National Crime Information Center (NCIC) 3rd Generation (N3G)

CSO Discussion Points

State: _____

Date of Interview: _____

Agency Name: _____

Agency Type: ☐ CJIS Systems Agency

Name and Position of Person(s) Interviewed:

Name: _____
Email: _____
Phone Number: _____
Position: _____

Name: _____
Email: _____
Phone Number: _____
Position: _____

Name: _____
Email: _____
Phone Number: _____
Position: _____

Name: _____
Email: _____
Phone Number: _____
Position: _____

The Federal Bureau of Investigation's (FBI's) Criminal Justice Information Services (CJIS) Division has initiated the N3G Requirements Analysis Project. The mission of the N3G initiative is to partner with stakeholders to identify new functionality and information sharing services that will improve, modernize, and expand the existing NCIC system so that it will continue to provide real-time, accurate, and complete criminal justice information to support the NCIC user community.

NCIC became operational in 1967, providing criminal justice information from 5 different files to law enforcement agencies nationwide. The last major upgrade to NCIC occurred in 1999, with the transition to NCIC 2000. Since that time, there have been several enhancements to the system including the addition of many new files. Currently, NCIC maintains 21 separate files divided into 14 person files and 7 property related files as depicted below in the order as they were implemented in the system.

PERSON FILES

- Wanted Person
- Missing Person
- Unidentified Person
- Foreign Fugitive
- Immigration Violator
- Protection Order
- National Sex Offender Registry
- Supervised Release
- Identity Theft
- Gang
- Known or Appropriately Suspected Terrorist
- Protective Interest
- NICS Denied Transaction
- Violent Person

PROPERTY FILES

- Article
- Gun
- License Plate
- Vehicle
- Securities
- Boat
- Vehicle/Boat Part

The purpose of this document is to identify user requirements for the enhancements to the existing NCIC system. Below are categories of changes that have been identified for N3G. Please answer questions in all of the categories.

    I.   NCIC Today *(Questions 1-15)*

    II.   System File Organization *(Questions 16-22)*

    III.   N3G Interface *(Questions 23-24)*

    IV.   Communications *(Questions 25-29)*

    V.   Data Analysis and Search Capabilities *(Questions 30-42)*

    VI.   External Sources *(Questions 43-45)*

    VII.   Fields *(Questions 46-57)*

    VIII.   Documentation and Training *(Questions 58-61)*

    IX.   Features and Enhancements *(Questions 62-72)*

    X.   Transition to N3G *(Question 73)*

    XI.   User Interface *(Questions 74-83)*

Questions should be ranked in order of importance using the below scale:

    HIGH (high value or critical to operation of NCIC)

    MEDIUM (moderate value or interest to the operation of NCIC)

    LOW (minimal or no value to NCIC)

    N/A (not applicable or disagree with concept)

I.   NCIC Today

1.   Have you programmed for all of the above person and property files for both query and entry (if applicable)?

(a) Yes

(b) No – Please indicate which files you have not implemented in your state and explain why. _____

2.   Describe your data workflow and how NCIC is incorporated in that workflow.

_____

3.   What is your general opinion of the current NCIC system? Please explain.

(a) Outstanding

(b) Very Good

(c) Good

(d) Fair

(e) Poor

(f) Not Sure

4. **If you are not completely satisfied with the current NCIC system, please provide areas that may be of concern. (Select all that apply.) Please explain.**

    (a) Not user friendly

    (b) Software issues

    (c) Policies

    (d) Quality control

    (e) Security

    (f) Out of date technology

    (g) Incompatible systems

    (h) No opinion

    (i) Not sure

    (j) Other _____

5. **Please provide suggestions of how to address the concerns selected in question 4. Please explain.**

    (a) More/Better training

    (b) Enhancements to system

    (c) Better quality control

    (d) More resources

    (e) Not sure

    (f) Other _____

6.   **How much confidence do you have in the information you receive from NCIC?**

   (a) Absolute

   (b) High degree

   (c) Medium to High

   (d) Fair to Good

   (e) Not totally reliable

   (f) Serious problem

   (g) Not sure

7.   **If there are difficulties with the information maintained in the current system, please provide issues you have encountered. (Select all that apply.)**

   (a) Missing, limited or misleading information

   (b) Invalid or outdated records

   (c) Too many hits/false hits

   (d) Extradition information

   (e) Entry errors (typos, wrong codes, etc.)

   (f) No difficulties

   (g) Not sure

   (h) Other _____

8. Are you satisfied with the response format that is currently used?

(a) Yes

(b) No

9. Typically NCIC offers a 12-month notice for a state to program for new enhancements. Please state number of months desired or select "No change."

(a) Change to _____ months

(b) No change

10. Does your agency use the current detainer functionality in NCIC?

(a) Yes

(b) No

(c) Not sure

11. The detainer process for N3G should be enhanced. If you chose a high priority, please provide examples of how the process could be best enhanced.

(a) High

(b) Medium

(c) Low

(d) N/A

12. The online validation process needs to be improved.

(a) Yes – Please explain. _____

(b) No

13. **The NCIC record locate functionality needs to be improved.**

    (a) Yes – Please explain. _____

    (b) No

14. **Were you aware NCIC currently supports an XML data format between the state and NCIC?**

    (a) Yes

    (b) No

15. **Do you forecast upgrades to your system? If so, do your plans include migrating to XML?**

    (a) Yes

    (b) No

II. System File Organization

16. **Does your state maintain its own statewide system of criminal justice information?**

    (a) Yes – Please explain (i.e., types of files and auto populating).

    _____

    (b) No

17. **Page 2 lists the 21 files currently maintained in NCIC. Are there any concerns regarding the structure of any of those files (i.e., existing fields, mandatory fields and response format) or any additional issues with the format of any existing file?**

    (a) Yes – Please explain. _____

    (b) No

18. **NCIC currently uses separate files for different types of records (i.e., Wanted, Missing, Stolen Vehicle, Article). N3G should be modified to merge types of records into groups (i.e., person and property). This could allow the use of one set of entry fields for all persons by including a field that identifies the type of record to be populated. This change could decrease the amount of programming at the state level.**

(a) High

(b) Medium

(c) Low

(d) N/A

19. **Currently, NCIC provides the ability to search multiple files at one time using the automatic cross-search functionality. For example, a QW automatically searches other person related files. It also provides the individual file search capability (i.e., QID searches only the Identify Theft File). It would be beneficial to have the ability to search specified files at one time. For instance, the user could generate a query of the Protection Order File and National Sex Offender Registry by choosing only those files.**

(a) High

(b) Medium

(c) Low

(d) N/A

20. **Currently, NCIC only allows one Wanted Person record for one individual by the same ORI. N3G should include the ability to maintain multiple warrants on the same individual from the same ORI.**

(a) High

(b) Medium

(c) Low

(d) N/A

21. The current system allows nine (9) supplementals to be added per transaction. Should the current number (9) be increased? Please state the desired increase of supplemental transactions allowed or select "No change."

(a) Change to _____ supplementals allowed per transaction

(b) No change

22. Currently, a subsequent transaction is required to enter supplemental data into NCIC. Should N3G eliminate supplemental transactions and allow for multiple field values at entry/modify?

(a) Yes

(b) No – Please explain. _____

III. N3G Interface

23. What benefits do you see in supporting prior versions of requests and responses (backward compatibility)?

_____

24. Please specify any additional enhancements including communication interfaces (i.e., sockets, queues, web services) for the state to NCIC interface that would be beneficial.

_____

IV. Communications

25. On average, how long does it take your users to receive an NCIC response?

(a) Less than 5 seconds

(b) Between 5 and 10 seconds

(c) Between 10 and 30 seconds

(d) More than 30 seconds

26. What is an acceptable average speed for an end user to receive an NCIC response?

(a) Less than 5 seconds

(b) Between 5 and 10 seconds

(c) Between 10 and 30 seconds

(d) More than 30 seconds

27. The average response time per transaction for NCIC is very quick, which is critical for the officer on the street. If N3G implements attribute-based access, the response time should be based on the role of the user (i.e., investigator response time could be longer).

(a) Yes

(b) No

(c) Not sure

28. There are instances where a response from NCIC may be delayed if expanded searches are initiated. N3G should include a preliminary response if the response exceeds a preset time period.

(a) Yes – Please provide a present time. _____

(b) No

(c) Not sure

29. **N3G should include sending CHR transactions to the state via a separate III logical connection rather than the NCIC connection.**

> (a) Yes
>
> (b) No
>
> (c) Not sure

V. Data Analysis and Search Capabilities

30. **N3G should provide a key word search engine (i.e., a search of "Brown" would return all records that contain "Brown" including cities, names, and streets).**

> (a) High
>
> (b) Medium
>
> (c) Low
>
> (d) N/A

31. **N3G should provide an advanced key word search engine (i.e., a search of "Brown" would also allow the user to specify a specific field or set of fields to search).**

> (a) High
>
> (b) Medium
>
> (c) Low
>
> (d) N/A

32. **Currently, there are fields in NCIC that are not searchable (i.e., the Miscellaneous Field). N3G should incorporate the ability to search these fields.**

> (a) High
>
> (b) Medium
>
> (c) Low
>
> (d) N/A

33. Currently, the SPRQ functionality is only available at the state CSO level. What searches should be available at the local law enforcement level? For example, an ORI should have the ability to search and retrieve all active records entered by the respective ORI.

_____

34. What additional types of data analysis functionality should be available? Please explain.

_____

35. What type of NCIC reporting abilities (parsing out certain types of reports) do you need at the state level?

_____

36. What type of NCIC reporting abilities (parsing out certain types of reports) do you need at the local level?

_____

37. NCIC currently uses the New York Identification and Intelligence System (NYSIIS) name search algorithm. NYSIIS is a phonetic-based name search algorithm. An improved name-search algorithm is necessary for N3G.

(a) High

(b) Medium

(c) Low

(d) N/A

38. **Currently, NCIC responses are returned based on the priority level of the file hit as determined by the CJIS Advisory Process. Hits should be based on a probability/weighted type score instead of the current priority.**

   (a) High

   (b) Medium

   (c) Low

   (d) N/A

39. **The delayed inquiry capability, where the system automatically extracts certain descriptive data from entries and uses it to search the transaction log for inquiries, is currently at 5 days. Should the number of days be increased or decreased? Please state number of days desired or select "No change."**

   (a) Change to _____ days

   (b) No change

40. **Batch query capabilities should be enhanced.**

   (a) High

   (b) Medium

   (c) Low

   (d) N/A

41. **What format should batch query results be returned?**

   (a) PDF

   (b) Delimited

   (c) Niem (XML) based

   (d) No change

   (e) Not sure

   (f) Other _____

42. **N3G should provide a capability to perform a batch entry, modify, and cancel.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

VI. External Sources

43. **N3G should provide the ability to interface with other databases (i.e., international, federal, state, and local).**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

44. **Would your agency allow access to your state data through N3G?**

    (a) Yes

    (b) No

45. **Please specify any other external sources (systems/services) that should be included.**

    _____

VII. Fields

46. Are there fields in any of the current NCIC Files that should be expanded in length?

(a) Yes – Please explain. _____

(b) No

47. Is there a need to capture "language(s) spoken" of the individual in the NCIC record?

(a) Yes

(b) No

(c) Not sure

48. Currently, the Address Type (ADD) is only available in Wanted Person and Sex Offender files. The Address Field should be expanded to other NCIC Files.

(a) High

(b) Medium

(c) Low

(d) N/A

49. An agency should have the ability to indicate it has biometric information available for a subject by creating a Biometrics Available field and a Biometrics Location field in N3G.

(a) High

(b) Medium

(c) Low

(d) N/A

50. **A case officer contact information field should be available in N3G.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

51. **Currently, the sex of the individual must be entered in NCIC as either: F (female), M (male), or U (unknown). The existing sex codes should be revisited including how they are searched.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

52. **The existing race codes in NCIC include: I (American Indian or Alaskan Native), A (Asian or Pacific Islander), B (Black), W (White), or U (Unknown). These codes should be revisited including how they are searched.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

53. **The race codes are beneficial in searching.**

    (a) Yes

    (b) No

54. **Currently, NCIC allows an expanded date of birth search where a date of birth will search on a year prior or after the year queried, if desired. The existing date of birth search parameters should be revisited. For example, NCIC should allow the ability to search on age instead of birth year.**

   (a) High

   (b) Medium

   (c) Low

   (d) N/A

55. **N3G should separate the name field into separate fields (i.e., last name, first name, middle name, and suffix).**

   (a) High

   (b) Medium

   (c) Low

   (d) N/A

56. **Entry of a caution indicator is currently tied to the message key at time of entry. The caution indicator is also included as a separate field in NCIC. The caution indicator should be deleted from the message key.**

   (a) High

   (b) Medium

   (c) Low

   (d) N/A

57. **Please specify any additional fields and/or data elements that should be included in N3G.**

   _____

VIII. Documentation and Training

58. **Further explanation is needed for reject messages.**

(a) High

(b) Medium

(c) Low

(d) N/A

59. **In the past, $ messages were assigned for multiple purposes (i.e., $P is used as a purge and also a pre-purge notification). New $ messages provide a unique extension. Existing $ messages should be modified to include a unique extension.**

(a) High

(b) Medium

(c) Low

(d) N/A

60. **What additional help materials should be included in N3G?**

_____

61. **What additional training would you like to see available with N3G?**

_____

IX. Features & Enhancements

62. The current image entry and retrieval capability should be enhanced.

(a) High

(b) Medium

(c) Low

(d) N/A

63. Currently, an image may be appended to a record in NCIC only after an initial record has been entered. This process requires a user to enter a record, obtain a NIC number, and subsequently enter an image. The ability for users to enter an image with the NCIC record in a one-step process should be created.

(a) High

(b) Medium

(c) Low

(d) N/A

64. Prior to new enhancements being made available in NCIC, the functionality is available to the state in the test region. This capability is typically available three months prior to the enhancement becoming functional. The new functionality testing capability for N3G should be expanded.

(a) High

(b) Medium

(c) Low

(d) N/A

65. **Today, NCIC policy requires second party checks. This is usually documented in the agency case file. Are there alternative processes to document the completion of the second party check?**

(a) Yes – Please explain. _____

(b) No

(c) Not sure

66. **N3G should improve the Missing/Unidentified compare process to include searching against other person files.**

(a) High

(b) Medium

(c) Low

(d) N/A

67. **Are there any system enhancements that could improve contributions of records to NCIC?**

_____

68. **N3G should discontinue converting alpha O's to zeroes.**

(a) High

(b) Medium

(c) Low

(d) N/A

69. **N3G should include the capability for GPS coordinates to be included for all queries. This information could be used as an investigative tool to determine the location of subjects during an inquiry.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

70. **N3G should allow users to manually enter GPS coordinates within the NCIC record.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

71. **N3G should include the capability for sending investigative alerts based on query to query, query to entry, and a separate entry of data entered for alert purposes without another type of record. For example, a user would have the ability to place an investigative interest on certain data without creating a traditional NCIC record.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

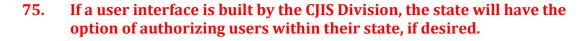72. **Please identify any additional features or enhancements that would be beneficial to N3G.**

    _____

X.   Transition to N3G

73.   How long do you feel NCIC should continue to support NCIC 2000 once N3G is implemented?

_____

XI.   User Interface

74.   A client user interface needs to be created and maintained by the CJIS Division for stakeholders to directly connect to NCIC. If a user interface is built by the CJIS Division, the state will have the option to use, if desired.

(a) High

(b) Medium

(c) Low

(d) N/A

75.   If a user interface is built by the CJIS Division, the state will have the option of authorizing users within their state, if desired.

(a) High

(b) Medium

(c) Low

(d) N/A

76.   N3G should support an attribute-based system access at the state to NCIC interface that defines the role of the user (i.e., investigator, officer on the street, or dispatcher), ORI, and other defined attributes.

(a) High

(b) Medium

(c) Low

(d) N/A

77. **The ability for users to receive summaries or hit details (users receive a synopsized version of hits and can determine how much to view) should be incorporated in N3G at the interface level between the state and NCIC.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

78. **A mobile interface should be created in addition to a user interface.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

79. **An online help system is needed for N3G, if the CJIS Division implements a user interface.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

80. **Online assistance (i.e., snippets, hover-over, and help files) should be available when using N3G, if the CJIS Division implements a user interface.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

81. **Online manuals are necessary for N3G, if the CJIS Division implements a user interface.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

82. **Users should be required to complete Computer Based Training (CBT) prior to accessing N3G, if the CJIS Division implements a user interface.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A

83. **N3G should maintain records of users completing CBTs, allowing agencies to run transcripts for their respective users, if the CJIS Division implements a user interface.**

    (a) High

    (b) Medium

    (c) Low

    (d) N/A