Arkansas Crime Information Center

# ACIC
# Training Policy

# ACIC Training Policy

**Purpose**:

To ensure that all Criminal Justice Employees and Non-Criminal Justice Employees who have direct or indirect access to the ACIC/NCIC database and/or information are properly trained. The required training is referenced in the *ACIC System Regulations Section 11, NCIC Operating Manual 3.1.3 Training*, *CJIS Security Policy and the AT-2 Literacy Training and Awareness*.

**Scope**:

Individuals with access to Criminal Justice Information (CJI) must be trained. This also 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(d)*, contains "Security Clearance" requirements and criteria for individual access to CJI.

**Management Commitment**:

Training is defined within the "ACIC Training Policy" and has been approved by the ACIC Supervisory Board. ACIC management will review policy and procedures annually to ensure that all updates and changes in the information system operating environment and the CJIS Security Policy are implemented. It is the responsibility of each "Affiliated Agency" that is covered by the scope of this policy to ensure that all personnel, (direct and indirect access users) will adhere to the guidelines set forth in this policy. *The CJIS Security Policy, AT-1a.1 (a), addresses Management Commitment and coordination among organizational entities and compliance.*

**Roles and Responsibilities**:

It is the responsibility of ACIC to work in partnership with our "Affiliated Agencies" to ensure opportunity and access to proper training. All ACIC instructors are certified through "Certified Law Enforcement Standards and Training" (CLEST) to instruct specialized ACIC topics. It is also the responsibility of the "Affiliated Agencies" to designate a "Terminal Agency Coordinator" (TAC), who will work in conjunction with ACIC and facilitate the requirements for their agency. The responsibilities of the TAC are defined by the "*ACIC Roles and Responsibilities of a Terminal Agency Coordinator*"document. The "Designation of TAC Form" can be found on the Department of Public Safety website under ACIC/Training or can be submitted directly through the "OpenFox Terminal" (Messenger). The Training Department will notify the agency that the TAC has been updated in the system. The TAC will be provided agency log in information and access to help guides and other tools that will assist in the performance of their roles and responsibilities.

**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** – Full access training for online operators. A user will be updated in their configuration to perform entry and modification within the ACIC/NCIC operating system.

**Affiliated Agency –** Criminal Justice Agencies and Non-Criminal Justice Agencies.

**ASOR-** Arkansas Sex Offender Registry (ASOR) is an online portal used by criminal justice officials for the registration and verification of sex offenders.

**Basic Certification** –Initial limited access training for all online operators. A user will have the ability to query, send messages, request/respond to hit confirmations, and clear within the system.

**CJIS Launchpad**- A web-based portal that allows certified users access to the nexTEST training and testing modules, CJIS Manuals, CJIS Documents and CJIS Training information. The CJIS Launchpad also allows access to the CJIS Audit program and News and Information from ACIC.

**CJIS Online** - The electronic platform used by ACIC to educate, train and test "Indirect Users" who are exposed to, or use "CJI".

**Criminal Justice Information (CJI)** – Criminal Justice Information is the term used to refer to all the ACIC and FBI CJIS provided data necessary for law enforcement and civil agencies to perform their missions. This information includes, but is not limited to biometric, identity history, biographic, property, and case and incident history data. *CJIS Security Policy v5.1: 4.1*

**Direct Users** – Personnel with direct access to the ACIC/NCIC network. A direct user may have the ability to query, enter, modify, and delete records within the ACIC OpenFox (Messenger) System. All Direct Users must also complete the Security Awareness Training and the Security Test prior to accessing CJI per CJIS Security Policy AT-2 Literacy Training and Awareness a.1. This training will be renewed annually, in conjunction with their Basic Refresher or their Advanced Recertification.

**Full Access** - An advanced certified user 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.

**Indirect Users** – Personnel without direct access to "CJI" through the operation of an "Access Device". These individuals will obtain Security Awareness Training and the Security Test online at, www.cjisonline.com.

**Limited Access** - A terminal operator who has completed the Security Awareness Training and the 4 modules within the ACIC Basic Online Course. They have access to query, delete and send terminal messages.

**NAC** - The Non-criminal Justice Agency Coordinator is the primary liaison between a non-criminal agency and ACIC.

**nexTEST** - The electronic platform used by ACIC to educate, train and test "Direct Access" users.

**OJT** – On the job training.

**OPSR -** Organizational Personnel with Security Responsibilities. This individual was previously known as the LASO. (Local Agency Security Officer) The OPSR is the primary security contact between local law enforcement agency and ACIC.

**TAC** – The Terminal Agency Coordinator is the primary liaison between the terminal agency and ACIC. The TAC represents the agency on matters relating to ACIC. The "Designation of TAC" form can be found on the Department of Public Safety website or directly through the "OpenFox Terminal" (Messenger) by typing TAC on the command line.

**Training Procedure Defined**:

**All Users**:

Security Awareness Training and the Security Test must be completed prior to the employee having access to CJI per *CJIS Security Policy AT-2 Literacy Training and Awareness a.1*. This training will be renewed annually.

**Indirect Users**- As per policy these students will obtain Security Awareness Training and the Security Test online at, www.cjisonline.com.

A User Account will be created in CJIS Online by one of the three entities –

a) ACIC Training Department
b) Agency TAC
c) Non-Criminal Justice Agency Coordinator (NAC)

This training is also approved for contractors or vendors, who have unescorted access to a physically secure location. (e.g. janitors or maintenance staff)

**There are Four Role Levels within the CJIS Online System**:

**Basic Role** – Personnel with Unescorted Access to a Physically Secure Location.
(This level is designed for people who have access to a secure area but are not authorized to use CJI)

**General Role** – All Personnel with Access to CJI.
(This level is designed for people who are authorized to access an information system that provides access to CJI)

**Privileged Role** – Personnel authorized to perform security- relevant functions.
(This level is designed for all information technology personnel including system administrators, security administrators, network administrators, TAC's (Terminal Agency Coordinators) (TAC's may also be assigned in nexTEST and their training records housed in the nexTEST portal)

**Security Role** – Organizations Personnel with Security Responsibilities. (OPSR)
(This level is designed for personnel with the responsibility to ensure the confidentiality, integrity, and availability of CI and the implementation of technology in a manner complaint with the CJIS Security Policy, commonly your LASO) (They may also be assigned in nexTEST and their training records housed in the nexTEST portal)

**Direct User**

A User Account will be created in the nexTEST system by one of the two entities –

a) ACIC Training Department

b) ACIC Approved Super or Master TAC

**There are Two Levels of Certification for Access to the ACIC/NCIC Operating System:**

1. **Basic Certification**
2. **Advanced Certification**

**Assigning Access**: (Training Request Form)

As part of the initial orientation training for a new hire or a transfer a "Training Request Form" should be submitted to ACIC Training Department or your ACIC Approved Super/Master TAC. Please complete the form in its entirety. The name on the form should reflect what is on the users current Driver's License.

The Training Request Form can be accessed in two locations:

a) OpenFox (Messenger) System - Type "TRAINREQ" on the command line to gain access to the form.
b) Arkansas Department of Public Safety – Access ACIC, Forms, Training.

Once the form is completed and submitted the user's profile will be created or edited. The agency will be notified by email with additional information and instruction.

*Note: If your agencies users are being configured by a Super or Master TAC, they have defined their process for your form submittal. Please adhere to those guidelines and submit the form during your initial orientation training to ensure timely training of Security Awareness.

*Note: Please be aware that all Direct Users will be assigned a multi-factor authentication device for access. *CJIS Security Policy 5.6 IA-2 (1) IDENTIFICATION AND AUTHENTICATION (ORGANIZATIONAL USERS) | MULTI-FACTOR AUTHENTICATION TO NON-PRIVILEGED ACCOUNTS*

**Basic Online Course** – This training consists of 4 Modules with an exam at the end of each module. The Basic Online Course is approved for four CLEST credit hours. ACIC does not submit the information to CLEST, the "Affiliated Agency" will be responsible for entering this information into the ACADIS portal.

**The Basic Online Course Module Descriptions are as follows**:

**Module 1** – The introduction to what ACIC and NCIC has within the system for the people and property files, system security, penalties for misuse, and who does and doesn't have access to the Messenger system. Understanding how to Log on and off, how to navigate within Messenger Inbox, G-Codes, and the Help Files

**Module 2** – "People Files". The most effective way to query an individual in the ACIC and NCIC system. The Master Name File, DL's and Out of state DL's, Missing Persons, Identity Theft, Protection Orders, and the Gang File

**Module 3** – Queries to obtain Criminal History on an individual. Hit Confirmation Process, when to use it and when not to use it. What's the difference between Extradition and Travel Limits, Locates and Detainers. Where does Criminal History begin? Common Queries, QH, QR, Purpose Codes, and Dispositions. Sex Offender file queries, Terrorist Screening Center (TSC), TSC Handling Codes and Interpol

**Module 4** – "Property Files". The definition of a Vehicle, how to query for registration information, stolen, impounded and felony vehicles. Vin Assist Tool, Partial Tages, License Plates and Parts. It also covers, Boats, Guns, Securities and Articles and Hazardous Materials

Students will begin training by logging into the nexTest (portal.acic.arkansas.gov) and completing the Security Awareness Training and the Security Test. Once that training is completed the nexTEST system will automatically set the user to begin Module 1 of the Basic Online Training. A test will be given at the end of each module and continue throughout the process. After completing the Module 4 test, the system will generate the Basic Certification Certificate. The nexTEST system will set the user to the Basic Refresher status and give them an expiration date of 1 year from the date of the last exam.

**30 Day Rule** – When a Basic USER has completed the course of study, the user eligible to train as an Advanced User. However, the user must be Basic Certified for a period of 30 days before becoming eligible to attend the Advanced Level training course.

**90 Day Rule** – A user shall not be assigned Advanced Privileges within configuration more then 90 days prior to attending the Advanced Level Training Course. The user should be supervised by an Advanced User while they are receiving "On the Job Training" (OJT) This will ensure accuracy of entry and adherence to all rules, regulations and protocols. OJT should be performed prior to user attending the Advanced Level training course. OJT will ensure that the user is prepared for the rigorous level of training they will receive in the 3 Day Advanced Course.

**365 Day Rule**- If your transfer employee or one of your current users is more than 365 days expired. The system will set them all the way back to the Security Test and they will be required to repeat the process from the beginning.

**The Advanced Level Training Course description is as follows:**

The Advanced Level Course is approved for 24 hours of CLEST credit hours. Users who successfully complete the Advanced Level Training Course are considered to have "Full Access".

The course is broken up into 3 Days of instruction:

**Advanced Day 1** – Comprehensive instruction on Criminal History Awareness and Interpretation. The student will begin a hands-on approach into the "Wanted Person" files with demonstrations and hands on entry.

**Advanced Day 2** – Applying the knowledge from Day 1 instruction, the students will advance into Missing, Protection Orders, Identity Theft, Violent Person File and the Gang File. They will also gain a working knowledge of the Audit and Validation process.

**Advanced Day 3** – The users apply their knowledge of the NCIC and ACIC form structure to the "Property" files with hands on entry and demonstration. Users are given a scenario-based learning opportunity to demonstrate their knowledge. Property files include Vehicles, License Plates, Parts, Boats, Guns, Securities and Articles.

At the end of each day's instruction, the users will be tested and must pass with a minimum of 70%. A user who fails an exam, will be allowed to attend the next day of instruction. However, if the user fails the next day of instruction, the user must repeat the full three days of instruction. If the user passes the next day of instruction, they will advance to the next day of instruction. However, once the class is complete, the user will have to return to repeat the day of instruction that was failed. The ACIC Training Department will work in conjunction with the users TAC and Field Agent, to ensure the user has an outlined remediation plan before returning to ACIC for training and retesting. When the user has successfully passed all three exams, the nexTEST system will set the user to the Advanced Recertification status and give them an expiration date of 1 year from the date of the last exam.

**Arkansas Sex Offender Registry (ASOR) End Users:**

Users configured for administrative duties within ASOR must be trained and tested on Security Awareness. The user must take the Security Awareness Training and test within nexTEST, not CJIS online. If the user is already configured and has current certifications for ACIC and NCIC the Security Awareness training history will satisfy the requirement.