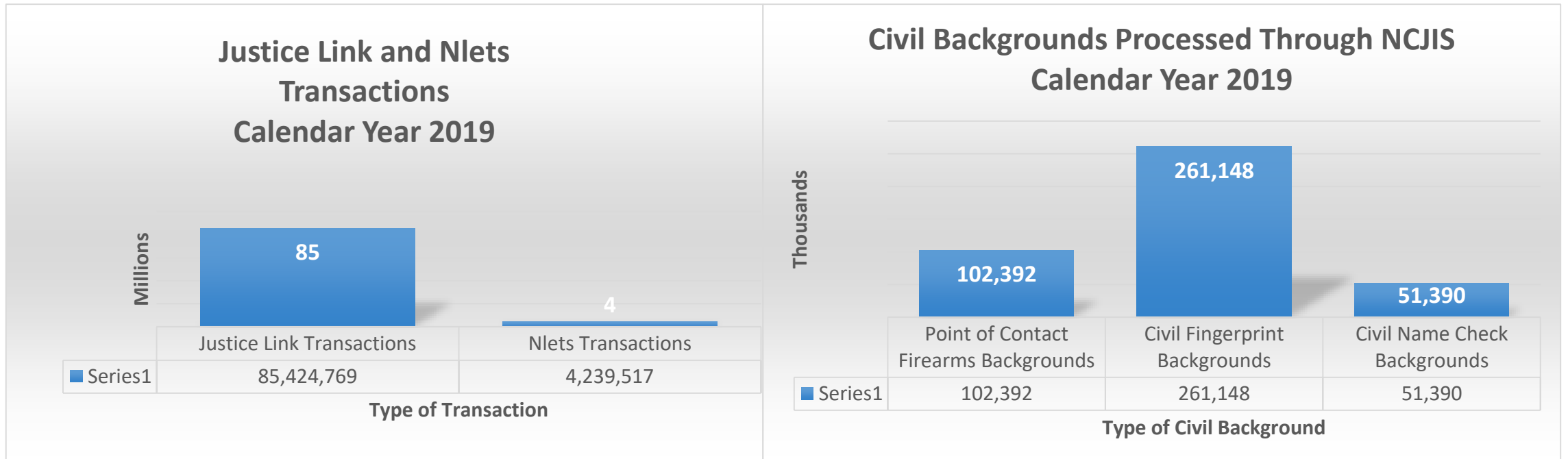




Nevada Criminal Justice Information System (NCJIS) Modernization Program

Julie Ornellas, Program Administrator
Records, Communications and Compliance Division

Criminal Justice and Civil Background Transactions Processed Through NCJIS



NCJIS Modernization Goals and Objectives

- Move the criminal justice applications from the tightly woven and interdependent MSS technology to a combination of vendor supported systems.
 - MSS will solely function as the central highway
 - Civil applications will function independent of the MSS, no longer intertwined
- Replace the current NCJIS solution with a modern technology environment to allow system users to perform work in a more efficient manner and cost effective manner.
 - Implement Enterprise Content Management
 - Implement web-based portal
 - Reduce cost of postage, paper and toner
 - Time savings for internal and external customers
- Expand the availability of RCCD services to internal users, criminal justice partners, and outside customers by providing secure, web-based portal access to NCJIS.
 - Civil Fingerprint account holder will receive their applicant background results through the secured portal
 - FFLs will request and receive their applicants firearms determinations through the secured portal

NCJIS Modernization

Efficiency Example - Point of Contact Program

Current Point of Contact (POC) (Brady) process:

- Call center structure, very labor intensive.
- Long telephone hold times for FFLs, average hold times in 2019 was 6 minutes and 57 seconds per call.
- Staff answers all incoming calls and make determinations for all applicants.
- No “lights out” process for firearms background applicants with no hits or criminal history.

Future POC process:

- Implementing a web-based portal solution, time and money savings for RCCD and FFLs.
- FFLs will have a web-based portal to request their firearms background checks rather than wait on the telephone.
- “Lights-out” process for backgrounds checks with no hits or criminal history will return an immediate proceed to the FFL through the web-based portal, approximately 32 percent of all backgrounds processed annually.

NCJIS Modernization

Efficiency Example - Point of Contact Program (continued)

Results of efficiency for POC Program and FFLs:

- RCCD would realize annual cost savings for the POC phone system of \$34,572.00 when all FFLs are actively using the portal.
- The POC Program would experience approximate staff time savings of 2,798 total hours annually as a result of:
 - Changing from a call center operation to a web-based portal operation
 - Implementation of “Lights-Out” process won’t require POC staff review
- The FFLs would experience approximately 26 hours saved per year per FFL as a result of the web-based portal implementation and the elimination of call center hold times.

****Please note, these are some examples of efficiencies and cost savings. We can provide other examples of efficiencies, if requested.**

NCJIS Modernization Program Progress

- NCJIS Program Management Office (PMO) established on September 4, 2019.
- NCJIS PMO staffing status
 - Hired eight (8) FTEs
 - Hired eight (8) contracted staff
- Nevada Criminal Justice Information System (NCJIS) Modernization Project RFP 65DPS-S763 released on July 26, 2019.
 - Unisys Corporation was selected to provide the NCJIS solution(s) on March 4, 2020.
 - Contract was approved at the June 9, 2020 BOE, for a July 1, 2020 start date.

NCJIS Modernization Program Progress (Continued)

- Nevada Criminal Justice Information System (NCJIS) Quality Assurance, Senior Advisory and Change Manager RFP 65DPS-S1080 released on February 25, 2020.
 - MTG Management Consultants was selected to provide these services on April 22, 2020.
 - Contract was approved at the June 9, 2020 BOE, for a July 1, 2020 start date.
- Purchasing approved the Norsoft Consulting Solicitation Waiver. Norsoft will be responsible for providing knowledge transfer to the NCJIS Modernization Program team and assist with the transition and phase out effort.
 - The Norsoft Consulting contract will be presented at the November 2020 BOE.

Risks of Doing Nothing

- Norsoft Consulting, the current vendor providing the proprietary NCJIS system, notified RCCD two years ago of their intent to retire within two to five years. We are currently on borrowed time!
- Portions of the current system code base is nearing end of life and will become unsupported.
- EITS is currently not in a position to support or maintain Norsoft's proprietary code base.
- The current EITS testing environment is inadequate to support the critical nature of NCJIS. This issue became very evident when we tried to upgrade the NCJIS environment in FY2017. The upgrade resulted in hundreds of defects and 5 weeks of outages.
- DPS will fall behind in their ability to meet federal and state mandates and its customer's needs.
- The State of Nevada will become non-compliant with the Presidential Fix NICS Act.

Risks of Doing Nothing (continued)

If we do nothing there is a high risk of failure with catastrophic consequences, such as:

- When Norsoft Consulting retires in three years or less, the system may be shut down.
- If the state is left without a system, the entire nation will be left in the dark and unable to perform the responsibilities of their jobs and/or meet mandates. Huge officer/public safety risk.
- If purchased, it may take EITS months if not years to learn how to properly maintain the system.
- In the meantime, the system could become end of life and thus an unsupported system, we will have no way to update the system to meet federal mandates or state statute requirements.
- The state could experience a full or partial system failure without regular maintenance.
- If the state experienced a full or partial system failure, the state's criminal justice agencies will have no means to search the system to obtain information for criminal investigations, intelligence, arrests, prosecution, sentencing, record seals, parole and probation supervision, detention centers and supports ~15,000 users statewide which will affect public and officer safety.

Risks of Doing Nothing (continued)

If the current system fails, we will lose all ability to process any of the civil background check requests which will affect public and officer safety, for the following:

- Fingerprint based background checks for our civil customers for employment, licensing, adoption, foster care, childcare, CCW permits and volunteers, as required by over 118 Nevada Revised Statutes (NRS) as well as other civil purposes such as record seals.
- Point of Contact (POC) (Brady) firearms background checks for the State of Nevada.
- Name based background checks, as required NRS for employment and volunteers.
- Sex offender registrations for the state and FBI systems

Continued Funding for NCJIS Modernization Program

The NCJIS Modernization Program is a 3-biennia multi-project implementation.

- Senate Bill 514 during the 2019 legislative session appropriated \$7,000,000 in General Fund and authorized \$7,000,000 from the division's fee reserves for the 2019-2021 biennium.
- The Program's funding for each of the next two biennia (2021-2023 and 2023-2025) will cost approximately \$40,000,000 to complete the implementation. It will be necessary to obtain General Fund appropriation to support this effort in the next two biennia.

Funding for NCJIS Modernization Program (cont'd)

NCJIS MODERNIZATION PROGRAM			
2019-2021 BIENNIUM LEGISLATIVELY APPROVED BUDGET			
Description	FY20	FY21	Biennium Total
Personnel (Cat 01)	\$567,701	\$817,949	\$1,385,650
Operating (Cat 22)	\$2,658,474	\$3,344,018	\$6,002,492
SB514 Gen Fund Approp		\$6,994,026	\$6,994,026
Total	\$3,226,175	\$11,155,993	\$14,382,168
2021-2023 BIENNIUM ESTIMATED BUDGET			
Description	FY22	FY23	Biennium Total
Personnel (Cat 01)	\$858,846	\$901,789	\$1,760,635
Operating (Cat 22)	\$10,358,217	\$10,668,963	\$21,027,180
Total	\$11,217,063	\$11,570,752	\$22,787,815
2023-2025 BIENNIUM ESTIMATED BUDGET			
Description	FY24	FY25	Biennium Total
Personnel (Cat 01)	\$946,878	\$994,222	\$1,941,100
Operating (Cat 22)	\$9,332,889	\$9,332,889	\$18,665,778
Total	\$10,279,767	\$10,327,111	\$20,606,878

Other Funding Solutions

Historically, several funding options were researched to fund the NCJIS Modernization effort. A list of the funding options researched are provided below, along with some limitations that prevent them from meeting RCCD's funding needs for the NCJIS Modernization.

- Highway Funds –NRS 408.100 and NRS 408.235 require that highway funds are to be used exclusively for the administration, maintenance and projects related to highways.
- Federal Grants – federal grants have a funding cap, they are competitive with other applicant's funding requests, are program centric with specific purpose areas which would limit how RCCD could use the funds, and often times requires match funding. Additionally, grant solicitation and award timelines often times aren't parallel with the needs of the state.
- State's Bonding Program – historically, the Treasurer's Office hasn't bonded for software solutions such as those included in the NCJIS Modernization. Also, the repayment model for Bonds would increase the NCJIS Modernization cost model.

No Turning Back

The new NCJIS Modernization solution is vastly different than RCCD's current NCJIS environment.

- Once we start transitioning to the new system, applications and Cloud storage solution it would be extremely difficult to roll back to the old outdated and possibly unsupported environment.
- Criminal History Record transaction history is updated and logged instantaneously which would make it extremely difficult to re-sync information back to the old data bases and servers.
- Continued funding is absolutely necessary throughout the 3-biennia implementation to ensure success of the NCJIS Modernization effort.

Once we start, we cannot turn back! It's technologically impossible.