



Arkansas Crime Information Center

ACIC Training Policy

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Training is necessary for the proper and effective use of the state and national computer systems. Required training is defined in the ACIC Training Policy, as approved by the ACIC Supervisory Board.

All individuals with access to Criminal Justice Information (CJI), must be trained. This includes individuals who may be exposed to the data as part of their job duties, but who do not actually use the data to perform their job. Examples of these individuals include clerical personnel, unescorted janitorial and maintenance personnel, vendors, and information technology (IT) personnel. The *ACIC System Regulations*, Section 10, contains eligibility requirements to receive CJI.

Training must be completed within six (6) months of initial assignment, and biennially thereafter. Contractors who receive CJI as part of a service provided to authorized noncriminal justice recipients of CJI must be retrained annually.

CJIS Security Training

Personnel who do not access CJI directly through the operation of an access device, can obtain training online at, www.cjisonline.com. Contact ACIC, the agency's TAC, or non-criminal justice agency coordinator (NAC) to establish a user account.

There are 2 Levels of CJIS Security Training:

Level 1 – All personnel with access to Criminal Justice Information (CJI). This level is designed for people who do not have physical and logical access to CJI but may encounter it in their duties.

Level 3 - All personnel with Information Technology Roles. This level is designed for all information technology personnel including system administrators, security administrators, network administrator, etc.

Direct Access Training

Within five (5) days of an employee being hired or reassigned to operate an ACIC Access Device, the terminal agency coordinator (TAC), or other designated personnel, must notify ACIC by completing a "Request For ACIC Training" form and sending it to ACIC. **This form must be utilized and submitted prior to any ACIC training.**

Upon receiving a "Request For ACIC Training" form, ACIC personnel will review the form for completeness and accuracy. Upon approval of the form, ACIC will assign the new operator a

temporary user name and password. The temporary user name and password will be set to expire after the date of the class requested on the "Request For ACIC Training" form.

The TAC must notify ACIC as soon as possible when an operator leaves the employment of the agency. ACIC will update the operator's training record and security authorizations.

ACIC training for access device operators consists of two (2) levels.

Basic Certification Training

Basic Certification training is required of all individuals operating an ACIC access device. Training is required prior to certification. The Basic Certification class consists of at least four (4) hours of training on ACIC policy, procedures and the laws regulating the access and use of the ACIC system and ACIC data.

After having attended a Basic Certification training class, the operator must successfully complete an examination with a minimum score of 70%. After successful completion of the class and test, the operator is considered "certified" to operate an ACIC access device as a "Limited Access Operator". Certification is valid for two (2) years from the test date.

THERE IS A MANDATORY WAITING PERIOD OF 30 DAYS BETWEEN SUCCESSFUL COMPLETION OF BASIC CERTIFICATION TRAINING AND ATTENDING AN ADVANCED CERTIFICATION TRAINING CLASS.

Advanced Certification Training

Advanced Certification training is required of all ACIC access device operators who wish to enter or modify data in the ACIC system. Basic Certification training is a prerequisite, and training is required prior to certification. The Advanced Certification class consists of at least thirty-two (32) hours of instruction.

After successful completion of the class, the operator must successfully complete an examination with a minimum score of 70%. After successful completion of the class and test, the operator is considered "certified" to operate an ACIC access device as a "Full Access Operator". Certification is valid for two (2) years from the test date.

Arkansas law and NCIC regulations require that some entries are to be made immediately, (e.g. Missing Persons). Therefore, Full Access Agencies (entry-capable), shall provide sufficient quantities of Advanced Certification trained personnel to ensure compliance with this requirement on a 24/7 basis.

Retraining

In order to maintain certification, operators must successfully retrain and/or retest before their certification expires. Beginning thirty (30) days prior to the expiration of an operator's certification, each time the operator signs on, the ACIC system will generate reminders that their certification is about to expire.

Limited Access certified operators may log onto the CJIS Launchpad to take the appropriate recertification refresher training online, and then complete the nexTEST recertification test. Successful completion of the test will result in the operator's certification date automatically being extended two (2) years.

Full Access certified operators may log onto the CJIS Launchpad to take the appropriate recertification test. Successful completion of the test will result in the operator's certification date automatically being extended two (2) years, or if deemed appropriate by their Agency TAC, they may attend an Advanced Certification refresher class held periodically throughout the year at various locations. Successful completion of the test will result in the operator's certification date automatically being extended two (2) years.

Intra- Agency Training

A terminal agency may provide training on ACIC topics, provided training plans and trainers are approved by ACIC. ACIC can provide training materials to agency instructors; however, before ACIC will approve any agency to conduct any classes, the agency and instructor must provide ACIC with proof that the agency instructor(s) holds a current instructor certification from Arkansas Commission on Law Enforcement Standards and Training (CLEST) and a current Advanced Certification. All materials to be utilized by an agency instructor, including but not limited to, PowerPoint presentations, outlines, handout materials, etc. shall be first provided to ACIC for review and approval. All instruction on the ACIC system shall be under the guidance of the ACIC Training Manager, Operations Administrator, and/or ACIC Director. A copy of the agency instructor's training and certification shall be provided to the ACIC Training Manager and shall remain on file with ACIC as part of the training record. ACIC may audit classes at any time.

ACIC Instructors

All instructors conducting any training on ACIC subject matter must hold a current instructor certification from Arkansas Commission on Law Enforcement Standards and Training (CLEST). ACIC instructors must hold a current Advanced Certification.

Commission on Law Enforcement Standards and Training

The ACIC Basic Certification, Advanced Certification, and Recertification classes are certified by the Arkansas Commission on Law Enforcement Standards and Training (CLEST). Students who successfully complete either one of these courses may apply for credit with CLEST by submitting a copy of their class certificate to:

Office of Law Enforcement Standards
#4 State Police Plaza Drive
Little Rock, AR 72209

Phone: (501) 682-2260 Fax: (501) 682-1582

Special Circumstances

Special circumstances may arise in which an operator forgets his or her password or the operator's password or training certification expires unexpectedly. The operator should notify his or her TAC. The TAC should then contact ACIC. In the event the operator is unable to contact their TAC, the operator may contact ACIC directly. The Training Manager, or his or her designee, will verify the training history of the operator and reset the password. In the event the operator's certification has expired, the ACIC Training Manager, or designee, will consult with the TAC and reset the certification expiration date to a reasonable future date to allow the operator an opportunity to renew their certification.

Operator may log into the online testing system and recertify up to one year after their certification expires without attending a physical class. If, however, the operator's certification is expired for more than one (1) year, the Training Manager and TAC may coordinate a training plan for the employee. The plan may include online testing or attendance in the first available physical class appropriate for the operator's level of certification. This shall be done at the discretion of the Training Manager or his or her designee.

Glossary

"Access device" - A computer terminal, microcomputer workstation, mobile data device or other electronic equipment used to communicate with the ACIC computer system.

"Advanced Certification Training" - Training required of terminal operators who are considered to have "full access" and are authorized to enter, modify, clear, and query data.

"Basic Certification Training" - The initial training required of all terminal operators that allows operator to only query and clear ACIC data.

"CJIS Launchpad" - A web-based portal to ACIC documents, training, testing, and other resources for authorized users of the ACIC system.

"CJIS Online" - The electronic training module for CJIS Security training for personnel who are exposed to, or use CJI, but who do not operate an ACIC access device. CJIS Online can be accessed at the following URL:

www.cjis.online.com

“Criminal Justice Information” (CJI) – Criminal Justice Information is the term used to refer to all of the ACIC and FBI CJIS provided data necessary for law enforcement and civil agencies to perform their missions including, but not limited to biometric, identity history, biographic, property, and case/incident history data.

“Full Access Operator” - A terminal operator who has the authority to enter, modify, clear and query data on the ACIC system, and perform other functions covered in the Advanced Certification course of training.

“Intra-Agency Training” - ACIC training conducted by the terminal agency.

“Limited Access Operator” - A terminal operator who has the authority to conduct query transactions, send administrative messages, and perform other functions covered in the Basic Certification course of training.

“NAC” - The Non-criminal Justice Agency Coordinator is the primary liaison between a non-criminal agency and ACIC, and represents the agency on matters relating to ACIC.

“nexTEST” - The electronic testing module used by ACIC to certify personnel on training standards.

“Physical and Logical Access” – The user has direct contact with a computer or other electronic device that allows the user to query, read, create, modify or delete a file, record or program on a system containing CJI information.

“TAC” – The Terminal Agency Coordinator is the primary liaison between the terminal agency and ACIC, and represents the agency on matters relating to ACIC.

“Terminal Operator” - Anyone within the agency who uses an access device to access information from the ACIC system.