

**Georgia Bureau of Investigation  
November Monthly Report  
FY2016**



**Presented to the Board of Public Safety  
January 14, 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							
Vacant Scientist Positions	7	9	8	8	10							
Total Vacant Positions in GCIC	5	5	6	5	5							
Total Vacant Positions in Admin	4	4	4	3	3							
Vacant Sworn Agent Positions	7	7	9	13	8							
Total Vacant Positions In the Investigative Division	12	12	15	20	16							

**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							
Firearms	794	886	1,144	1,301	1,552							
Forensic Biology	1,281	1,788	1,657	1,890	2,030							
Impressions	0	1	5	3	8							
Latent Prints	2,175	2,168	2,216	2,263	2,331							
Medical Examiners	101	77	94	94	87							
Miscellaneous Services	0	0	0	0	0							
Toxicology	847	742	480	741	741							
Trace Evidence	242	261	267	293	313							
<b>Total</b>	<b>5,971</b>	<b>6,363</b>	<b>6,491</b>	<b>7,417</b>	<b>8,115</b>							

# GBI Administration

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## Office of Privacy & Compliance/Open Records

	<u>November 2015</u>	<u>Total FY2016</u>
Open Records Request	233	1,384
Archives	19	112

## Personnel

Employee Totals

November 2015

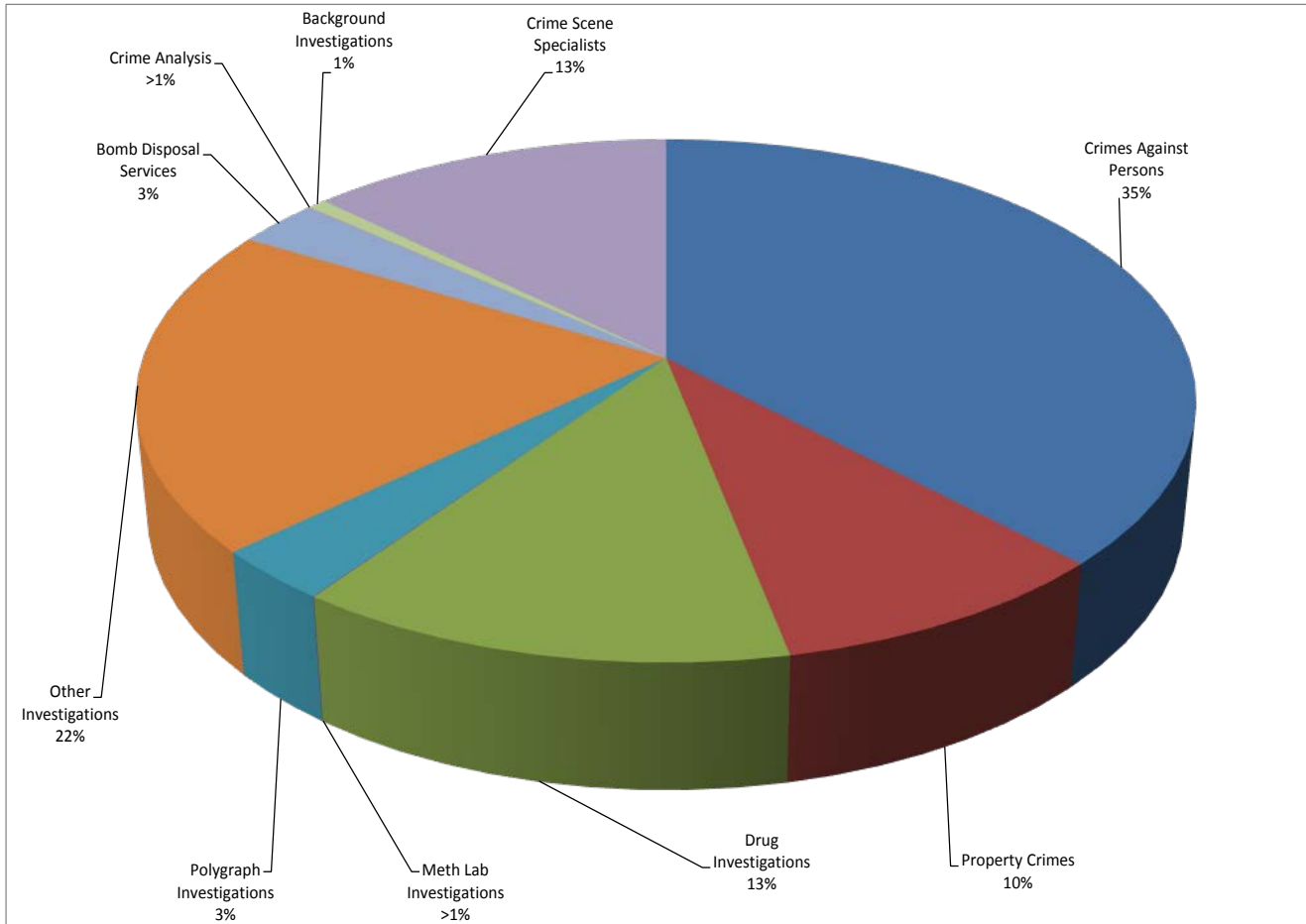
	State Funded Positions	Grant Funded Positions	<i><b>Total</b></i>
Investigative Division	326	18	<i><b>344</b></i>
Georgia Crime Information Center	40	68	<i><b>108</b></i>
Division of Forensic Sciences	285	33	<i><b>318</b></i>
Administration	43	1	<i><b>44</b></i>
<i><b>Total</b></i>	<i><b>694</b></i>	<i><b>120</b></i>	<i><b>814</b></i>

	Total State Funded Positions Vacant	State Funded Vacancies Under Active Recruitment
Investigative Division	16	5
Georgia Crime Information Center	5	2
Division of Forensic Sciences	29	21
Administration	3	2
<i><b>Total</b></i>	<i><b>53</b></i>	<i><b>30</b></i>

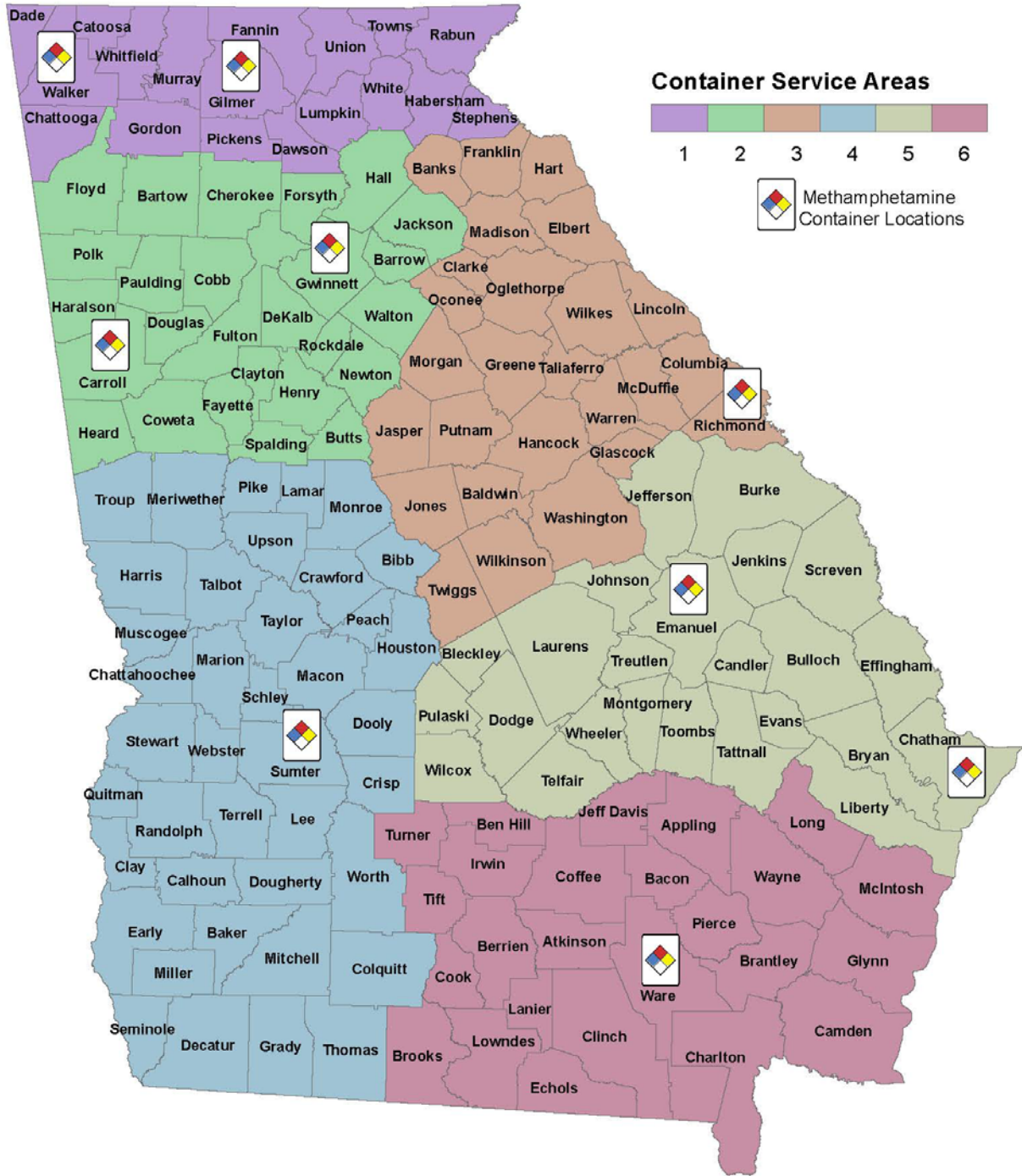
# INVESTIGATIVE DIVISION

	November 2015	Fiscal YTD
Total Sworn Employees		252 (filled-includes grant)
Total Investigative Hours Expended	22,966.25	126,065.75
Crimes Against Persons, includes	7,559.00	44,488.50
Death Investigations	3,788.50	22,890.50
Child Abuse	2,017.00	12,069.00
Sex Crimes	538.50	2,730.50
Missing Persons	28.00	160.00
Assault, Kidnapping, Robbery, Terrorist Acts, Fugitive, Human Trafficking, etc.	1,187.00	6,638.50
Property Crimes, including Theft, Burglary, Forgery	2,234.75	12,827.50
Drug Investigations	3,209.00	15,900.50
Meth Lab Investigations	12.00	51.00
Polygraph Examinations	862.00	4,292.00
Background Investigations	391.00	1,177.00
Other Investigations, including Preliminary Investigations	5,271.50	27,057.25
Bomb Disposal Services	812.00	3,763.00
Crime Analysis	3.00	19.00
Crime Scene Specialists	2,612.00	16,490.00
	All figures above represent Investigative Hours	
Total Seizures	\$64,418.90	\$2,457,238.64

# Investigative Hours Expended YTD FY2016



# State of Georgia Methamphetamine Container Program



January 2015



# Crime Lab

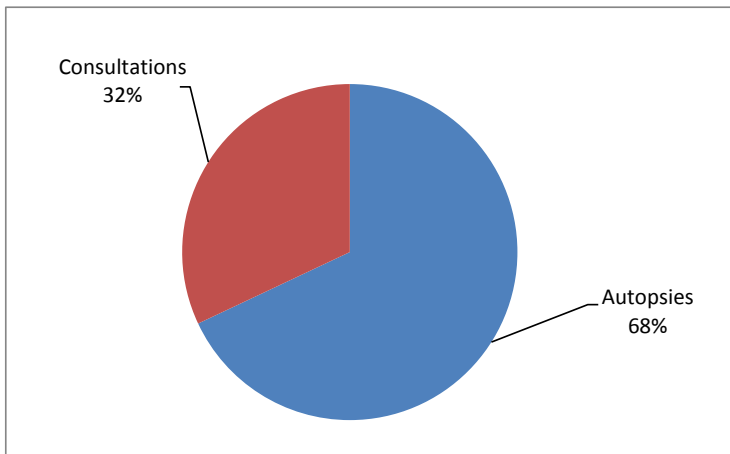
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## Medical Examiners (includes all laboratories)

	November 2015	FY2016 YTD
Autopsies	281	1,429
Consultations	140	721
<b>Total ME Cases Managed</b>	<b>421</b>	<b>2,150</b>
Clayton County Death Certificates	44	198

Percentage of Cases Released in 90 days: 69%

### Medical Examiner Activity, FY2016




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### Confirmed CODIS Hits for November 2015

State Offender Hits	36
State Forensic Hits	6
National Offender Hits	15
National Forensic Hits	0
<b>Total</b>	<b>57</b>

### Samples entered into CODIS for November 2015 – 1,363

#### Profiles in CODIS

Forensic Casework Profiles	17,844
Convicted Offender Profiles	302,354
Missing Person/Unidentified Human Remain Profiles	6
Staff/QC File	415
<b>Total</b>	<b>320,619</b>

## Laboratory Production

### Report Turnaround for November 2015

	# Released in 45 Days	Total Released	% Released in 45 Days
Laboratory			
Headquarters - Atlanta	2,713	3,513	77%
Central Regional - Macon	374	401	93%
Coastal Regional - Savannah	82	327	25%
Eastern Regional - Augusta	271	466	58%
Northeastern Regional	1,297	1,387	94%
Southwestern Regional - Moultrie	131	227	58%
Western Regional - Columbus	61	144	42%
<b>System-wide Totals</b>	<b>4,929</b>	<b>6,465</b>	<b>76%</b>

*Note: 91.4% 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	16,179	20,781	78%
Central Regional - Macon	1,800	2,012	89%
Coastal Regional - Savannah	810	1,839	44%
Eastern Regional - Augusta	1,392	2,412	58%
Northeastern Regional	6,334	6,688	95%
Southwestern Regional - Moultrie	831	1,430	58%
Western Regional - Columbus	673	922	73%
<b>System-wide Totals</b>	<b>28,019</b>	<b>36,084</b>	<b>78%</b>

**Crime Lab Reports Processed for November 2015**

<b>Department</b>	<b>Requested</b>	<b>Total Released</b>
Chemistry (includes Drug ID)	2,609	2,073
Firearms	286	160
Forensic Biology	1,838	1,913
Impressions	3	1
Latent Prints	182	186
Medical Examiners	421	459
Toxicology	1,918	2,019
Trace Evidence	157	113
<b>Total</b>	<b>7,414</b>	<b>6,924</b>

**Crime Lab Reports Processed FY2016**

<b>Department</b>	<b>Requested</b>	<b>Total Released</b>
Chemistry (includes Drug ID)	13,277	12,257
Firearms	2,079	1,277
Forensic Biology	10,059	9,202
Impressions	24	16
Latent Prints	1,129	963
Medical Examiners	2,146	2,189
Toxicology	11,253	11,731
Trace Evidence	767	638
<b>Total</b>	<b>40,734</b>	<b>38,273</b>

# Georgia Crime Information Center

November 2015

## NCIC SERVICES

### CJIS Network Statistics

System Uptime: 99.4%  
Messages Processed: 53,966,900

### CJIS Operations

#### 1. Sex Offender Registry

	Month	FY2016	Database Totals
Records Added	142	826	27,352

#### 2. Protection Order Registry

	Month	FY2016	Database Totals
Records Added	1,739	12,534	310,479

#### 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	29
Users	1	0	40

#### 4. Off-Line Search Requests

Type of Request	Month	FY2016
Administrative (Criminal Justice Agency)	15	63
Open Records	1	2
Subpoena	1	4
Media	0	0
Possible CJIS Security Violations	3	19

### CJIS Audits

GCIC conducted 46 CJIS audits.

## Portal XL Migration Project - COMPLETED

AGENCY COUNT	COUNTIES	DEVICE CONVERSIONS
Total Agencies: <b>910</b>	With Conversion Activity: <b>159 Completed</b>	Number of Devices: <b>4,891</b>
Completed: <b>910</b>	No Conversions Started: <b>0</b>	Devices Converted: <b>4,891</b>
Scheduled: <b>0</b>		Devices Outstanding: <b>0</b>

- o All 159 Counties have completed Portal XL conversion activity.
- o Legacy LEMS Portal was deactivated on November 30, 2015. All Active Devices/Agencies are now operating on the Portal XL application.

## INFORMATION SERVICES

### Criminal History Identification Services

#### 1. Criminal Fingerprint Transactions Received

	Monthly	FY2016
Submissions	37,879	205,787
Submissions w/Palms	14,984	81,307
Submissions w/Photos	10,291	58,989

Transactions processed within 2 hours of receipt: 91%

#### 2. Applicant Fingerprint Transactions Received

	Monthly	FY2016
Submissions	33,247	194,079

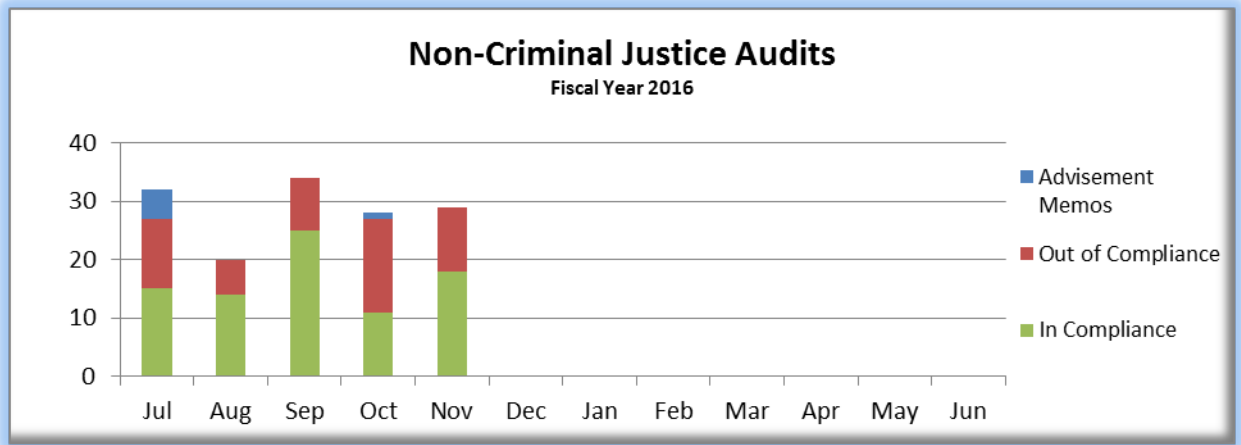
Transactions processed within 24 hours of receipt: 99%

#### 3. Final Disposition Transactions Received

	Monthly	FY2016
Local Agency	51,799	278,803
GCIC	4,392	27,584
<b>TOTAL</b>	<b>56,191</b>	<b>306,387</b>

#### 4. Non-Criminal Justice Audits

	Monthly	FY2016
In Compliance	18	83
Out of Compliance	11	54
Advisement Memos	0	6
<b>Total Audits</b>	<b>29</b>	<b>143</b>

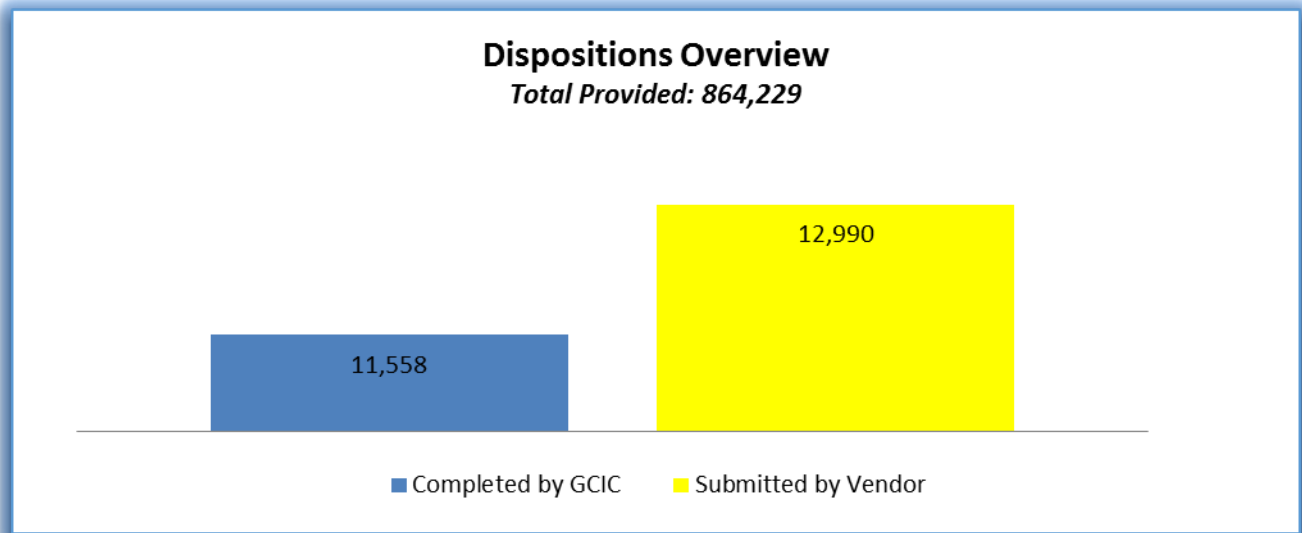


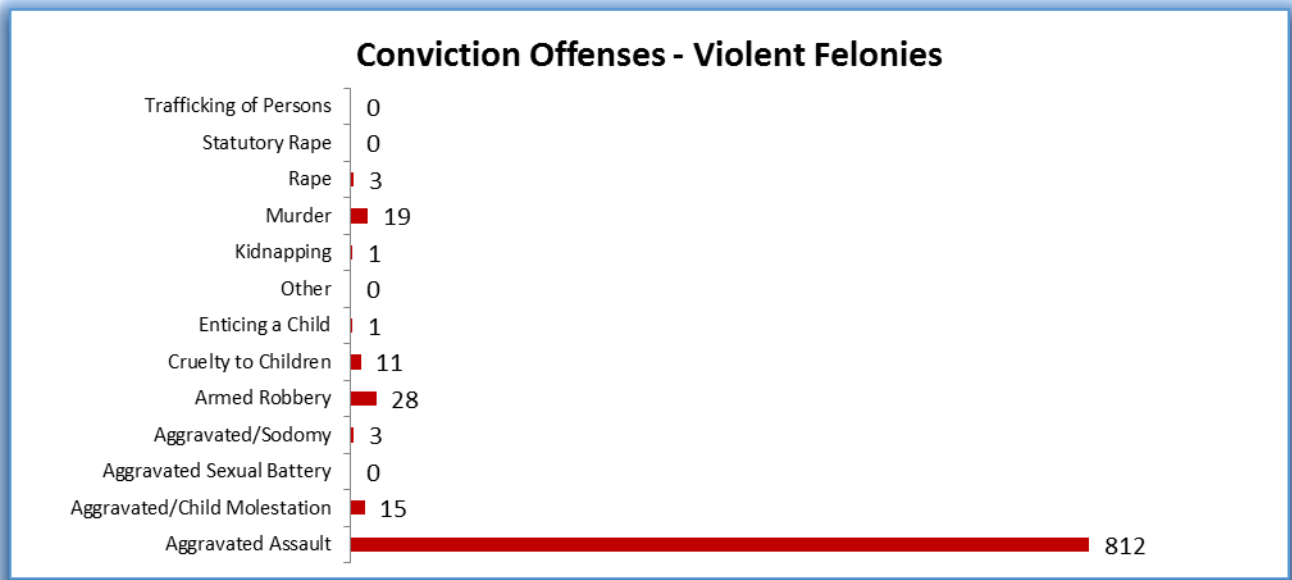
### 5. Disposition Recovery Project

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.

	Monthly	FY2016
Provided to Vendors		864,229
Completed	1,882	11,558
Research Counties	1	1

### Disposition Recovery Project





## 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** - Work continues on the remaining items needed to import LFIS/LFFS transactions into IFW. An extension has been granted to the vendors for the EBTS 10.0 updates to be implemented at the local agency by February 29, 2016. Courtview continues work to complete the remaining CCH enhancements.

#### Accomplishments This Reporting Period

NGI Increment 3-EBTS 10.0 Compliance:

- Approved requests by 3M Cogent, MorphoTrust and Dataworks Plus for an extension to complete the EBTS 10.0 updates and software installs at the local agency; the cutover date was moved to February 29, 2016.

CCH/Ident and Applicant Services Requested Enhancements:

- The CCH enhancements and GUI revamp/compatibility training package and agency communications package is complete.

#### **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** - Project requirements and workflow processes have been completed and provided to the developer. Currently, reviewing potential extraction methods to capture the ME data from the Division of Forensic Sciences (DOFS) Justice Trax Laboratory Information Management System (LIMS) to start the data entry phase of the newly created Child Fatality database.

#### Accomplishments This Reporting Period

- Completed Child Fatality unit workflow processes and provided to the developer.

#### **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 contractor 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** - CJCC data file successfully tested at SAO. Draft of Project Completion document completed.

Accomplishments This Reporting Period

- Corrected the CJCC file submitted for testing (2 times)
- Successfully tested the CJCC file in SAO system.
- Completed updates to the User Manual.
- Created draft of Project Completion document.
- Sent CJCC file to SAO for testing.

**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** - Kick-off meeting held. Project Charter signatures obtained. IT Resource assigned to assist with technical requirements and to serve on the RFP Evaluation Committee. Funding source has been identified.

Accomplishments This Reporting Period

- Final requirements spreadsheet submitted by business owner; system requirements reviewed and streamlined by Project Manager.
- Held Kick-off meeting.
- Approved and obtained Project Charter signatures.
- Assigned IT Network resource to serve on RFP Evaluation Committee and assist with technical specifications.
- Identified Funding source.

**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** - Rules and Regulations outlining the terms and conditions of the use of the SMR system have been approved by the GBI Assistant Director and submitted to the Board of Public Safety to continue the process of adding new rules and regulations.

### Accomplishments This Reporting Period

- Completed the Awareness Statement for the electrical and telecommunications employees to access the SMR data base.
- Received three requests from local electric company investigators wanting access to the SMR database. Each requester provided the required information needed.
- Point of Sale (POS) users are not labeling images properly as a requirement based on the change in the SMR statute. LeadsOnline reviewing possible software changes that may address this issue.
- Completed the review of the SMR system looking for non-law enforcement agencies with access. LeadsOnLine provided access to one non-law enforcement agency; the agency access was deactivated.

### **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.

The implementation of a Change Management Process for the GCIC Web Sites has also been requested to streamline the web change request process and to provide a more efficient method of tracking website changes. Another added benefit will be an additional source for the identification of web projects that require more detailed changes that should be assigned to the Project Management Unit for completion.

**Monthly Update** - Project Manager assigned. Informational meeting with sponsors conducted. Project Charter drafted and released for sponsor review. Example Web Change Request Form created and released for sponsor review.

### 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** - Change Request 002 submitted and approved. Developer has completed configuration of 90% of Phase 1 items.

Accomplishments This Reporting Period

- Developer has completed 90% of configuration changes.
- Acquired approval signatures on Change Request 002.

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

**Project Description** - The Georgia Bureau of Investigation (GBI) is the state repository for Uniform Crime Reporting (UCR) for the state of Georgia. The mission of GBI's UCR program is to collect and provide statistics on crime offender data in Georgia. The purpose of the program is to help define crime problems locally and nationwide. Georgia 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) is an incident-based reporting system through which data is collected on each single crime occurrence. NIBRS data is designed to generate as a by-product of local, state, and federal automated records systems. Thus, an agency can build a NIBRS system to suit its own needs, including any collection/storage of information required for administrative and operational purposes, in addition to reporting data required by NIBRS to the national UCR Program. 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 Federal Bureau of Investigation (FBI) Uniform Crime Reporting (UCR) Redevelopment Project is modernizing the legacy mainframe-based UCR system to improve its ability to collect, analyze, and report on national crime statistics. A new UCR system will enhance the ability to process incident-based data submitted in Extensible Markup Language (XML) format and allow a parallel transition from the existing legacy mainframe system utilizing flat-file formats.

The goal of the GBI is to have the ability to accept NIBRS data electronically from local law enforcement agencies, forward the NIBRS data to the FBI and maintain a collective UCR/NIBRS relational database at the state level. Ultimately, the state repository is seeking to maintain a paperless environment throughout all levels of government record keeping.

**Monthly Update** - An initial meeting was scheduled to discuss the project initiative and develop the goal and scope of the project.

Accomplishments This Reporting Period

- The project team visited the Tennessee Bureau of Investigation (TBI) to discuss the implementation of the TBI NIBRS. TBI provided a presentation on how they approached NIBRS implementation. The TBI project took 3.5 years to implement.

## **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** - NCJ Administrators and the Web Master have collaborated on the NCJ website redesign project. The project is 80% complete. The redesign includes a rotating banner section used to highlight articles on the webpage, a list of articles and important links and a “Popular Posts” section displaying links to the most popular articles. The site will be administrator by the NCJ group. Visitors will need to register and enter log-in information in order to post comments to an article; however, comments to an article will be reviewed by NCJ Administrators before comments are posted for public view.

### **Accomplishments This Reporting Period**

- Held Kick-off meeting.
- Obtained Project Charter approval signatures.
- Completed Project Schedule draft.
- Completed a draft of the UAT Test Approval sheet.

## **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**

- Developed and completed 10 templates.

## **PROTECTIVE ORDER REGISTRY (POR) Application Development Project**

**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 is holding 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*

- Assigned IP addresses to the development servers.
- Requested Static IP addresses for the physical and virtual servers.
- Approval received from ATT for VLAN clusters on the servers.
- Installed all 6 servers (pending server build)
- Installed and racked new Dell Server (to serve as virtual host)
- Created a temporary virtual machine to continue development.

**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** - The kick-off meeting was held. Project Charter, workflow process, and project schedule were released for review. Training Request Form being reviewed by the GCIC Customer Support staff.

*Accomplishments This Reporting Period*

- Held Kick-off meeting
- Completed Project Schedule draft

**CUSTOMER SUPPORT - Training Courses and Course Development**

**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. The group provided over 13 hours of Georgia Peace Officer Standards and Training (POST) credit. A request was received to upload two law enforcement training videos to the eLearning environment. The videos are being prepared for release and POST credit will be offered.

*Accomplishments This Reporting Period*

- Trained 149 students.
- Conducted a Municipal Court Training in Tifton at the UGA Conference Center for Municipal Court Clerks' Recertification. The topics covered were GCIC Overview and Computerized Criminal History (CCH). The total number of clerks in attendance were 118.

- Conducted two UCR classroom trainings; in attendance were UCR data entry personnel and patrol officers (26 students)
- Conducted Validations classroom training (5 students)
- Problem resolution was completed by CBT Help Desk: 530 agency/users were provided customer support.
- Conducted 22 customer service visits to various law enforcement agencies.
- The Total Suspicious Activity Report (SAR) video was completed by 48 individuals
- 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. Upon completion of the courses, students will print their certificate and present to POST for credit.

### **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