

NCJIS Modernization News



Nevada
Civil and
Criminal
Information
System



INSIDE THIS ISSUE

- Executive Update — 1
- NCJIS Modernization Progress Update — 1–3
- Go-live Preparation and Training — 4
- Reporting Issues — 4–5

Visit the
NCJIS Modernization
web page for:

- Contact Information
- Presentations
- Newsletters
- Documents
- Surveys

NCJISMod@dps.state.nv.us
<https://rccd.nv.gov/Services/NCJISMod/>

This newsletter includes an executive update, reports on the progress of the Nevada Criminal Justice Information System (NCJIS) Modernization Program, announces upcoming training and preparation, offers helpful instructions for reporting issues, and defines priority levels for help ticket submissions.

Executive Update

“On January 28, 2025, the NCJIS Modernization Program successfully deployed the first phase of the non-criminal justice programs, which encompassed the Brady Point of Contact Firearms (FFL), Disposition of Firearms (DOF), and Civil Name Check (CNC) portals. The NCJIS Modernization team continues to work hard to deliver the remaining non-criminal justice programs and the state’s new computerized criminal history system (CCH), which is expected before June 30, 2025.

“The Records, Communications and Compliance Division (RCCD) will continue its efforts to seek legislative funding in the 2025 Legislative Session for the 2026/2027 biennium, to allow for implementation of enhancements after the initial go-live of the program in fiscal year (FY) 2025. Everybody, from our NCJIS Modernization team, our contractors, and our system users who have assisted with testing and troubleshooting, has worked very hard to make this successful. I am extremely grateful for everybody’s hard work and diligence, and I look forward to their ongoing efforts and successes!”



Erica Souza-Llamas
Division Administrator | CSO
Department of Public Safety
Nevada State Police | Records, Communications and Compliance Division

NCJIS Modernization Progress Update

Funded by the Nevada Legislature in 2019, the six-year, multi-project NCJIS Modernization Program is modernizing NCJIS civil and criminal justice services. The five-phase program is the most technologically advanced modernization effort in Nevada's history. The following phases of the Modernization Program have occurred thus far:

- **Phase One (May 2023):** Delivered the Nevada Civil and Criminal Information System (NCCIS) Portal and the Law Enforcement Message Switch (LEMS).
- **Phase Two (October 2024):** Launched new Warrants Entry and File Validations Systems.
- **Phase Three (January 2025):** Implemented automated capabilities for non-fingerprint FFLs background checks, delivered new DOF background check capabilities to law enforcement agencies, and automated Nevada's CNC Program transactions.

Phase Four: What to Expect

Part 1 — May 20, 2025

- Replacement of the CCH system
 - Expanded capabilities for processing criminal history inquiries
 - Improved efficiency in statewide processes

CCH Changes — May 20, 2025

- Law enforcement agencies will notice differences in the Criminal History Rap Sheet
- Detailed information and sample screenshots will be shared as available

Part 2 — May 28, 2025

- Comprehensive rollout of new online servicing capabilities:
 - Civil Applicant Program (CAP) for fingerprint submissions for employment, licensing, and volunteers
 - Electronic Concealed Carry Weapons (CCW) application submissions
 - Personal Identification (PID) request submissions

CCW Enhancements — May 28, 2025

- Livescan fingerprint returns will be accessible via the Flex-Check Agency Portal within the NCCIS portal
- CCW permits may be issued and maintained (e.g., suspended, renewed) within the Flex-Check system

CAP Improvements — May 28, 2025

- The NCCIS Portal enhances the CAP background check process with:
 - Pre-enrollment capabilities
 - Electronic results delivery
 - Online bill pay options
- Registered CAP users will continue submitting fingerprints through a livescan agency to initiate transactions but will now be able to:
 - View transaction history (past 90 days)
 - Access results (subject to retention policies)
 - Check current submission status (e.g., "No Hits" or "Record Found")

Phase Five: Portal Search (June 2025)

This phase will provide a comprehensive, state-wide information technology system facilitating immediate,

seamless, and comprehensive data sharing among state and local criminal justice agencies, departments, boards, and commissions. Benefits of this phase include:

- Improved officer and public safety
- Enhanced accuracy of criminal justice information
- Faster access and completeness of criminal justice information

Go-Live Preparation and Training

Although exact session dates and times are pending, the timeframe below is confirmed. Please ensure that relevant personnel are prepared to participate in training.

- **Online Training:** Training sessions will be held via Microsoft Teams between May 12–22, 2025. Exact dates, times, and registration details will be shared soon.
- **Training Materials:** All documentation will be provided and discussed during the training sessions.

Reporting Issues

(Previously published in Issue 17; reiterated for awareness.)

Technical issues are common when introducing new interconnected technologies that link numerous ecosystems with disparate requirements and processes. NCJIS Modernization Program personnel and vendors are working to overcome challenges such as the need for database clean-up, as well as inconsistent historical data and processes. We are striving to remediate reported issues to improve efficiency and functionality.

To facilitate timely resolution and minimize disruption, please include as many of the following key data points as possible when submitting an incident report to the Office of the Chief Information Officer (OCIO).

- Affected Application
- Sub-category
- User details
- End-user TAC
- End-user's name
- End-user's UPN (user login)
- End-user's callback number
- End-user's agency
- When the issue began
- Transaction ID for eAgent issues (found in the header on an open message; formatted as MKE and message info, e.g., TRANSACTION ID mm/dd/yy hh:mm:ss)
- For LEMS issues, provide the MSN in the ACK message (MSN#####)
- End-user's detailed description and the criticality of the issue, including the details and number of users affected
- Any error messages or screen captures (please email attachments to OCIO)
- Screen in use at the time of the issue
- Business function or process the user was attempting when the issue occurred
- Specific data being operated on (enter "None" if not applicable); include the names of the fields completed during the attempted transaction

Priority Levels

The tables below show the priority matrix and the definition of each priority level.

Priority Matrix		Urgency			
		1 – Critical	2 – High	3 – Medium	4 – Low
Impact	1 – Critical	P1 – Critical	P1 – Critical	P2 – High	P3 – Medium
	2 – High	P1 – Critical	P2 – High	P3 – Medium	P3 – Medium
	3 – Medium	P2 – High	P3 – Medium	P3 – Medium	P4 – Low
	4 – Low	P3 – Medium	P3 – Medium	P4 – Low	P4 – Low

Priority Criteria

Priority	Criteria
P1 – Critical	<ul style="list-style-type: none"> Major business impact Mission-critical business function or entity is down Services unavailable to one or more locations due to a host system or telecommunications issue
P2 – High	<ul style="list-style-type: none"> Serious business impact Critical application problem Critical host and/or application malfunction impacting business process
P3 – Medium	<ul style="list-style-type: none"> Moderate business impact Non-critical application problem One or more locations experiencing application problems impacting business processes May include slow response times or file transfer issues
P4 – Low	<ul style="list-style-type: none"> Minor business impact Non-critical, non-business-impacting issue End user down One or more end users are experiencing problems with a critical process



The NCJIS Modernization Team is committed to clear communication and stakeholder feedback.

Visit the NCJIS Modernization web page to find:

Contact Information

Presentations

Newsletters

Documents

Surveys

<https://rccd.nv.gov/Services/NCJISMod/>

Contact us by e-mail: NCJISMod@dps.state.nv.us.

With great appreciation from the NCJIS program management team.

This communication, including any attachments, may contain confidential information and is intended only for the individual or entity to whom it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and delete and destroy all copies of the original message.