



# NCJIS Modernization Program

Presentation to the NCJIS Subcommittee of the  
Advisory Commission on the Administration of Justice  
October 11, 2018

Julie Butler, Administrator  
Records, Communications and Compliance Division

# Records, Communications & Compliance Division (RCCD)

- ❑ Records Bureau – 118 FTEs authorized
  - **Criminal History Repository**
    - ✓ State's centralized hub for Criminal History Records (arrests, dispositions, record seals)
    - ✓ **FBI CJIS Systems Agency for the State of Nevada**
      - 165 Criminal Justice agencies with direct access, 200 with indirect access, and over 17,000 statewide users
      - 2,050 Civil Applicant Accounts, 560 POC Accounts, 133 CNC accounts
  - Civil Applicant Program
  - Firearms Point of Contact Program
  - Civil Name Check Program
  - Sex Offender Registry
  - Domestic Violence Protection Order Registry
  - Uniform Crime Reporting
  - Compliance, Training and Auditing Unit
  - Administration and Business Process Analysis
- ❑ Communications Bureau – 63 FTEs authorized
  - 2 Regional Dispatch Centers: Carson City and Las Vegas



# What is the Nevada Criminal Justice Information System (NCJIS)?

- ❑ Multiple, intertwined systems and software applications that move criminal justice information between local and state criminal justice agencies, the Criminal History Repository, and the Federal Bureau of Investigation.
- ❑ Designed in the late 1990s and built in a platform that is overly complex, has dwindling vendor support, and does not meet business needs.
- ❑ The mechanism that moves the data between the multiple applications, outside agencies, and the FBI is called the message switch.
  - Nearly 6M transactions/month (May 2017).



# History – NCJIS Modernization

- ❑ Began in 2012 with commission of MTG Study
  - Systems outdated, overly complex, and at significant risk of failure; continued reliance on a small vendor for critical applications is risky.
  - MTG recommended separating all applications from the message switch, replacing the underlying architecture, and using commercial off-the-shelf software where possible.
- ❑ Phase I: 13-15 Biennium \$2M GF one-shot for program initiation
  - Purchased back-end servers and middleware.
  - Data migration & decommission of Investigation Division's case mgmt. system.
  - Decided to upgrade the message switch rather than replace.
- ❑ Phase II: 15-17 Biennium \$2M GF one-shot for in-house Computerized Criminal History System (CCH) replacement. (P&P received separate GF appropriation for in-house OTIS replacement.)



# History – NCJIS Modernization

- ❑ Phase III: 17-19 Biennium \$4.3M in Reserves authorized for:
  - Computerized Criminal History (CCH) System Part 2
  - Domestic Violence Protection Order System replacement
  - Civil Requests:
    - Civil Applicant – fingerprint-based background checks
    - Civil Name Check – name-based background checks
    - Point of Contact – name-based background checks for firearms transfers
  - Accounts Receivable, Document Management solution and User Portal



# In Reality...

- ❑ Deployed upgraded message switch in FY 17. Hundreds of defects and 5 weeks of outages experienced.
- ❑ Deployed CCH Part 1 in May 2018. Still working on fixing critical/high defects.
- ❑ Domestic Violence Protection Order application has faced challenges, delaying implementation to Fall 2018.
- ❑ RFP was developed but not released for Civil Requests, Accounts Receivable, User Portal and Content Management, because...
- ❑ **A higher priority and new path have emerged.**



# A Change in Course

- ❑ Message switch vendor wants to retire in 2 – 5 years
  - Vendor also wrote the software for our Point of Contact, Civil Applicant, Civil Name Check and Accounts Receivable systems
- ❑ *Too risky* for EITS to take on /maintain the vendor's code
- ❑ Re-engaged MTG to help with a path forward



# Next Steps

- ❑ MTG refreshed 2012 Study and is working with EITS and RCCD staff to develop Scope of Work & Technical Requirements for message switch, hot files and CCH replacement
- ❑ Execute message switch, hot files and CCH contract in FY 20
- ❑ Implement in the 20/21 biennium and beyond
- ❑ Proceed with Civil Requests, Accounts Receivable, User Portal and Content Management in 20/21 biennium





# Governor's Goals

## ☐ Safe and Livable Communities

- Prevent crime and protect the rights of all Nevadans.
- Ensure Nevada's criminal justice systems and law enforcement processes are effective and fair.
- Align existing resources to build statewide capacity to respond to/recover from man-made or natural emergencies, focusing especially on Cyber Security.
- Improve the connectivity of the statewide emergency communication network.

## ☐ Vibrant and Sustainable Economy

- Instill a regulatory and administrative framework that minimizes bureaucratic barriers to business success.
- Expedite professional licensure in all fields.

## ☐ Efficient and Responsive State Government

- Provide excellent customer service and improve transparent reporting.
- Focus IT investments to streamline processes, eliminate paperwork, and improve the customer experience using data to make resource allocation decisions.



# Future Biennia

- ❑ Remaining work from 20/21 biennium
- ❑ Other components of NCJIS
  - Warrants File replacement and local user agency requests
  - Base record re-architecture, including middleware replacement
  - Database migration (Oracle to SQL)
  - Disaster recovery capability
  - Application refresh
- ❑ Off-the-Shelf and cloud-based solutions where it makes sense
  - Co-location, Cloud and Consolidation
- ❑ EITS' staff becomes integrators and maintains systems already in place
  - Sex Offender Registry
  - Livescan Network
  - Protection Order Registry
  - Backlog of other IT projects (38 Technology Improvement Notifications and counting for 20/21 budget)



# Costs and Funding

- ☐ 2012 MTG Study estimated \$18M over 6 years (including P&P's OTIS)
- ☐ 2018 MTG Study estimates ~ \$58M over 7 years
- ☐ Submitted placeholder costs for 20/21 biennium pending MTG Study refresh and vendor responses to message switch RFP
- ☐ Costs to be trued up in Gov. Rec or Leg Approved Phase
- ☐ Use Reserves to the extent they are available
- ☐ Use GF or other sources of funding for the balance



# Risks of Doing Nothing

- ❑ Major unplanned outages with potential tragic consequences
  - Time and effort responding to public scrutiny
  - Time, effort, and cost responding to legal actions
  - Increased costs due to need for rapid response
  - Loss of confidence in DPS solutions
- ❑ Inability to comply with FBI requirements
  - Additional biometric modalities and services
  - Continued slow manual responses and dual data entry
  - Possible *loss of access to FBI systems* due to inadequate systems, resulting in a **STATEWIDE** and **NATIONWIDE** impact
- ❑ Continued difficulty implementing congressional and state legislative mandates

