Georgia Bureau of Investigation
December Monthly Report
FY2016

Presented to the Board of Public Safety
February 11, 2016

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Director

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Vacant State Positions
FY2016

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Vacant Positions in DOFS	27	30	26	28	29	24						
Vacant Scientist Positions	7	9	8	8	10	6						
Total Vacant Positions in GCIC	5	5	6	5	5	5						
Total Vacant Positions in Admin	4	4	4	3	3	4						
Vacant Sworn Agent Positions	7	7	9	13	8	7						
Total Vacant Positions In the Investigative Division	12	12	15	20	16	14						

DOFS Backlog Chart
Unworked Reports over 30 Days Old
FY2016

Discipline	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Chemistry	531	440	628	832	1,053	1,381						
Firearms	794	886	1,144	1,301	1,552	1,581						
Forensic Biology	1,281	1,788	1,657	1,890	2,030	2,132						
Impressions	0	1	5	3	8	10						
Latent Prints	2,175	2,168	2,216	2,263	2,331	2,344						
Medical Examiners	101	77	94	94	87	87						
Miscellaneous Services	0	0	0	0	0	0						
Toxicology	847	742	480	741	741	878						
Trace Evidence	242	261	267	293	313	329						
Total	5,971	6,363	6,491	7,417	8,115	8,742						

GBI Administration

Office of Privacy & Compliance/Open Records

	December 2015	Total FY2016
Open Records Request	289	1,753
Archives	24	136

Personnel

Employee Totals   December 2015

	State Funded Positions	Grant Funded Positions	*Total*
Investigative Division	326	18	*344*
Georgia Crime Information Center	40	68	*108*
Division of Forensic Sciences	285	36	*321*
Administration	43	1	*44*
Total	*694*	*123*	*817*

	Total State Funded Positions Vacant	State Funded Vacancies Under Active Recruitment
Investigative Division	14	3
Georgia Crime Information Center	5	3
Division of Forensic Sciences	24	12
Administration	4	2
Total	*47*	*20*

INVESTIGATIVE DIVISION

	December 2015	Fiscal YTD
Total Sworn Employees		253 (filled-includes grant)
Total Investigative Hours Expended	26,191.00	152,256.75
Crimes Against Persons, includes	9,725.50	54,214.00
Death Investigations	5,166.50	28,057.00
Child Abuse	2,483.00	14,552.00
Sex Crimes	379.00	3,109.50
Missing Persons	19.00	179.00
Assault, Kidnapping, Robbery, Terrorist Acts, Fugitive, Human Trafficking, etc.	1,678.00	8,316.50
Property Crimes, including Theft, Burglary, Forgery	2,695.50	15,523.00
Drug Investigations	3,846.50	19,747.00
Meth Lab Investigations	1.00	52.00
Polygraph Examinations	833.00	5,125.00
Background Investigations	180.00	1,357.00
Other Investigations, including Preliminary Investigations	4,842.50	31,899.75
Bomb Disposal Services	540.00	4,303.00
Crime Analysis	8.00	27.00
Crime Scene Specialists	3,519.00	20,009.00

All figures above represent Investigative Hours

	December 2015	Fiscal YTD
Total Seizures	$14,303,116.50	$16,760,355.14

Investigative Hours Expended
YTD FY2016

Background Investigations
1%

Crime Scene Specialists
13%

Crime Analysis
>1%

Bomb Disposal Services
3%

Crimes Against Persons
36%

Other Investigations
21%

Polygraph Investigations
3%

Meth Lab Investigations
>1%

Drug Investigations
13%

Property Crimes
10%
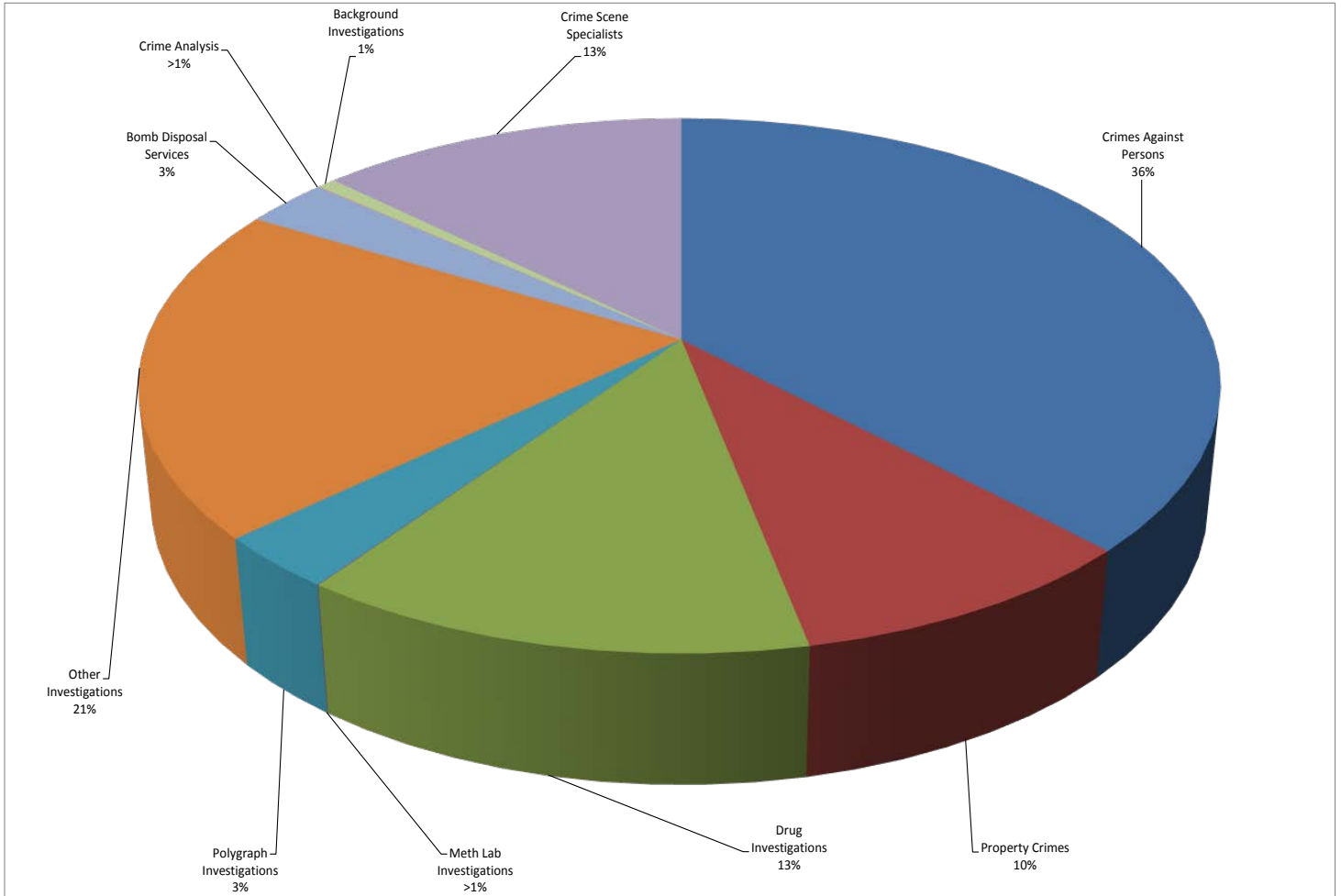
Georgia - Authorized Central Storage (ACS) Program
FY16 Quarterly Activity Report
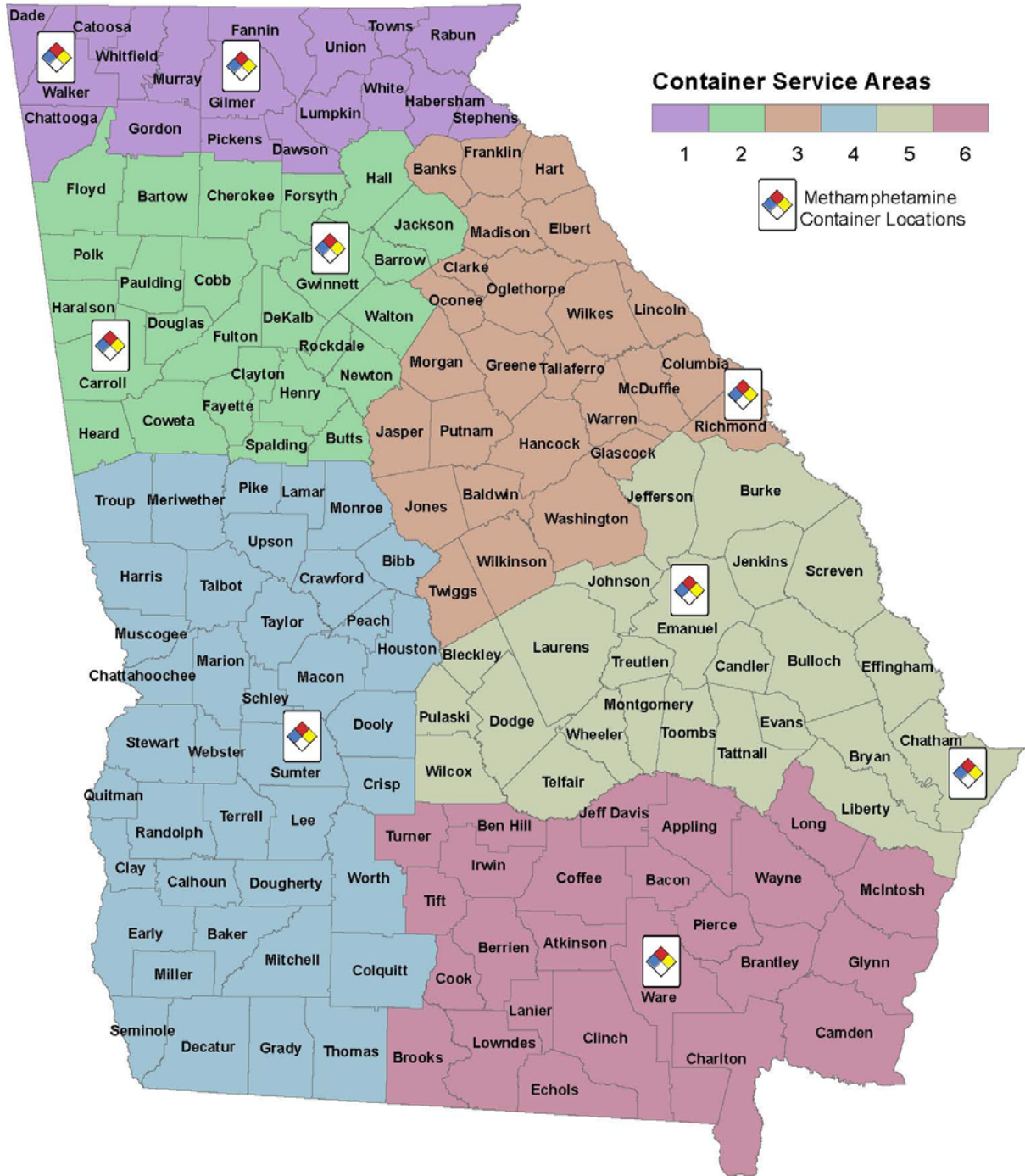### 2nd Quarter – October 1 to December 31, 2015

The Georgia Authorized Central Storage (ACS) program completed its second quarter of operation on December 31, 2015.

During the second quarter, 192 pounds of hazardous waste was removed from 11 separate clandestine lab sites. These materials were moved to regional ACS facilities for temporary storage in approved transportation packaging with a total volume of approximately 185 gallons. When added with materials seized during the 1st quarter, this brings the total for FY16 to 762 pounds of hazardous waste with a total packaging volume of approximately 620 gallons.

Significant issues that continue to impact the program include an insufficient number of DEA Basic Clandestine Lab Safety course slots available to Georgia personnel, the reassignment of ACS Host Agency Coordinators with no agency replacement, and the timely receipt of ACS supplies via the DEA acquisition process. In all cases, we have been able to work around these issues in the short term. Long term solutions are needed to ensure that supplies are available when needed and trained personnel are available to operate and use the ACS sites.

In summary, the program operated as expected during the 2nd quarter of FY 2016. With the exception of the issues outlined above, the program is working well.

State of Georgia Methamphetamine Container Program

Container Service Areas

1	2	3	4	5	6

Methamphetamine Container Locations

Dade, Catoosa, Whitfield, Walker, Murray, Fannin, Towns, Rabun, Union, Chattooga, Gordon, Gilmer, White, Habersham, Stephens, Lumpkin, Pickens, Dawson, Floyd, Bartow, Cherokee, Forsyth, Hall, Banks, Franklin, Hart, Polk, Jackson, Madison, Elbert, Paulding, Cobb, Barrow, Clarke, Haralson, Douglas, DeKalb, Oconee, Oglethorpe, Wilkes, Lincoln, Gwinnett, Walton, Fulton, Rockdale, Carroll, Clayton, Newton, Morgan, Greene, Taliaferro, Columbia, Fayette, Henry, McDuffie, Heard, Coweta, Spalding, Butts, Jasper, Putnam, Hancock, Warren, Glascock, Richmond, Troup, Meriwether, Pike, Lamar, Monroe, Jones, Baldwin, Jefferson, Burke, Upson, Washington, Harris, Talbot, Crawford, Bibb, Wilkinson, Jenkins, Screven, Muscogee, Taylor, Peach, Twiggs, Johnson, Candler, Bulloch, Effingham, Chattahoochee, Marion, Houston, Bleckley, Laurens, Treutlen, Schley, Macon, Montgomery, Evans, Chatham, Stewart, Webster, Dooly, Pulaski, Dodge, Wheeler, Toombs, Tattnall, Bryan, Quitman, Sumter, Crisp, Wilcox, Telfair, Liberty, Randolph, Terrell, Lee, Turner, Jeff Davis, Appling, Long, Clay, Ben Hill, Irwin, Coffee, Bacon, Wayne, McIntosh, Calhoun, Dougherty, Worth, Tift, Atkinson, Pierce, Brantley, Glynn, Early, Baker, Berrien, Ware, Seminole, Mitchell, Colquitt, Cook, Lanier, Camden, Decatur, Grady, Thomas, Brooks, Lowndes, Clinch, Charlton, Echols

January 2015

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Crime Lab

Medical Examiners (includes all laboratories)

	December 2015	FY2016 YTD
Autopsies	302	1,731
Consultations	138	859
Total ME Cases Managed	**440**	**2,590**
Clayton County Death Certificates	41	239

Percentage of Cases Released in 90 days: 71%

Medical Examiner Activity, FY2016

Consultations 32%

Autopsies 68%
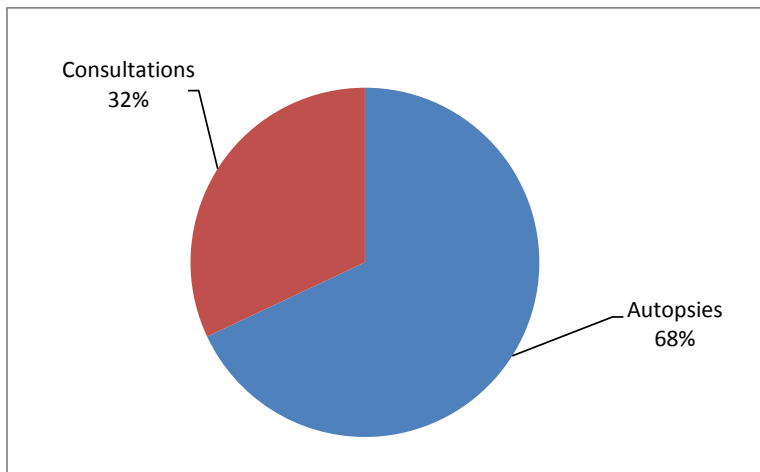
Confirmed CODIS Hits for December 2015

State Offender Hits	43
State Forensic Hits	12
National Offender Hits	15
National Forensic Hits	1
Total	71

Samples entered into CODIS for December 2015 – 926

Profiles in CODIS

Forensic Casework Profiles	17,959
Convicted Offender Profiles	303,159
Missing Person/Unidentified Human Remain Profiles	5
Staff/QC File	415
Total	321,538

Laboratory Production

Report Turnaround for December 2015

	# Released in 45 Days	Total Released	% Released in 45 Days
Laboratory			
Headquarters - Atlanta	3,241	4,205	77%
Central Regional - Macon	261	378	69%
Coastal Regional - Savannah	93	333	28%
Eastern Regional - Augusta	288	424	68%
Northeastern Regional	1,214	1,300	93%
Southwestern Regional - Moultrie	97	267	36%
Western Regional - Columbus	95	168	57%
System-wide Totals	**5,289**	**7,075**	**75%**

Note: 91.3% Casework Reports were released within 90 days.

Report Turnaround for Year-to-Date, FY2016

	# Released in 45 Days	Total Released	% Released in 45 Days
Laboratory			
Headquarters - Atlanta	19,420	24,986	78%
Central Regional - Macon	2,061	2,390	86%
Coastal Regional - Savannah	903	2,172	42%
Eastern Regional - Augusta	1,680	2,836	59%
Northeastern Regional	7,548	7,988	94%
Southwestern Regional - Moultrie	928	1,697	55%
Western Regional - Columbus	768	1,090	70%
System-wide Totals	**33,308**	**43,159**	**77%**

Crime Lab Reports Processed for December 2015

Department	Requested	Total Released
Chemistry (includes Drug ID)	2,774	2,406
Firearms	461	288
Forensic Biology	2,171	1,937
Impressions	8	2
Latent Prints	255	189
Medical Examiners	440	494
Toxicology	2,439	2,100
Trace Evidence	151	153
Total	**8,699**	**7,569**

Crime Lab Reports Processed FY2016

Department	Requested	Total Released
Chemistry (includes Drug ID)	16,039	14,663
Firearms	2,533	1,565
Forensic Biology	12,140	11,139
Impressions	32	18
Latent Prints	1,384	1,152
Medical Examiners	2,584	2,682
Toxicology	13,684	13,831
Trace Evidence	910	791
Total	**49,306**	**45,841**

Georgia Crime Information Center

December 2015

NCIC SERVICES

CJIS Network Statistics

System Uptime: 100%
Messages Processed: 53,381,507

CJIS Operations

1. **Sex Offender Registry**

	Month	FY2016	Database Totals
Records Added	177	1,003	27,500

2. **Protection Order Registry**

	Month	FY2016	Database Totals
Records Added	1,904	14,438	312,383

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	2	29
Users	0	4	36

4. **Off-Line Search Requests**

Type of Request	Month	FY2016
Administrative (Criminal Justice Agency)	12	75
Open Records	2	4
Subpoena	0	4
Media	0	0
Possible CJIS Security Violations	3	22

GCIC conducted 38 CJIS audits.

INFORMATION SERVICES

Criminal History Identification Services

1. Criminal Fingerprint Transactions Received

	Monthly	FY2016
Submissions	39,645	245,430
Submissions w/Palms	16,824	98,131
Submissions w/Photos	11,346	70,335

Transactions processed within 2 hours of receipt: 93%

2. Applicant Fingerprint Transactions Received*

	Monthly	FY2016
Submissions	52,569	246,640

Transactions processed within 24 hours of receipt: 98%

3. Final Disposition Transactions Received

	Monthly	FY2016
Local Agency	55,396	334,199
GCIC	5,781	33,365
TOTAL	61,177	367,564

4. RAPID Identification Transactions

	Monthly	FY2016
Submissions	18,492	96,618
AFIS Hits	42%	43%
NCIC Hits	41%	40%
FBI RISC Hits	1%	1%

5. Non-Criminal Justice (NCJ) Audits

	Monthly	FY2016
In Compliance	12	95
Out of Compliance	9	63
Advisement Memos	4	10
Total Audits	25	168

Non-Criminal Justice Audits
Fiscal Year 2016
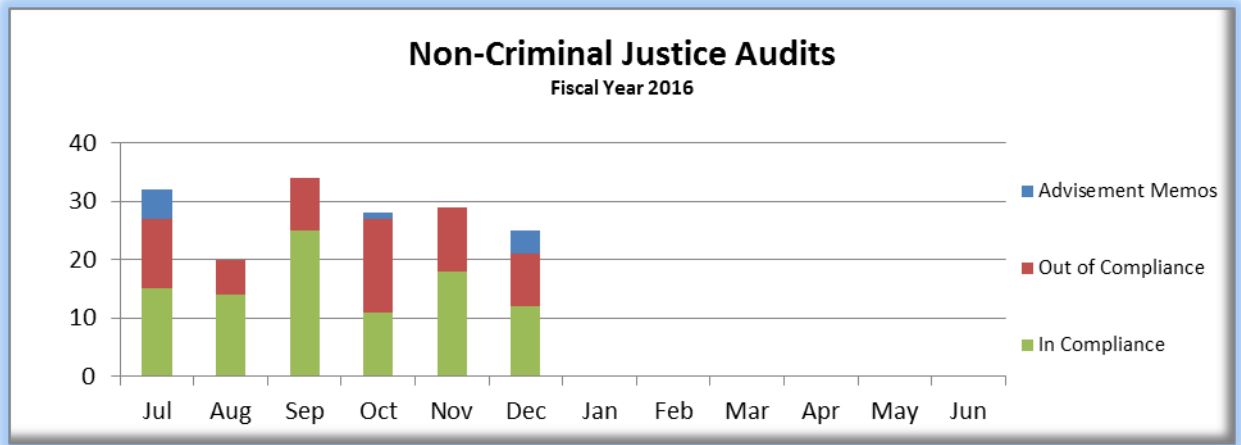
6. Disposition Recovery Project

Note: The Disposition Recovery Project has shifted its funding source from GCIC User Fees to the National Criminal History Improvement Program (NCHIP) grant. Currently, Fulton County is the only county being targeted.

NCHIP funds for vendor recovery of dispositions was expended at the end of December 2015; grant funds are still available for temporary staff to enter dispositions recovered by vendor in December.

	Monthly	FY2016
Provided to Vendors		864,229
Completed	2,630	14,188
Research Counties	1	1

Disposition Recovery Project

Dispositions Overview
Total Provided: 864,229

Conviction Offenses - Violent Felonies

Offense	Count
Trafficking of Persons	0
Statutory Rape	0
Rape	4
Murder	23
Kidnapping	3
Other	0
Enticing a Child	1
Cruelty to Children	15
Armed Robbery	31
Aggravated/Sodomy	3
Aggravated Sexual Battery	0
Aggravated/Child Molestation	20
Aggravated Assault	971
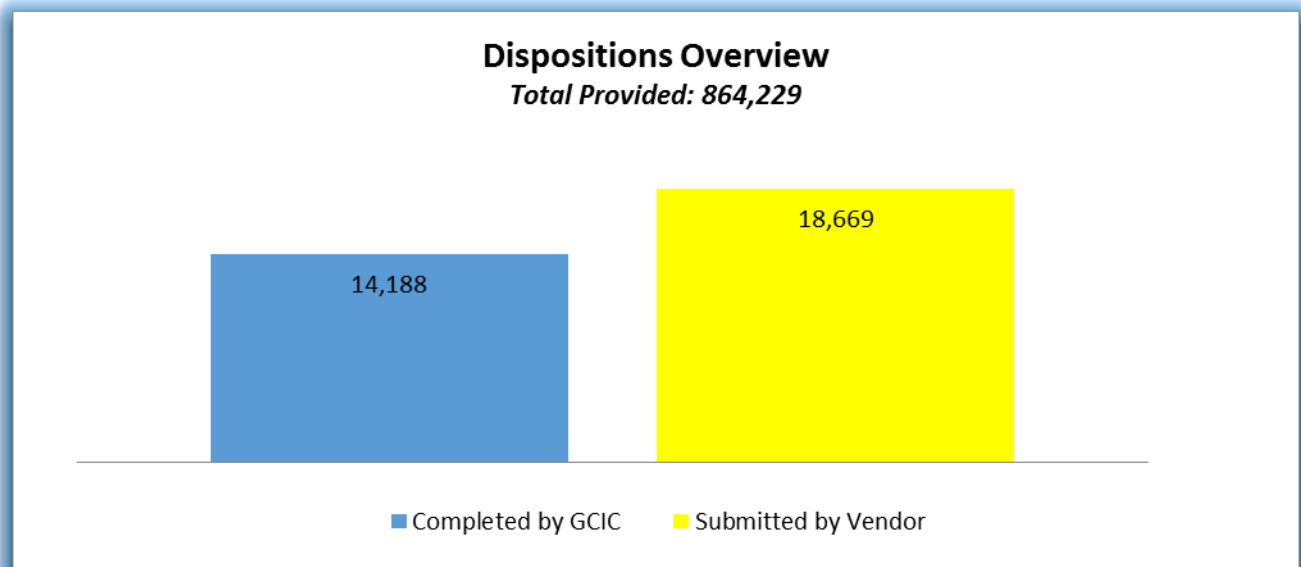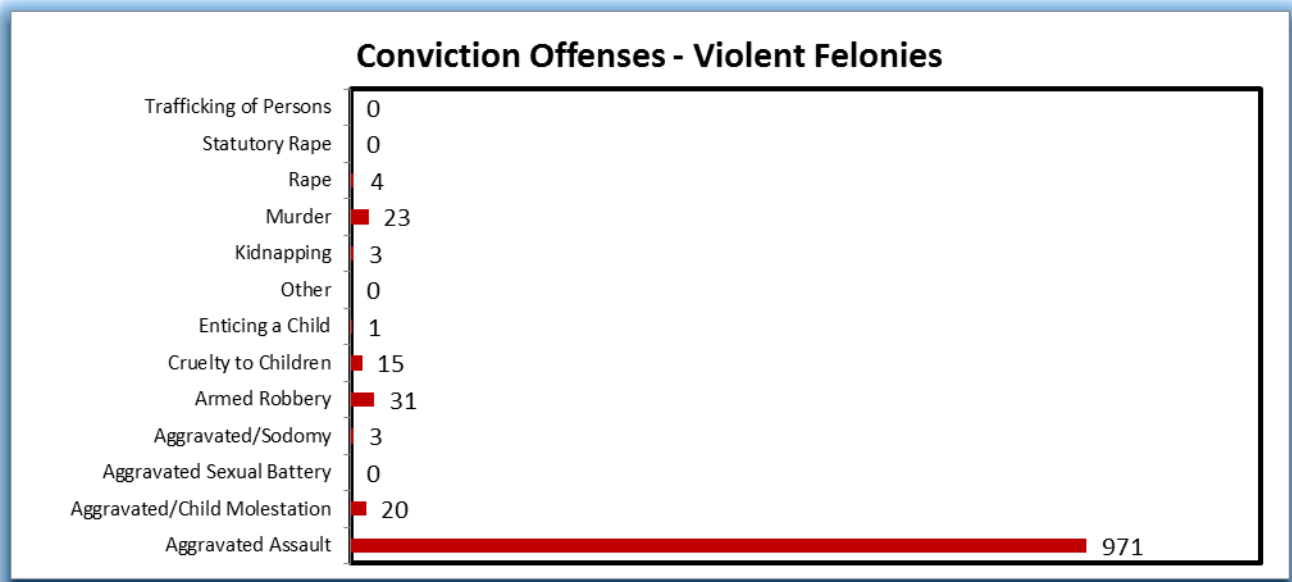
PLANS AND PROGRAM DEVELOPMENT

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.

Listed below are changes required for T-Net and AFIS:

1. Accept and process any EBTS v10.0 live scan submission that conforms to GBI edits.
2. Ignore additional National Institute of Standards and Technology (NIST) record types allowed by EBTS v10.0 but are not required by GBI and successfully pass a full NIST record to the FBI if needed.
3. Accept and process NIST transactions which submit Type 14 1000 pixels per inch (ppi) fingerprint images.
4. Ensure all incoming to GBI and outgoing to FBI transactions are in EBTs v10.0 format.
5. AFIS transactions sent to the FBI should include the photo if a photo is received with the transaction.
6. Store NIST file contained in NIST record types not used by AFIS in Image Archive.
7. Send FBI bound submissions from Individual Fingerprint Workstation (IFW) as EBTS v10.0.

8. Support EBTS v10.0 compliant inbound and outbound transactions on the interoperability interface.
9. Import EBTS v10.0 Latent Fingerprint Feature Searches (LFFS) and Latent Fingerprint Image Search (LFIS) files for latent input.
10. Continue to accept and process EBTS v9.x transactions that conform to GBI edits.

Monthly Update - Courtview continues work to complete the remaining CCH enhancements.

Accomplishments This Reporting Period

NGI Increment 3-EBTS 10.0 Compliance:
- Cogent 3M completed their Applicant EBTS v10 update

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 - To encourage the submission of required information CFR staff want to modify the collection process which will result in forms being smaller in volume, more user friendly and less intimidating for county coroners and medical examiners.

Accomplishments This Reporting Period

- Revised CFR unit workflow processes and QuestionPro and SDY forms; changes were submitted to the project sponsor for approval

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 Charter has been completed and signed. Meetings have been scheduled to begin gathering requirements from each of the three GCIC business units. All project documents placed on the GBI network in a common folder.

Accomplishments This Reporting Period

- Completed Project Charter
- Obtained all required signatures for the Project Charter

FINANCE AP UPLOAD PROJECT

Project Description – In an effort to improve efficiency in operations, the GBI Accounting Department is seeking to automate the uploading of invoice/payment transactions to TeamWorks thus reducing, if not eliminating, the amount of data entry. The two areas for uploading transactions are the CJCC Victim's Compensation payments and various internal payments. The GBI Accounting Department has secured a contractor for the project and has obtained programming for a macro enabled spreadsheet that meets the State Accounting Office (SAO) flat file requirements (2010) from the GA Soil & Water Conservation Commission. This will serve as the starting point for the contactor in automating the upload of internal payments. The contractor will work with the CJCC to define what is needed to automate the uploading of invoice/payment transactions in their Crime Management Information System.

Monthly Update – First round of testing completed successfully. Discussion with Sponsor on potential Scope Change request pending.

Accomplishments This Reporting Period

- Completed first round of testing (individual files)
    - o CJCC file tested successfully at SAO.
    - o Internal file tested successfully at SAO.
- Updated UAT History sheet.
- Developer corrected issue with procedure not running as scheduled.
- Created Risk and Issues Log.

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 decision was made to have a solution that will be hosted by an outside vendor; project funded through User Fees. Requirements Review meetings were held.

Accomplishments This Reporting Period

- Decision: Solution will be vendor hosted.
- Decision: Solution will be funded through User Fees; amount to be determined based on bid award.
- Requirements Review meetings held 12/15, 12/16, 12/17, 12/21 and 12/22.

GEORGIA SECONDARY METAL RECYCLER (SMR) PROJECT

Project Description – O.C.G.A. 10-1-360.1 and 10-1-353 require that GBI establish and maintain a database of required purchase transaction information from Secondary Metal Recyclers (SMR) that is accessible and searchable by Georgia law enforcement agencies.

Monthly Update – Notice of Intent Public Hearing date is set for January 11, 2016; final adoption date is set for February 11, 2016.

- Scheduled and communicated Notice of Intent hearing dates

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 – Review of Project Charter and Web Change Request Form extended. Forum members for GCIC Webpages redesign selected.

Accomplishments This Reporting Period

- Assigned Project Manager
- Held informational meeting with sponsors
- Created Sample Web Change Request Form
- Created Project Charter draft

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. HR expressed a need for additional future enhancements. A Project Manager was assigned to assist with incorporating the test pilot of Phase I and the defined items of Phase II. The approval and release of Phase I will occur before work begins on Phase II. The Project Manager will work with the assigned project IT developer and HR on completing Phase I and conducting the test pilot prior to beginning Phase II.

Monthly Update – Approval of a 9-hr workweek rules obtained. Developer reviewing 9-hr workweek rules to provide an estimated completion time.

Accomplishments This Reporting Period

- Approval of 9-hr workweek rules.
- Preliminary coding for 9-hr workweek rules.
- Update UAT Test Approval sheet (UAT History).

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 project team is reviewing and researching other state NIBRS systems such as Tennessee Bureau of Investigation and potential vendors that have NIBRS systems.

Accomplishments This Reporting Period

- Developed an outline of features for the NIBRS system

NON-CRIMINAL JUSTICE (NCJ) WEBSITE REDESIGN BLOG PROJECT

Project Description – The Information Services Non-criminal Justice (NCJ) group requested a NJC blog website to provide information to Non-Criminal Justice Agencies (NCJA). The blog website will be used for on-going communication with NCJA.

Monthly Update – Review of webpage redesign meeting held. Project Management Plan and Project Test Plan created. Review of testing and training activities meeting held. The Web Master is researching the best option for site visitors to submit questions through webpage (additional request).

Accomplishments This Reporting Period

- Web Master completed coding.
- Review of webpage redesign held.
- Project Management Plan Created.
- Project Test Plan Created.
- Testers Identified.
- Updated Project Schedule.
- Review of Project Test Plan and UAT Test Approval sheet with sponsors.

PROJECT MANAGEMENT STANDARDIZATION PROJECT

Project Description – The project objective is to standardize project management based on the Department of Administrative Services (DOAS) procurement process, Georgia Technology Authority (GTA) outsourcing guidelines and Project Management Institute (PMI) industry processes. A catalog of templates will be created to accompany the developed methodology. A Project Management collaboration tool will also be included in the project review and recommendation.

Monthly Update – The project is in the execution phase; revising workflows and templates until approval is received from Sponsor. Gathering needs/wants from the PM Unit Project Managers in

order to provide a list of software and/or hardware recommendations for managing projects more efficiently.

Accomplishments This Reporting Period

- Completed workflows for Project Management (PM) Unit Process, GBI Purchasing process and GETS/GTA project process
- Completed and implemented 13 project management templates into the PM Unit Process: Project Request, Project Charter, Meeting Agenda & Minutes, Stakeholder Register, Disaster Recovery Plan, Project Management Plan, Requirements Traceability Matrix, Risk & Issue Log, Test Plan, Project Change Log, Project Change Request, UAT History and Project Completion.

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 Hype-V virtualization to duplicate the current production environment.

Monthly Update – The team held bi-weekly meetings to collect requirements and create a project schedule for the development of the application in the production environment. Additional hardware was purchased for the development environment.

Accomplishments This Reporting Period
- Development server IP addresses assigned

ON-LINE TRAINING REQUEST FORM PROJECT

Project Description – The Customer Support Training Unit is working with Application Development on an optimal approach for receiving training requests. Currently, training requests are submitted via email or over the phone. The new process will allow the unit to electronically receive GCIC training request from employees and both criminal and non-criminal justice agencies. A link to the online training will be provided on the GCIC website

Monthly Update – Project Charter signatures obtained. Change Request to add notification of training request approved and coding completed. Supporting project documentation created. Sponsor and Training Team continue review of request form; submit notification, and Excel extract.

Accomplishments This Reporting Period

- Obtained signatures on Project Charter.
- Obtained signatures for Change Request (001) to add submit notification.
- Sponsor approved formatting of Excel extract.

- Created Project Management Plan.
- Created Testing Plan.
- Created UAT History Sheet.
- Project Schedule updated.

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 is provided throughout the State of Georgia.

Accomplishments This Reporting Period

- Conducted 3 classroom trainings with 60 students in attendance
- Conducted two TAC Refresher recertification classes. The topics covered were GCIC Overview, Training, Record Entry, Validations, Audits and Class review
- Conducted one UCR classroom training; in attendance were UCR data entry personnel and patrol officers (26 students)
- The Total Suspicious Activity Report (SAR) submission was completed by 34 agencies
- Submitted form to POST requesting the creation of two additional classes within the POST system for the two training videos to be published in the GCIC eLearning environment.
- Conducted 23 customer service visits to various law enforcement agencies

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 – Work continues on the training plan and creating the deliverables to establish guidelines, processes and procedures regarding instructor lead training.

Accomplishments This Reporting Period

- Completed the TAC training guide

APPLICATION DEVELOPMENT – Fingerprint Request Certification Application

Project Description – Criminal fingerprints are maintained in the GCIC Image Archive storage system and made available upon requests from various local and out-of-state criminal justice

agencies for investigation purposes. Specified arrest fingerprint cards and a certificate or letter are notarized and provided upon completion of each request. Staff independently process the requests and maintain the certificate copies on individual computers which makes it difficult to search and track previously submitted requests. GCIC CCH/Identification Services requested the development of an application to create fingerprint request certificates that allows the flexibility to capture, document and store required information of all requests in one location, while providing the ability to complete an effective search for research and reporting purposes.

Monthly Update – Programmer updated the system to print certificates for fingerprint requests.

Accomplishments This Reporting Period

- Completed development and the application was moved to the test site for User Acceptance Testing (UAT)

APPLICATION DEVELOPMENT - Fleet Focus

Project Description – Fleet Focus is an automotive inventory system purchased from a third party vendor called AssetWorks. The system needed upgrading for hardware and software components. The current system was running on an old operating system that was no longer being supported. We updated both the hardware and software to accommodate the installation of the newer Fleet Focus software.

Monthly Update – Updated the hardware and software for the system.

Accomplishments This Reporting Period

- Replaced old server with new server
- Replaced old Server 2003 operating system with Server 2012 R2
- Upgraded old SQL 2005 with SQL 2012 Database system
- Installed and configured New Fleet Focus Software
  Modified and configured Fleet Reports .Net project to use new server