certifications (139), Non-Criminal Justice Agencies (114), Vendors (26), GBI Staff, GCIC Advisory Board and Guest Speakers (89), Other/No-shows (37).

### **GCIC WEB SITES REDESIGN PROJECT**

**Project Description** - The Assistant Deputy Director (ADD) of Plans and Program Development has requested the redesign of the Internal and External Georgia Crime Information Center (GCIC) web sites. The ADD and the Web Master have worked collaboratively on changes to portions of the External GCIC Web Site. A Focus Group will be assembled to review and provide feedback on the redesign of both GCIC web sites.

**Monthly Update** - The Command Staff provided some of the updates to the website content. The team is working to incorporate the website changes.

### **HUMAN RESOURCES (HR) TIMESHEET PROJECT**

**Project Description** - A timesheet system is currently in use by select non-sworn units of the GBI. Enhancements to this application were requested by the GBI Human Resources (HR) department, the business sponsor, and completed by an internal developer within the Application Support Unit. HR requested additional enhancements during the testing phase of the project which will be incorporated as an additional phase; currently Phase I and Phase II have been defined.

**Monthly Update** - The first phase of the project was successfully released. All GBI now sworn employees are now using the new GBI Timecard. The project team is working to finalize Phase 2.

### **INDEPENDENT SECURITY ASSESSMENTS FOR CRITICAL SYSTEMS PROJECT**

**Project Description** - The Georgia Technology Authority (GTA) and the GCIC are working to create Criminal Justice Information Systems (CJIS) Minimum Acceptable Risk Security and Privacy Controls. The GCIC will complete several application and system assessments to

determine the compliance level of each. A detailed security assessment report, gap analysis report, Plan of Action, Milestones and a remediation plan (POA&M) to address all deficiencies identified will be developed for each GCIC system.

**Monthly Update** - The next steps of the project is pending. GTA decided to complete assessments under a single enterprise Statement of Need (SON) due to the cost of the security assessment and the number of assessments that are required for completion across multiple agencies.

### **NATIONAL INCIDENT- BASED REPORTING SYSTEM (NIBRS) PROJECT**

**Project Description** - The GBI is the state repository for Uniform Crime Reporting (UCR) for the state of Georgia. Georgia currently has a summary based reporting system that provides for the collection of crime and offender data. This system also provides data for special reports on homicides, arsons, juveniles, killed/assaulted law enforcement officers and family violence. The National Incident Based Reporting System (NIBRS) collects data on each single incident and arrest for each offense coming to the attention of law enforcement for which specific facts about each crime is collected. Through NIBRS, legislators, municipal planners/administrators, academicians, penologists, sociologists, and the general public will have access to more detailed and accurate crime information than the current summary-based system. The goal of the GBI is to have the ability to accept NIBRS data electronically from local law enforcement agencies, forward the data to the FBI and maintain a collective UCR/NIBRS relational database at the state level.

**Monthly Update** - The Request for Proposal (RFP) for NIBRS was released. The project team completed a question and answer response document that was posted for vendor review.

### **NLETS GRANT - WEB SERVICE AND TARGETED INTERSTATE PHOTO SHARING (TIPS)**

**Project Description** - Nlets provided grant funding to Unisys to implement the new WS-I compliant Nlets web service putting GBI in the position of using the latest interface technology offered by Nlets. Funding was also provided to implement Nlets Targeted Interstate Photo Sharing (TIPS) for exchanging images with Nlets using Administrative messages and Amber Alert messages.

**Monthly Update** - The project team is experiencing queue back-up issues with WS-I. However, there is a work around until the vendor establishes a permanent fix. The team begun work on the TIPS and TIPS testing was completed for AA, AM and AML messages with Texas using a simulator.

### **SEX OFFENDER REGISTRY TOOL (SORT) ENHANCEMENT PROJECT**

**Project Description** - The Sex Offender Registry Tool (SORT) is a sex offender management application provided by the U.S. Department of Justice and the Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking (SMART) to assist the states in implementing Sex Offender Registration and Notification Act (SORNA) registry system requirements. SORT, available to the states at no cost, was designed to make the sex offender registry system setup and maintenance process as efficient and effective as possible.

The requested SORT enhancements are needed to bring the program to its full capacity since it was launched in October 2010 and to continue providing the service GBI and the SOR team stands behind.

Phase 1 will consist of enhancements to the Sex Offender Registry Tool, Sex Offender Registry, SORT Reports, and Avoiding GSOR Errors. Phase 2 will consist of establishing a web service between SORT and NEC's image archive system to update the SORT documentation tab.

**Monthly Update** - The project team is awaiting sign-off on the Project Charter. The vendor provided a project Statement of Work (SOW) and quote for the CorrectAddress implementation. The team is reviewing the documents provided by the vendor. Phase 1 project activities were tested and implemented.

### **APPLICATION DEVELOPMENT - Protective Order Registry**

**Project Description** - The current POR database is outdated and the application is no longer supported. In an effort to provide better information sharing for local law enforcement agencies and the National Crime Information Center (NCIC), the Georgia Protective Order Registry (POR) is in need of improving record data quality and expanding database capabilities by replacing the existing application and infrastructure. In addition, the POR system requires greater compatibility with current web service technology. In support of the required changes, GCIC is creating a development environment for the new POR for application programmers/developers and end-users. The development environment will utilize Microsoft's Hyper-V virtualization to duplicate the current production environment.

**Monthly Update** - Name search was installed on both the production and development servers. The load balancer configuration for POR production servers were successfully completed which included testing the access to POR web servers thru the load balancer. The development team is working with the vendor to change the URL web link on the main splash page to use the correct port numbers. Two vendor tickets were also submitted concerning firewall rules and a request for logon access to the POR web servers.

### **CUSTOMER SUPPORT - Training**

**Project Description** - The Customer Support Training group provides training in the area of GCIC programs, GCIC applications, GCIC/FBI compliance and other supported law enforcement training to both criminal and non-criminal justice agencies, municipal, magistrate and probate courts across the State of Georgia. The group extends the option to receive classroom training or training within an e-Learning environment (also known as Computer Based Training - CBT) as both self-paced or via webinars.

**Monthly Update** - On-going training and customer support is continually provided throughout the state to criminal justice agencies. The training team completed 57 customer visits and delivered 4 classroom training sessions in the areas of: CCH Record Restriction and Probate Court Clerk Training. A total of 278 individuals received training. The GBI online Learning Management System contains several videos and online classroom training available to agencies and vendors of law enforcement agencies. Students completed the following training videos this month: Child Sex Trafficking: A Training Series for Frontline Officers (16 students completed), eLearning DPH THC Oil Registry (14 completions), Focus on Criminal Justice and the Elderly (14 completions), Privacy, Civil Rights, and Civil Liberties (56 completions), Suspicious Activity Reporting (56 completions), The Coming Storm (28 completions), The Syrian Conflict (19 completions) and Security Awareness Training (3435 completions).

## **CUSTOMER SUPPORT - Training Plan**

**Project Description** - The Customer Support Training group is undergoing the development of a more comprehensive training plan to include enhancements within both the classroom and online training environment. This project will include an onboarding training plan for new trainers, detailed training sessions for current staff, development of a Terminal Agency Coordinator (TAC) guide, enhancements to the existing training presentations, additional training courses and modules within the eLearning environment and a well define training policy and approach for in-person instructor led training.

**Monthly Update** – The training guides are still pending final review.

## **GCIC NETWORK - RSA Advanced Authentication**

**Project Description** - The Federal Bureau of Investigation (FBI) released the Criminal Justice Information Services (CJIS) Security Policy, as approved by the CJIS Advisory Policy Board to provide appropriate controls to protect the full life cycle of Criminal Justice Information (CJI), whether at rest or in transit. The CJIS Security Policy further provides that agencies shall identify information system users and processes acting on behalf of users and authenticate the identities of those users or processes as a prerequisite to allowing access to agency information systems or services. For those agencies that access GCIC/CJIS via the State Portal (SSL/VPN), all AA requirements are satisfied with the successful implementation of Two (2) factor authentication for the SSL VPN connection.

**Monthly Update** – The project team did not report any new activities this month.

## **GCIC NETWORK - HELP DESK TICKETING SYSTEM**

**Project Description** - The GCIC Network group is researching several options for a Helpdesk ticketing system.

**Monthly Update** - The project team worked with vendors to resolve connectivity problems with the panel communication.

## **GCIC NETWORK - VALIDATION SERVER**

**Project Description** - System used to interface with the Law Enforcement Message Switch (LEMS). Agencies use the application to validate NCIC records submitted to the National Crime Information Center (NCIC).

**Monthly Update** - The project team worked with the vendor to complete configuration of servers.