

NCJIS Modernization News



Nevada
Civil and
Criminal
Information
System



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

This newsletter provides an Executive Update, review of the Nevada Criminal Justice Information System (NCJIS) Modernization Program phases, instructions for reporting issues, and defined priority levels for help ticket submissions.

Executive Update

“It is my pleasure to announce that on October 22, 2024, the NCJIS Modernization Program successfully deployed the warrant program in NCCIS. This was an enormous task, and the most critical in the NCJIS Modernization program, as the legacy warrant system had been in place for 20+ years and is crucial to everyday criminal justice operations. We continue to work on system issues that have arisen since go-live and make those a priority. As we embrace the New Year, our team is working diligently with our contracted partners in preparation for the upcoming rollout of the non-criminal justice programs.

The Records, Communications and Compliance Division 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 Overview

In 2019, the Nevada Legislature funded a six-year, multi-project NCJIS Modernization Program to modernize NCJIS civil and criminal justice services. The five-phase Program is the most technologically advanced modernization in Nevada's history.

Phase One: The focus of the first phase was the delivery of a new web portal and the Law Enforcement Message Switch (LEMS) for criminal justice stakeholders. Unisys and DPS deployed the Nevada Civil and Criminal Information System (NCCIS) Portal and LEMS for warrant queries to law enforcement agencies across the state. These went live in May 2023. **Completed**

Phase Two: Launched new Warrants Entry and File Validations Systems. This phase is characterized by a continuous migration of criminal justice agencies that now enter warrants using the new message switch (LEMS). This went live in October 2024. **Completed**

Phase Three: Currently in progress, this phase focuses on providing automated capabilities for non-fingerprint Brady Point of Contact Firearms (FFLs) background checks. It also includes rolling out new Disposition of Firearms (DOF) background check capabilities to law enforcement agencies enabling National Instant Criminal Background Check System (NICS) checks for releasing firearms from evidence. Additionally, it introduces automated capabilities for Nevada's Civil Name Check (CNC) Program transactions. These solutions go live on January 28, 2025. **Current**

Phase Four: This phase is a comprehensive rollout of several new civil business online servicing capabilities for Civil Applicant Program (CAP) businesses to support fingerprint submissions for employment and licensing; for electronic Concealed Carry Weapons (CCW) application submissions; as well as for individuals submitting Personal Identification (PID) requests. This phase also replaces the Computerized Criminal History (CCH) Systems, which will expand the processing capabilities of criminal history inquiries and improve the efficiency of the state's processes. These solutions go live in May 2025. **On Deck**

Phase Five: Portal Search will provide a comprehensive, state-wide information technology system to facilitate the immediate, seamless, and comprehensive sharing of information between all appropriate state and local criminal justice agencies, departments, boards, and commissions. This will improve officer and public safety through improved accuracy, quick access, and completeness of criminal justice information. The Portal Search solution will go live in August 2025. **Future**

Reporting Issues

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 that presented necessitating 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
- Enter the End-user's Name
- Enter the end-user's UPN (Users Login)
- Enter the end-user's callback number
- Enter the end-user's agency
- When did the issue start occurring
- Provide the Transaction ID for eAgent issues found in the header on an open message and will look like MKE and message info (TRANSACTION ID) mm/dd/yy hh:mm:ss)
- For LEMS issue provide the MSN in the ACK message, MSN#####
- Detailed end user's description and criticality of the issue including the details and number of users affected
- Any error message(s) or screen captures? Please email attachments to OCIO.
- Indicate which screen was in use
- Indicate what business function or process the user was trying to attempt when the issue occurred
- Indicate the specific data being operated upon (enter "None" if not applicable). Enter the name of the fields that were completed while attempting this transaction.

Priority Levels

The following tables show the priority matrix following Unisys Best Practices (UBP) 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 down • Services are not available to one or more locations due to a host system failure or a telecommunications issue
P2 - High	<ul style="list-style-type: none"> • Serious business impact • Critical application problem • Critical host and/or application is not working properly and is severely impacting the business process
P3 - Medium	<ul style="list-style-type: none"> • Moderate business impact • Non-critical application problem • One or more locations are experiencing application problems impacting the business process • May include slow responses and/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 some end users are experiencing problems with a critical process



The NCJIS Modernization Team’s top priority is to communicate with and gain important feedback from our valued stakeholders. **Visit the NCJIS Modernization web page to find:**

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

With great appreciation from the NCJIS program management team.

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