

ARKANSAS CRIME INFORMATION CENTER

FY 2018 – FY 2019 STRATEGIC PLAN

MISSION: The mission of the Arkansas Crime Information Center is to administer the state’s automated criminal justice information system in an efficient and cost effective manner so as to provide timely, accurate and reliable data both to the public, as provided by law, and to local, state and federal criminal justice agencies as an integral tool in the execution of their duties to protect the citizens.

VISION: The vision of ACIC is to provide, at all times, outstanding customer service to the public and the criminal justice community in the timely, accurate and professional delivery of all of the information maintained in our databases.

**CORE
VALUES:**

- Accountability**
- Accuracy**
- Security**
- Efficiency**

GOAL 1: ACCOUNTABILITY

ACIC Goal 1 aligns with State of Arkansas Goals: Safe, Quality of Life, and Efficient and Responsive

- Provide real time responses to inquiries for data and immediate attention to requests requiring modification or supplemental information including the maintenance of a 24 hour help desk to assist law enforcement with issues and questions
- Maintain compliance with all State and Federal Laws, Rules, Regulations and Guidelines regarding the security and privacy of the data entrusted to ACIC by passing multiple audits
- Insure connectivity between ACIC and all local, state, and federal criminal justice agencies with little or no down time
- Strive to find lower cost technology solutions to achieve accountability

GOAL 2: EDUCATION

ACIC Goal 2 aligns with State of Arkansas Goals: Educate, Safe, Quality of Life, and Efficient and Responsive

- Insure the security of all databases by providing initial and ongoing training of all persons authorized to access ACIC information for criminal justice purposes as well to all entities authorized to conduct employment background checks
- Conduct, at no cost to the agency, an annual conference of ACIC users to educate them about new updates and system functions
- Create and provide a monthly newsletter to all persons and entities authorized to access ACIC information regarding ACIC related matters

GOAL 3: PUBLIC SERVICE AND PUBLIC SAFETY

ACIC Goal 3 aligns with State of Arkansas Goals: Safe and Quality of Life

- Provide, at no cost to the public or to law enforcement agencies the following:

Victim information; a public web site containing information regarding sex offenders; the review of an individual's criminal history record with them; crime statistics; Missing person information and statistics; law enforcement access to JusticeXchange; access to Alert Express for mass notifications; law enforcement access to a scrap metal log and pharmacies and law enforcement access to a real time pseudoephedrine logbook

GOAL 4: INTEGRITY

ACIC Goal 4 aligns with State of Arkansas Goals: Safe, Quality of Life, and Efficient and Responsive

- Review and verify the entry of every piece of data by more than one person to insure accuracy and immediately review any data entry for error upon request
- Maintain the confidentiality of all data that is not available for public access

GOAL 5: EFFICIENCY

ACIC Goal 5 aligns with State of Arkansas Goals: Efficient and Responsive

- Continue to search for lower cost solutions available to achieve the Agency's Mission, Vision and Goals
- Continually review job functions and descriptions for possible consolidation of positions

