

Duties and Responsibilities

of the

ACIC

Terminal Agency Coordinator
(TAC Officer)



As a Terminal Agency Coordinator (TAC) you are the vital communication link between your terminal site agency and ACIC. By properly performing your duties in this office you will insure that your agency will always be in compliance with ACIC/NCIC policies.

This insures quality records, good audit results and the necessary liability protection for your agency in this important area.

The purpose of this brief guide is to help you quickly gain the knowledge that you need in this position.

If you have questions after reviewing this guide please contact your ACIC agent for additional information and clarification.

- I. Naming a Terminal Agency Coordinator
- II. User Group and Regional Meetings
- III. Security Issues
- IV. Information Update
- V. Coordinate Training of Operators
- VI. Validation
- VII. Audits
- VIII. Criminal History Logging
- IX. Passwords

I. Naming the TAC

The head of an agency has the sole authority to name or change the Terminal Agency Coordinator at his/her discretion.

Ideally the TAC should be someone in supervisory status that is ACIC certified or will become ACIC certified so as to better understand the requirements expected of an ACIC terminal operator.

To name or change the TAC the agency head simply completes a **Designation of Terminal Agency Coordinator Form** that is available from the ACIC web site www.acic.org .

Once completed, the form should be mailed or faxed (501 682-7406) to ACIC Operations Section. It is also a good idea to contact your local ACIC agent to advise him/her of the change.

The agency head has the option of changing the TAC at any time simply by submitting a new form. The TAC should immediately be changed when the current TAC is reassigned or leaves employment with the agency.

II. ACIC User Group Meetings and Regional Meetings

On a regular basis ACIC hosts statewide User Group Meetings. These meetings are important and necessary to provide users with information about important system changes, enhancements and problems.

This information is provided in a timely manner so that your agency is not caught unaware by system changes that impact your operation. Conferences are held in central areas on an as needed basis. Every effort is made to keep costs to a minimum to help encourage attendance.

Ideally, the TAC and the agency head should both attend the meeting as topics are often presented that require decision-making by the agency's top administrator. Should the agency head not be able to attend, the TAC should make every effort to attend the conference and then provide the information up and down the chain of command in his/her department as needed.

It is expected that the TAC will attend these meetings. Should the TAC not be able to attend, someone who can be depended upon to relay the information from the meeting to the TAC should represent the department.

Occasionally ACIC will have a regional meeting to address a specific need. You will be provided with the time and place of these meetings well in advance and it is expected that the TAC or his/her representative will attend.

These meetings should not be considered optional by the agency.

Attendance is expected to insure that your ACIC site has the latest information to provide your officers with the most current and accurate information available from ACIC/NCIC/NLETS.

III. Security Issues

In cooperation with the Local Agency Security Officer (LASO) of your agency (TAC may hold both positions) you should help insure the security both of your ACIC equipment and the information obtained from the system.

1. Insure that unauthorized persons are not allowed in the area of your ACIC workstation or other ACIC equipment.
2. Insure that departmental personnel do not attempt to make changes to the ACIC equipment, either hardware or software.
3. Follow ACIC guidelines on disposal of printouts by burning (under supervision), or shredding.
4. Make sure all personnel understand the rules of dissemination regarding ACIC information.
5. Contact ACIC if someone requests information and there is doubt as to his or her legal authority to access that information.
6. Do not allow ACIC and Internet to exist on the same workstation or LAN without prior ACIC approval.
7. Insure that operators do not share passwords, post passwords or otherwise make their passwords known to others. See section IX for further information on passwords
8. Advise your supervisor and your local ACIC agent of any suspected security violations.

IV. Information Update

ACIC users must have the latest, most current information available. This information is provided by ACIC in the form of System Update Newsletters and on-line messages from ACIC network control. Please require all operators to read each issue of the System Update Newsletter.

Operators must be encouraged to pass on to the TAC all system update/training messages as soon as possible. This allows dissemination of this information in a timely manner to all that need to have it.

V. Coordinate Training of Operators

When a new operator is hired or assigned to ACIC workstation duties the following procedure **must** be followed.

1. A fingerprint based background check must be done with the FBI. (Blue Applicant card)
2. A background check must be done by utilizing ACIC and NCIC criminal history files to determine that no felony record exists on the employee.
3. As soon as possible, fax a copy of the training request form to ACIC to allow password access by the new operator
4. Check the help-training file for training dates in your area and have the new operator attend the next available Level 1 training class.
5. When the attendee arrives at class he must give the trainer a photo copy of the previously submitted fingerprint card, a copy of the ACIC/NCIC criminal history information from the background check and a copy of the **training request form**.
6. If the documentation noted above is not received as required by ACIC the trainee may not receive credit for the class.
7. Within 6 months of completing the Level 1 class those who operate full-capability workstations must attend a 24-hour Level 2 class. This should be scheduled by sending in a **Request for Training Form** (This form can be found on the ACIC website) for the desired class date. Criminal history check documentation is only required on the initial Training Request Form.
8. **Notify ACIC if it becomes necessary to cancel a scheduled training slot, so that training space may be used by another agency.**
9. ACIC requires agencies to keep a training file on each operator containing copies of certificates or other evidence of class attendance. This can be kept in the regular personnel file or in a separate training file. An ACIC auditor/agent may ask to inspect these records.
10. In agencies where large numbers of officers are ACIC trained such as those agencies with Mobil Data Terminals, the TAC may have to work closely with the department training officer to insure that the above training standards are met.
11. FBI and ACIC require that all operators be retrained every **two (2) years**. Level 1/MDT trained operators must attend another Level 1 class. Level 2 trained operators must attend a Level 2 recertification. Classes are not interchangeable.
12. Early in the year review your training records and schedule those who need training for the appropriate classes during the year.
13. Notify ACIC when a trained operator leaves employment.

VI. Validations

Any agency that enters records into ACIC/NCIC must periodically validate each record to insure the completeness and accuracy of entered records. While the TAC may or may not actually perform the validations they are usually expected to insure that they are completed as required by ACIC policy.

Whether records are validated manually or online the following steps must be performed for each validated record.

1. Locate each record to be validated and insure that it is available to all operators for confirmation purposes.
2. Compare the entry to the case file information to insure that the information in both match, and that there is no additional information in file that has not been entered.
 - Incorrect information should be deleted or modified and
 - extra available information such as AKA's, Scars Marks and Tattoos, SOC etc should be added to the record.
3. In the case of a warrant, contact the issuing court to make sure there has been no change in status of the warrant.
4. For missing person entries and stolen property entries, a good faith effort **must** be made to contact the complainant by phone or letter to insure that the record is still valid.
5. **Remove any records that are not current or accurate.**
6. An **ACIC Validation Worksheet** –This form can be found on the ACIC website. (or a Supplement report for those working from computer case files) should be **completed** and retained with report to document that a proper validation has been performed.
7. Finally, return to ACIC the signed validation form indicating that your agency certifies the records listed as current and accurate.

Remember that failure to follow the above steps could result in your agency's records being removed from ACIC. And it could put officers at risk and create a serious liability problem for your department.

VI. Audits

Both ACIC and NCIC mandate that all agencies with entered records be audited every second year. The purpose of the audit is not to catch your agency doing something wrong, but rather to insure that key policies are being followed and to work with you in finding ways that your ACIC operations may be improved.

Several weeks prior to being audited, you will receive a pre-audit questionnaire along with a letter stating the date of the coming audit.

Please **complete the questionnaire and return it immediately**. Review the proposed date and **notify ACIC at once if that date presents a problem**. The ACIC auditor will work with you in scheduling an acceptable date.

Mark your calendar and make sure that you are available to assist the auditor with the audit. If you cannot be there due to vacation, illness etc. please see that someone is available to assist who is very familiar with your policies and procedures.

****It is not advisable to have the auditor assisted by an operator who is also trying to perform dispatching duties at the same time.**

After the audit, if problems were encountered, contact your local ACIC agent to help you understand how to address the problem areas and to help you prepare for any follow-up audits.

VIII Criminal History Logging

As the TAC, you should understand the requirements related to logging of criminal history inquiries run by and through your agency.

Each ACIC terminal site agency is **required** by ACIC/NCIC policy to maintain a **Criminal History Secondary Dissemination Log** (This form can be found on the ACIC website). There are no exceptions to this policy. It is recommended that if you do not currently have a log, that you immediately make copies Secondary Dissemination Log and place them in a well marked notebook and insure that all operators understand and follow the logging policies.

Every criminal history request (QWI, QH and QR) need not be logged. If the name of the requesting officer and the ORI used in the inquiry match, then no logging is required. However, in any situation where you must use your ORI and the name of an officer, who is employed by another agency, complete information must be placed on the current log sheet and that log maintained for one year.

VII. Password and Security

1. Passwords
 - a. User name is the CSN of the Operator. It will not change.
 - b. Password is the CSN of the operator when first signing on. The system will require the changing of that password before work can begin.
2. Structure the password—must be 6 to 15 characters with at least one alpha and one numeric. Passwords are case sensitive. **(Example jOHnDoE5)**

3. The system requires a change in password every 60 days
4. The last four passwords cannot be used.
5. Lost or forgotten passwords—Network control will reset the password of the Operator after verifying the Social Security Number of the operator with our training file. The system will then be reset to the operators CSN. It will be necessary then for the operator to establish a new password.
6. Link to Training File:
 - a. A training request form must be mailed or faxed to us before the operator can be entered into the training file. New hires will receive immediate access, upon receiving the training request. Initial access is granted for 60 days. Level 1 training must occur in that time frame to retain system access.
 - b. Access is for two years. When retraining is required it must occur before the date of training expiration or system access will be denied.
 - i. Example. Level 2 trained 04/01/03. If not retrained by 04/01/05, ACIC access will be cancelled.
 - ii.
7. LOG-ON Procedure, First Time
 - a. Go to FORMS-LOG ON
 - i. Enter CSN in the "Identification" field and in the "password" field
 - ii. Transmit
 - b. You will receive a message to change password.
 - i. Again go to FORMS-LOG ON
 - ii. Enter CSN in both fields
 - iii. Go to section 2 and create your individual password. (See structure above) Enter it in both fields
 - iv. Transmit
8. Log-Off
 - a. Go to Forms click and log off
 - b. Transmit

ACIC CONTACT INFORMATION AND RESOURCES

Not every problem that you will encounter as a TAC is addressed in this handout. Our goal was to provide necessary information while keeping it short and easy to read. If you have a question about anything not covered you may contact your local agent at any time. In addition the following people are available to assist you.

FAX Numbers

Training and Validation FAX

ACIC Agency FAX

Agents:

VINE & JusticeXchange

UCR and NIBRS

Criminal History

Criminal History Matters

Attachment Section

All of the following forms can be found on the ACIC website www.acic.org.

VIII. Designation of Terminal Agency Coordinator

This form is used at such time as the agency head wishes to name or change a TAC (terminal Agency Coordinator). The form should be mailed or faxed to ACIC with a copy kept in the agencies ACIC file.

IX. Request for ACIC Training

This form is used to request ACIC training. It should be completed and along with the documentation stated on the reverse side of the form should be presented to the ACIC agent at the time the student attends Level 1 training. For Level 2 training the form should be mailed or faxed to ACIC Training section.

X. ACIC Validation Compliance Worksheet

This form should be attached to the record at the time of entry into ACIC. During each subsequent validation one block should be completed to document for audit purposes the steps taken during the validation of that record. A rubber stamp has been approved by ACIC as an option.

XI. ACIC Criminal History Secondary Dissemination Log

As explained in the section on Criminal History, some releases of Criminal History **Must** be logged and maintained in file. This form allows the operator to record all necessary information to comply with ACIC/NCIC requirements pertaining to dissemination of information. It may be copied and placed in a ring binder or a file folder. Every operator must be familiar with the proper use of this form.

XII. Holder-Of-The-Record Agreement

Some terminal sites must execute a Holder-of-the-Record Agreement with non-24 hour, non-terminal sites that they serve. This allows them to take certain actions on behalf of the non-terminal site in regard to entry, confirmation, and deletion of records. A new form should be signed each time either agency head changes. Please see that each party to the Agreement has a current signed copy and forward a copy to ACIC for our files.

XIII. System Service Agreement for Non-Terminal Agency's

This Agreement is between the Arkansas Crime Information Center, hereinafter referred to as ACIC, and the Non-terminal site. The purpose is to specify the standards and responsibilities of both ACIC and the User Agency in the operation and use of ACIC services.

**Designation
of
Terminal Agency Coordinator**

I hereby designate _____
(rank or title) (name)
to serve as Terminal Agency Coordinator (TAC) for this department.

I understand that a TAC is expected to be the primary liaison between my department and ACIC, to actively represent my department on matters relating to ACIC, to be familiar with the record system and communication needs of my department, to be responsible for receiving information from ACIC and appropriately handling or disseminating that information within my department, and to keep ACIC informed on our training needs and other matters relating to the use of the ACIC/NCIC/NLETS system by my department.

I further agree to submit a new designation form to ACIC at any time there is a change in the above name TAC.

Chief Official

Agency

Date

Mail Copy of Complete Form to:

Arkansas Crime Information Center
One Capitol Mall
Little Rock, AR 72201