

PS 1280.11 JUST, NCIC, AND NLETS TELECOMMUNICATION SYSTEMS (MANAGEMENT AND USE



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# Program Statement

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**OPI:** IPD  
**NUMBER:** 1280.11  
**DATE:** 1/7/2000  
**SUBJECT:** JUST, NCIC, and NLETS  
Telecommunication  
Systems (Management and  
Use)

1. **PURPOSE AND SCOPE.** To revise, update, and expand the rules, standards, and procedures set forth by the Department of Justice, the Federal Bureau of Investigation, the National Law Enforcement Telecommunications Systems, Inc. and the Bureau to ensure the proper operation of the MSSJUST (Message Switching Just)/NCIC (National Crime Information Center)/NLETS (National Law Enforcement Telecommunication System) telecommunication systems.

2. **SUMMARY OF CHANGES**

a. The **Overview (Chapter 1)** has been updated to include definitions and functions for the Federal Service Coordinator (FSC), the Terminal Agency Coordinator (TAC) and the Terminal Point of Contact (TPOC).

b. **System, Terminal, Data and Personnel Security (Chapter 2)** has been expanded.

c. **The Sources of Information Sections** have been updated.

d. **The MSSJUST System (Chapter 3)** has been updated.

e. **The NCIC Section (Chapter 4)** has been updated.

f. **A Table of Contents, List of Acronyms (Attachment C), and a Glossary (Attachment D)** have been added.

3. **PROGRAM OBJECTIVES.** The expected results of this program are:

a. Location, maintenance, construction, and transmission of messages using the JUST system will be accomplished appropriately.

b. Background check information through NCIC and NLETS will be obtained through established procedures.

c. JUST System users will be trained and certified.

d. Audits of JUST/NCIC systems will be conducted by Department of Justice staff.

### 3. DIRECTIVES AFFECTED

#### a. Directives Rescinded

PS 1280.10      MSSJUST, NCIC, and NLETS Systems Users Guide  
(4/19/96)

#### b. Directives Referenced

PS 1237.11      Information Security Programs (10/24/97)  
PS 1351.04      Release of Information (FOIA and Privacy Act)  
(12/5/96)

PS 1353.07      Production or Disclosure of FBI/NCIC  
Information (4/19/96)

PS 5800.11      Inmate Central File, Privacy Folder, and  
Parole Mini-Files (9/8/97)

TRM 5802.01      SENTRY General Use Technical Reference  
Manual (6/1/94)

NCIC Operating Manual

NCIC Code Manual

NLETS Manual

DOJ Order 2620.7      Control and Protection of Limited  
Official Use Information

c. Rules referenced in this Program Statement are found at 28 CFR 16.30 through 16.34.

### 4. STANDARDS REFERENCED

a. American Correctional Association 3<sup>rd</sup> Edition Standards for Adult Correctional Institutions: 3-4097, 3-4098, and 3-4099

b. American Correctional Association 3<sup>rd</sup> Edition Standards for Adult Local Detention Facilities: 3-ALDF-1F-01, 3-ALDF-1F-02, 3-ALDF-1F-03

c. American Correctional Association 2<sup>nd</sup> Edition Standards for Administration of Correctional Agencies: 2-CO-1F-02 and 2-CO-1F-07

d. American Correctional Association Standards for Adult Correctional Boot Camp Programs: 1-ABC-1F-01 and 1-ABC-1F-02

/s/

Kathleen Hawk Sawyer  
Director

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## Chapter 1 -- OVERVIEW OF THE MSSJUST/NCIC/NLETS SYSTEMS

The MSSJUST system is the mechanism that provides the Bureau access to the NCIC and NLETS databases. The MSSJUST system began providing access to NCIC in the mid-1970s and to the NLETS in 1978.

- The system is administered by the Department of Justice Telecommunications Services Staff (DOJ/TSS). DOJ is the Control Terminal Agency (CTA) for the MSSJUST system as it relates to the NCIC/NLETS access.
- A CTA is a state or federal criminal justice agency on the NCIC system providing statewide (or equivalent) service to criminal justice users with respect to NCIC/NLETS access.

The individual at DOJ who is responsible for all NCIC and NLETS related matters that affect the MSSJUST, is called the Federal Service Coordinator (FSC). The FSC is responsible for:

- providing training;
- ensuring that agencies are audited every two years; and
- ensuring that user agencies are completely informed of MSSJUST Policy and regulations; etc.

DOJ requires each user agency to designate an individual to function as the TAC (Terminal Agency Coordinator) for the MSSJUST/NCIC/NLETS systems.

- The TAC acts as a liaison between the DOJ/TSS and each terminal location within its respective agency.

TACs are responsible for:

- compliance with JUST policies and regulations;
- initiating and receiving correspondence concerning MSSJUST/NCIC/NLETS between agencies;
- disseminating publications;
- conducting investigations relating to the use/misuse of the system;
- attending user group meetings;
- notifying the Federal Service Coordinator, DOJ/TSS of TAC changes; and
- being available to answer questions.

- Each agency will appoint a TPOC (Terminal Point of Contact) at each terminal location. The MSSJUST/NCIC/NLETS Coordinator is the TPOC at Bureau facilities. Their responsibilities parallel those of the TAC in addition to those identified in Chapter 3 of this Program Statement.

The Department of Justice and the FBI's Criminal Justice Information Systems(CJIS) Advisory Policy Board mandates that each user agency will comply with the MSSJUST/NCIC/NLETS training requirements.

- The Bureau must comply with the training requirements set forth in this Program Statement.

The NCIC provides and maintains a computerized filing system of accurate and complete criminal justice information readily available to all criminal justice agencies.

- Criminal justice information is defined as information gathered by criminal justice agencies that is needed to perform their legally authorized required functions. This includes wanted person information; stolen property information; criminal history information; etc.
- The Bureau uses NCIC when performing background checks on employees, prospective employees, and any person who has a need to visit a Bureau facility.

The NLETS is made up of representatives of law enforcement agencies from each of the 50 states, the District of Columbia, Puerto Rico, many Federal law enforcement agencies, and the National Insurance Crime Bureau. There is also a connection to the Canadian Police Information Center files.

The Bureau uses NLETS to access information on drivers' histories, vehicle information, etc. that is used in conjunction with the NCIC data to perform a thorough background check.

To ensure the proper operation of the MSSJUST/NCIC/NLETS systems, Bureau facilities must follow the procedures set forth in this Program Statement.

## CHAPTER 2 -- SECURITY

### 2.1 SYSTEM SECURITY.

The data stored in the MSSJUST/NCIC/NLETS systems is documented criminal justice information and must be protected to ensure correct, legal, and efficient dissemination and use.

- MSSJUST policy on system security makes it clear that all data stored in the NCIC are "DOJ sensitive" and should be treated as such.
- DOJ Order 2620.7 and the Program Statement on Information Security Programs establish regulations for safeguarding unclassified but sensitive information that must be protected against unauthorized disclosure.

### 2.2 TERMINAL SECURITY

Administrators must have terminal devices physically placed in secure locations. It is incumbent upon an Administrator that has NCIC terminals to implement the necessary procedures to make those terminals secure from any unauthorized use.

- Access to terminals must be restricted to proficient Terminal Operator Instructors and Terminal Operators.
- Any departure from this responsibility warrants the removal of the offending terminal from further NCIC participation.

### 2.3 DATA SECURITY

a. The person receiving a request for criminal justice information must ensure that:

- the person requesting the information is a Bureau employee or an employee from another criminal justice agency, and,
- the requestor does not intend to use the information for his or her personal use.

b. Individuals should share hard-copy information only with those individuals who are authorized (Criminal Justice employees who have successfully completed a background check) to use it.

- All copies of criminal history data obtained from terminal devices must be afforded security to prevent any unauthorized access to or use of that data.
- An unauthorized request or receipt of NCIC material could result in criminal proceedings.

#### **2.4 OPERATORS**

Operators must use terminals only for those purposes which are authorized. Access to the MSSJUST/NCIC/NLETS systems is provided only to operators who have completed training successfully. Each individual operator is responsible for the terminal he or she uses.

Operators must not:

- Leave information on the screen unattended, or
- Disclose their passwords to anyone.

## Chapter 3 - THE MSSJUST SYSTEM

### 3.1 DEFINITION

The **MSSJUST Telecommunication System** is a mainframe developed "store-and-forward" message switching system. This system allows the transfer of messages between the MSSJUST network and Federal Government networks, other agency networks, and all domestic and international record carrier networks. DOJ/TSS administers the MSSJUST system. It provides connections to automated information systems such as NCIC and NLETS.

### 3.2 ESTABLISHMENT AND RELOCATION

The MSSJUST system is the mechanism the Bureau uses to access the NCIC/NLETS databases.

- Authority for the establishment and relocation of the MSSJUST System in the Bureau is delegated to the Deputy Assistant Director, Information Resource Management (IRM).
- Control of transmission of messages will be assigned to those department heads at each facility who have physical control of the MSSJUST equipment.

### 3.3 FUNDING FOR USE OF THE SYSTEM

Central Office funds the monthly MSSJUST Operation costs for each site as well as a charge for each message transmitted by the NCIC and NLETS systems.

- To access the MSSJUST system, each user must have a valid MSSJUST/SENTRY User ID and authorized terminal access.

### 3.4 SOURCES OF INFORMATION

a. **Manuals.** Complete instructions for using the MSSJUST system are available in the Message Switching System, Justice Telecommunications System (MSSJUST) Mainframe, User's Manual which can be found on BOPDOCS (Bureau of Prisons Document Management System).

b. **Administrative Questions.** Questions regarding policy or documentation can be addressed directly to the National MSSJUST Coordinator (TAC) in the Information Security Programs Section at (202)514-2049 or BOPNet GroupWise ID BOP-IPP/NCIC Coordinator.

c. **Printer and system related problems** should be directed to the Office of Information Systems, Field Services Section, Central Office at (202)307-1406 or BOPNet GroupWise ID BOP-IPP/Computer Help Desk.

### 3.5 MSSJUST SOURCE CODE

Field Services assigns the MSSJUST Term ID to identify an individual terminal on the MSSJUST network.

For example, one Term ID for the Central Office is BPOPS. This ID may be used for sending messages to other agencies such as U.S. Marshal Service or U.S. Attorneys offices on the MSSJUST network.

### 3.6 ORIGINATING AGENCY IDENTIFIER (ORI)

a. An ORI is a nine-character identifier the FBI assigns to law enforcement telecommunication terminals throughout the country.

b. Upon receiving an ORI, access to MSSJUST/NCIC/NLETS databases is available. For access to these databases, MSSJUST personnel must create a record in the ORION (Originating Agency Identifier on-line Directory) file to establish a terminal as an MSSJUST/NCIC/NLETS user.

c. The ORI is used to:

- order fingerprint cards,
- send messages, and,
- receive messages.

Bureau ORIs will always end in the letter "C" for corrections. The character in the second to last position will be the number "7" if ordering fingerprint cards or the letter "J" if sending a message through NLETS.

For example, one Central Office ORI is DC00103JC for the purpose of communicating with other law enforcement agencies through NLETS. For the purpose of ordering fingerprint cards from the FBI, however, the ORI is DC001037C.

**Note:** While each terminal must have a unique ORI to access the MSSJUST System, select primary ORIs to use when ordering fingerprint cards.

For example, if the ISM Department has five MSSJUST terminals with five unique ORIs, only one ORI is needed to order inmate fingerprint cards. Therefore, one is known as a primary (fingerprint cards and terminal access) and all other ORIs will be used for terminal access only.

### 3.7 TERMINALS

a. **Terminal Identifier (Term ID).** Each MSSJUST terminal has a specific address related to its connection on the DOJ terminal controller and the port on the communications controller. The communications controller recognizes terminals by port and terminal control address.

- This is an **important point**, because **if a connector is moved to a different port on the terminal controller, the system can no longer communicate with that terminal.**
- The Bureau point of contact for assignment of a Term ID is the Field Services Section in Central Office.

b. **Requests for terminal access, ORI'S, or reporting problems** must be directed through the Computer Services Manager or designee to the Field Services Section at (202)307-1406, FTS 367-1406 or BOP-IPP/Computer Help Desk in the Public Group section on GroupWise.

c. **Terminal Relocation.** If a terminal is relocated for any reason, the Field Services Section in the Central Office must be notified.

d. **Terminal Retirement.** If on-line access to the MSSJUST is terminated, the Field Services Section in the Central Office must be notified. They will notify the Federal Service Coordinator to retire the ORI for that terminal.

### 3.8 LOG ON PROCEDURES

After the mainframe gateway is accessed, the Warning Banner is displayed reiterating the importance of authorized access to the system.

- **Step 1.** While on the Warning Banner screen at the cursor, type in **BOPMENU** and depress the enter key. The Teleview Screen will be displayed.
- **Step 2.** At the Teleview Screen type in your **USER ID**, press the TAB key and type in a **PASSWORD**. Then depress the enter key. The Application Selection Menu will be displayed.
- **Step 3.** At the Application Selection Menu Screen press the appropriate selection number key to select the MSSJUST and depress the enter key. The MSSJUST Main Menu Screen will be displayed. This is where the choice is made to access the NCIC or NLETS. The left side of the screen is mainly NCIC and the right side is mainly NLETS.

### 3.9 ON-LINE HELP

If help is needed, you may type a question mark in any field at any time.

- a. **Narrative Help.** Place a question mark on the command line in the file menu and depress the enter key.
- b. **Field Help.** Place a question mark in the desired field and depress the enter key.

### 3.10 MESSAGES

- a. **Viewing messages** from the MSSJUST Main Menu Screen can be accomplished by pressing **the function key** shown on the MSSJUST Main Menu Screen.
- b. To continue viewing messages press the **function key** to display next message or press the **CLEAR** or **PAUSE** key to return to the MSSJUST Main Menu Screen.
- c. **Print Messages** by pressing the **function key** to print the displayed message. This prints the entire message, not just what is appearing on the screen.
- d. **Reroute messages** directly to the printer by typing **``REROUTE''** on the Command Line and depressing the enter key.
- e. **Cancel messages** going to the printer, at the command line type **``CREROUTE''** and messages are rerouted to the screen.

For additional information refer to the Message Switching System Justice Telecommunications System (MSSJUST) Mainframe User's Manual which can be found on BOPDOCS.

### 3.11 BASIC TRAINING REQUIREMENTS

The Criminal Justice Information Services Advisory Policy Board has established a mandatory training program. In part, the training mandate states that all agencies must:

- Initially train, functionally test, and affirm the proficiency of terminal (equipment) operators in order to assure compliance with NCIC policy and regulations.
- Biennially, provide functional retesting, and reaffirm the proficiency of terminal (equipment) operators in order to assure compliance with NCIC policy and regulations.
- Maintain records of all training, testing, and proficiency affirmation.
- Make available appropriate training on NCIC System use for criminal justice practitioners other than sworn personnel.
- Provide peer-level training on NCIC System use, regulations, policy, audits, sanctions, and related civil liability for criminal justice administrators and upper-level managers.

### 3.12 FUNDING FOR TRAINING COURSES

DOJ/TSS provides Terminal Operator Instructor training and proficiency affirmation (certification) at no cost to the Bureau.

- The **Bureau facility** that is sending staff to be trained, is **responsible for the travel costs and per diem** of their participants.
- Bureau personnel are to conduct other training locally. Individuals who require training are as follows:
  - Terminal Operator Instructors (Trainer)
  - Terminal Operator
  - Administrators
  - Practitioners

**3.13 TERMINAL OPERATOR INSTRUCTOR (TOI) TRAINING AND PROFICIENCY AFFIRMATION REQUIREMENTS MANDATED BY DOJ are:**

a. Complete successfully a three day MSSJUST/NCIC/NLETS course administered by DOJ/TSS.

b. Score 90% or above on the DOJ/TSS test to affirm proficiency (certification).

c. Be retested prior to the end of the two-year period from the date that the DOJ/TSS class was taken. This test must not be self administered. If there is not another qualified TOI in the facility to administer the exam, the Employment Development Manager will administer this test to the TOI.

d. Score 90% or above on the retest to reaffirm proficiency.

e. Be retrained and retested, if they fail to score 90% on either exam(DOJ/TSS or Biennial) within prescribed time frames.

f. Be retrained and retested, if they do not retest biennially.

g. Take the two-day DOJ/TSS Refresher Training course every four years to reaffirm proficiency (certification). This course must be taken **before the end** of the fourth year from the date the TOI took the last DOJ/TSS training. For example, the DOJ/TSS training is taken 11/15/99, the Refresher Training must occur prior to 11/15/2003.

h. Conduct all in-house proficiency (certification) training for MSSJUST/NCIC/NLETS system users. This training will be a minimum of eight hours.

i. Provide the EDM/EDA with documentation of staff completing training/testing satisfactorily.

j. Do not provide in-house training, if they do not score 90% or higher on either test (DOJ/TSS or biennial) within the prescribed time frame.

**Special Note:** If a person scores below 90% but above 70% on the DOJ/TSS exam for Terminal Operator Instructors, he or she may not provide NCIC/NLETS training but he or she can perform as a terminal operator.

**3.14 TERMINAL OPERATOR (TO) TRAINING AND PROFICIENCY AFFIRMATION REQUIREMENTS MANDATED BY DOJ are as follows:**

- a. Complete successfully eight hours of in-house training provided by a proficient (certified) Terminal Operator Instructor.
- b. Score 70% or above on the test given for Terminal Operator in-house training.
- c. Be retested biennially (every two years) with a minimum score of 70% to reaffirm proficiency (certification).
- d. Retest prior to the end of the two-year period following the eight hour in-house training. Subsequent training must occur prior to the end of a two-year period from the date of the last test.
- e. Be retrained and retested:
  - If they fail to score the minimum 70% on the biennial retest and they do not take the biennial test within the prescribed time frame.

**Special Note:** A terminal operator's access to NCIC/NLETS must be disabled under the following conditions:

- They fail to be retested every two years or
- They fail to score 70% within the prescribed time frame.

**3.15 TRAINING REQUIREMENTS FOR ADMINISTRATORS (EXECUTIVE STAFF DOWN TO DEPARTMENT HEAD LEVEL) MANDATED BY DOJ:**

Administrators must view a 17 minute JUST training video for Administrators titled: **"The Justice Telecommunications System (JUST): Your Access to Timely & Accurate Information."** The purpose of this training is to inform administrators about the MSSJUST/NCIC/NLETS regulations, policy, audit requirements, sanctions, potential civil liability issues, and key issues that affect the Bureau.

There is no requirement for the Administrators to view the video again after the initial viewing.

**3.16 PRACTITIONER TRAINING AND PROFICIENCY AFFIRMATION  
REQUIREMENTS MANDATED BY DOJ:**

All staff that receive, contribute and benefit from data that is extracted from the MSSJUST/NCIC/NLETS databases.

- Must view a JUST training CD ROM for Practitioners and take a test. They are not required to view the CD ROM again after the initial viewing nor is retesting required. There is no pass or fail score for the test.

**3.17 RESPONSIBILITIES MANDATED BY DOJ/BOP FOR TRAINING, ETC.:**

**a. The National MSSJUST/NCIC/NLETS Coordinator (TAC) must:**

- Be a liaison between the Bureau and DOJ
- Provide technical program assistance to Bureau Personnel
- Maintain a copy of the video for Administrator training and the CD ROM for Practitioner training.
- Maintain responsibility for ensuring the program operates within DOJ/Bureau established guidelines at the National level.
- Notify the Federal Service Coordinator, DOJ/TSS of Terminal Agency Coordinator (TAC) changes.

**b. The CEO** will select one staff member for each institution, region, Community Corrections office, and division to perform the duties of the facility's MSSJUST Coordinator.

**c. The Facility MSSJUST Coordinator (TPOC) must:**

- Act as liaison between the Terminal Agency Coordinator (TAC) and BOP MSSJUST/NCIC/NLETS users.
- Initiate and receive correspondence concerning MSSJUST/NCIC/NLETS.
- Have all NCIC users read and sign for this Program Statement.
- Notify the Terminal Agency Coordinator (TAC) of Terminal Point of Contact changes.
- Maintain a copy of the JUST/NCIC/NLETS User Training and Proficiency Roster for audit purposes. The roster includes:
  - the name of the trainee,
  - the course code and title,
  - the number of training hours,

- the proficiency date,
  - reaffirmation date, and
  - date of expiration for each.
- 
- Request a copy of the JUST/NCIC/NLETS User Training and Proficiency Roster, if the EDM/EDS fails to furnish the report quarterly.
  - Review the JUST/NCIC/NLETS User Training and Proficiency Roster to ensure that all users of the MSSJUST/NCIC/NLETS system are proficient.
  - Ensure that MSSJUST/NCIC/NLETS terminal access is disabled for any individual that is no longer deemed proficient (has not been tested biennially, did not score the required minimum, did not take refresher training).
  - Provide the Computer Service Manager (CSM) or Field Services, as appropriate, with a request to update an individual's Teleview Session Profile when that person has successfully completed training. This will enable that individual to access the MSSJUST system.
  - Ensure that Administrators view the JUST training video.
  - Ensure that Practitioners view the training CD ROM and take the test.
  - Maintain responsibility for ensuring the local program operates within DOJ/Bureau established guidelines.
  - Contact the EDM/EDS to schedule the mandated MSSJUST/NCIC/NLETS training for Terminal Operator Instructors, Terminal Operators, Administrators and Practitioners.
  - Ensure that the TOI's proficiency is reaffirmed (retested biennially and retrained and retested every four years). If biennial testing is required, contact the EDM/EDS to schedule/coordinate the training.
- d. **The Employee Development Manager/Specialist(EDM/EDS) must:**
- Ensure that staff nominated by the Facility MSSJUST Coordinator (TPOC) are trained through in-house and DOJ/TSS administered courses.
  - Maintain documentation (name, course code, date of test and score) on all completed MSSJUST/NCIC/NLETS training for keying purposes.
  - Update an employee's training record with the following:

(1) 24 hours of training credit for successfully completing the 3-day DOJ/TSS MSSJUST/NCIC/NLETS training course 40111 for Terminal Operator Instructors.

(2) two hours of training credit when a Terminal Operator Instructor successfully completes course 42111 for biennial retesting.

(3) 16 hours of training credit when Terminal Operator Instructors successfully complete course 42108 for refresher training.

(4) eight Hours of training credit when an individual successfully completes course 42107 for the in-house training of Terminal Operators.

(5) two hours of training credit when a Terminal Operator successfully completes course 42112 for biennial retesting.

(6) one hour of training credit for course 42110 after training a staff member using the MSSJUST training video for Administrators.

(7) two hours of training credit for course 42109 after training a staff member using JUST CD ROM for Practitioner training and testing.

- Ensure that the biennial testing of TOI's/TO's, is conducted upon notification from the Facility MSSJUST Coordinator (TPOC).
- Monitor all requested training to ensure that it is completed in a timely manner.
- Provide the MSSJUST Coordinator (TPOC) with the MSSJUST/NCIC/NLETS User Training and Proficiency Roster quarterly or when requested. The roster must include all MSSJUST users including the Terminal Operator instructors.

### **3.18 MSSJUST AUDIT COMPLIANCE ISSUES**

DOJ/TSS staff will conduct audits at Bureau sites. TSS will contact the CEO at each facility. They will examine the following five areas to ensure that the Bureau complies.

#### **a. Physical Security.**

- Are terminals located in a secure area?
- Are visitors screened?
- Are visitors escorted?

b. **Technical Security.**

- Are proper technical safeguards in place for access control?
- A terminal test is conducted to ensure that entries cannot be made into NCIC on Bureau MSSJUST terminals.

c. **Personnel Security.**

- What type of background investigation is conducted for terminal operators?
- What procedures are in place to ensure only authorized personnel are using the MSSJUST/NCIC System?

d. **Interstate Identification Index (III).**

- Are purpose codes and the attention field being used correctly?
- Is III being used only for criminal justice or criminal justice employment purposes?

e. **MSSJUST Training.**

- Who uses the MSSJUST/NCIC system?
- Have terminal operators received any MSSJUST/NCIC training?
- Review training documentation.
- Have administrators or peer-level personnel received any MSSJUST/NCIC training?

**Note:** The Department of Justice, Telecommunication Services audit staff, does not reference Bureau policies when conducting their reviews. Therefore, their assessment may not parallel that of a Program Review conducted by the Bureau.

Additional information regarding the MSSJUST System can be found in the Message Switching System, Justice Telecommunications System (MSSJUST), Mainframe User's Manual on BOPDOCS.

## CHAPTER 4 -- NCIC

### 4.1 DEFINITION

NCIC is a nationwide computerized information system containing files maintained by the FBI. The NCIC data bank can best be described as a computerized index of document information concerning crime and criminals.

- The NCIC files are grouped by stolen property, people, general, and criminal history (III).
- The most important information to Bureau operations is contained in the following files:
  - Interstate Identification Index (III)
  - Wanted Person Files

### 4.2 SOURCES OF INFORMATION

a. **Manuals.** Complete instructions for use of NCIC are available in the NCIC Operating Manual and the NCIC Code Manual. These manuals are available on BOPDOCS.

b. **Administrative Questions.** Questions regarding policy or documentation can be addressed directly to the National MSSJUST/NCIC/NLETS Coordinator (TAC) in the Information Security Programs Section at (202)514-2049 or BOPNet GroupWise ID BOP-IPP/NCIC Coordinator.

c. **Printer and System Related Problems** should be directed to the Office of Information Systems Help Desk, Field Services section in the Central Office at (202)307-1406 or BOPNet GroupWise ID BOP-IPP/Computer Help Desk.

### 4.3 SECURITY AND CONFIDENTIALITY OF CRIMINAL HISTORY RECORD INFORMATION OBTAINED VIA THE III

Criminal history data from NCIC computerized files are made available to criminal justice agencies for criminal justice purposes only which includes investigation and employment screening.

a. Terminal Operators must have a completed and signed Authority for Release of Information form or an Authorization for Release of Information, NCIC Check form in their possession before running an NCIC check. However, this does not apply if the NCIC check is being done on an inmate.

b. Copies of III data obtained from terminal devices must be afforded security to prevent any unauthorized access to or use of the data.

c. III records must be maintained in a secure records environment.

d. III requests and replies for inmates must be printed and filed in the Inmate Central File in top of Section 5, Privacy Folder, Freedom of Information Act (FOIA) Exempt Material to reflect the existence of the request and its date.

#### **4.4 INDIVIDUAL ACCESS, REVIEW AND CHALLENGE OF III DATA**

a. **III will not be used for accessing a record to be viewed and/or challenged by the subject of the record.**

Record requests for this purpose must be submitted in writing to either:

- (1) FBI Criminal Justice Information Services (CJIS) Division in accordance with the procedures set forth in 28 CFR, Part 16, Subpart C, Section 16.30 through 16.33,
- (2) The Program Statement on Production or Disclosure of FBI/NCIC Information, or
- (8) The state of record.

b. Individuals who wish to challenge the accuracy of their criminal history record and want changes, corrections or updating of the alleged deficiency, must follow procedures set forth in 28 CFR, Part 16 Subpart C section 16.34.

#### **4.5 SECONDARY DISSEMINATION OF NCIC III DATA**

III data disseminated to:

- (1) another criminal justice agency,
- (2) an individual within another criminal justice agency, or
- (3) anyone legally entitled to receive such information who is outside the original receiving agency is known as **secondary dissemination.**

- Secondary dissemination of III data must be recorded. The notation should include, at a minimum, the date the information was given, the reason, and the name of the recipient.
- If the information pertains to an inmate, a notation must be placed in Section 5 of the Inmate Central File.

#### 4.6 ON-LINE INQUIRY

a. **On-Line Inquiry Purpose.** The purpose of an on-line inquiry is to request a search of an NCIC file(s) for a record possibly identifiable with information available to the inquiring facility. There are two types of on-line inquiry messages: a "Z" inquiry and a "Q" inquiry. The Bureau makes only "Q" inquiries.

b. **Negative Response to an On-line Inquiry.** A negative response is transmitted when **NO RECORD MATCH** is found in NCIC. A negative response in a person file inquiry (Foreign Fugitive, Missing Person, Wanted Person, etc.) contains the ORI of the inquiring facility followed by a **NO NCIC WANT**. A **negative response** to a property file inquiry contains the ORI of the inquiring facility followed by a **NO RECORD** response.

c. **Positive Response to an On-line Inquiry.** A positive response is transmitted when a record(s) is found in NCIC.

- The positive response is referred to as a **"hit."**

Hit confirmation procedures are defined below in Section 4.7. The positive response is addressed to the facility making the inquiry with its ORI followed by the record(s) and an instructional message.

d. **PURPOSE CODE for use with On-line Inquiries.** NCIC transactions require a Purpose Code before the transaction can be processed. The Purpose Code will either be "C" for criminal justice purposes, or "J" for criminal justice employment purposes.

**Purpose Code J** will only be used when conducting NCIC and NLETS checks on part-time or full-time Bureau employees. **Purpose Code C** will be used for all other inquiries including those pertaining to investigations on halfway house employees, visitors and contractors at Bureau facilities, etc.

e. **MESSAGE KEY CODES for use with On-line Inquiries.** Message Key Codes used for conducting background checks on visitors,

volunteers, prospective employees, inmates, contract employees, and others are as follows:

(1) **NCIC "QH" (Query History)** inquiry is used to determine whether an individual has an identifiable record in III. A "no record" response does not mean that a person does not have a record at the federal, state, or local level. The search criteria are as follows:

- At least a State Identification number (SID), FBI number, or Name
- The Purpose Code C or J is mandatory
- The Attention Field is mandatory. It must contain the person's name submitting the transaction followed by the name of the person that will ultimately receive the report

(2) **NCIC "QR" (Query Record)** inquiry is used to request a specific detailed criminal history record from the FBI and participating states maintaining such a record. One of the following is required:

- FBI Number
- SID Number

(3) **NCIC "QW" (Query wanted)** inquiry is used to query wanted and all people files. The search criterion is as follows:

- Name, Sex, Race, Date of Birth (DOB)
- Name, Sex, Race, DOB, and Social Security Number (SSN)
- Name and SSN
- Name and MNU (Miscellaneous Number)
- SID (State Identification Number) or Name and SID
- FBI Number or Name and FBI Number

#### **4.7 HIT CONFIRMATION PROCEDURES**

Confirming a hit means that the Bureau must contact the agency entering the record to ensure that:

- the person or property inquired upon is identical to the person or property identified in the record;
- ensure that the warrant, missing person report, or theft report is still outstanding; and,

- obtain a decision regarding
  - (a) the extradition of a wanted person when applicable;
  - (b) information regarding the return of the missing person to the appropriate authorities; or
  - (c) information regarding the return of stolen property to its rightful owner.

Hit confirmation procedure is based on two levels of priority:

- Priority one (1) "**Urgent**" and
- Priority two (2) "**Routine**".

A "hit" for Priority one (1) inquiries must be confirmed in 10 minutes and for Priority two (2) inquiries in one hour. NCIC/FBI policy mandates very specific procedures that are identified below for responding to "hits."

While the Bureau does have authority to make arrests in certain situations, the regulations stated in the NCIC Manual are not directly applicable since other law enforcement agencies generally handle arrests for the Bureau.

The following procedures have been developed for staff to follow when a "hit" is made in the NCIC Wanted Person File:

- **Step 1.** If the person under investigation clearly does not match the individual in the wanted person record, no action should be taken. It is, however, often difficult to determine if the individual being investigated and the individual in the wanted person record are the same person.

In this event, additional information should be obtained to determine if the hit is positive. For example, it may be helpful to obtain additional physical characteristics from the agency which entered the wanted person record or it might be useful to obtain the driver's license number of the person being investigated. If the staff member has reason to believe that the person under investigation matches the person identified in the wanted person record, the employee **must take action** to notify the agency which entered the record into NCIC.

- **Step 2.** Advise the CEO of the "hit" and advise him/her that it is necessary to contact another law enforcement agency regarding a possible arrest as a result of an NCIC Wanted Person File inquiry.
- **Step 3.** An Administrative Message (AM) should be sent via NLETS to the ORI of the law enforcement agency which entered the "want" in NCIC to confirm that the warrant or theft report is still outstanding and determine if there has been a decision regarding extradition of the person or return of the property. The ORI is listed on the wanted person record. The AM transaction will be keyed on the MSSJUST System using the Main Menu to access the Administrative Message screen.

At a minimum, the message will state the following:

- name and phone number of the facility sending the message;
- name of the SIS Lieutenant or other designated Bureau staff who will coordinate matters;
- name of the person in the wanted person record.

Since the Bureau presumably will not make the arrest, the name and location of the closest law enforcement agency with power of arrest also will be indicated in the message being sent.

- **Step 4.** An AM including the appropriate information will be sent to the ORI of the closest law enforcement agency with arresting authority, to notify the agency that it may be contacted in the future about the possibility of arresting the wanted person in question.
- **Step 5.** A copy of the Administrative Messages sent to each of the law enforcement agencies is to be maintained for the record and protection from civil liability. The SIS Lieutenant or other designated staff, is to maintain a copy of the Administrative Message.
- **Step 6.** The law enforcement agency entering the record should respond immediately and advise the Bureau as to whether the individual should be detained and extradited. Appropriate action is then taken based on the response.

#### **4.8 NCIC DATA AND PROBABLE CAUSE**

An NCIC hit alone is not probable cause to arrest but indicates that a stolen property report, missing person report, or warrant has been filed. A hit is but one fact comprising sufficient legal grounds for probable cause to arrest.

#### **4.9 THE DISPOSITION OF NCIC REPLIES.**

If an NCIC III report is printed, and the data does not match the person or property inquired upon or the report is not needed, it must be shredded.

## CHAPTER 5 -- NLETS

### 5.1 DEFINITION

NLETS is a nonprofit organization whose purpose is to provide interstate communications to law enforcement, criminal justice, and other agencies involved in enforcement of laws.

The NLETS system supports inquiry into state motor vehicle, drivers' license, and criminal history databases. States maintain information on misdemeanors and other less serious offenses that are not available through NCIC.

Through NLETS, Bureau facilities can communicate with and make requests of any law enforcement agency that subscribes to NLETS.

### 5.2 SOURCES OF INFORMATION

a. **Manuals.** Complete instructions for use of NLETS are available in the NLETS USER GUIDE which is available on BOPDOCS.

b. **Administrative Questions.** Questions regarding policy or documentation can be addressed directly to the National MSSJUST Coordinator (TAC) in the Information Security Programs Section at (202)514-2049 or BOPNet GroupWise ID BOP-IPP/NCIC Coordinator.

c. **Printer and system related problems** should be directed to the Help Desk in the Field Services Section at (202)307-1406 or BOPNet GroupWise ID BOP-IPP/Computer Help Desk.

### 5.3 MESSAGE KEY CODES

Message Key Codes are used when making inquiries in the NLETS database. The following are used when:

- Running a background check on an individual or
- Responding to a hit.

a. **NLETS "IQ" (query state criminal history index)** is used to query state databases to determine whether the individual being investigated has a state criminal history record. The inquiry should be directed to the state where the individual currently resides and any state where they resided previously.

To query the state use the individual's Social Security Number (refer to Attachment A). The first three digits of the individual's Social Security number identifies which state to be queried.

b. **NLETS "FQ" (query full criminal record)** is used to obtain an individual's record from a state. The destination field and the SID (State Identification code) are required to execute this transaction.

c. **NLETS "KQ" (query driver history information)** is used to obtain a driver's history record when the driver's license number is known. This may be useful because the record may contain information on DWI convictions and speeding violations.

d. **NLETS "TQ" (query origination agency identifier file)** is used to obtain ORI's and addresses of federal, state and local agencies from the MSSJUST/NCIC/NLETS databases. When the ORI is known, a message can be sent to the agency's telecommunications address: the ORI.

If the ORI is not known, key in the name of the state and the locality. The ORI's for agencies in that locality will be displayed.

e. **NLETS "AM"** transaction code is used to transmit Administrative Messages. An Administrative Message (AM) is a criminal justice related point-to-point form message. This message may be asking for information or assistance or it may be in response to a request from another agency.

- The AM message is used when responding to a "hit."
- An NLETS Destination must be entered. It may be a mixture of any existing Regional codes (Attachment B), two character point-of-entry codes (i.e., TX, NY, FB, etc.) or a nine-character ORI currently accepted by the NLETS computer.

f. **NLETS "ORI" (Originating Agency Identifier)** is required when:

- (1) responding to a "hit,"
- (2) sending an Administrative Message (AM), or
- (3) requesting information from law enforcement agencies throughout the country.

Details for the above transactions and additional information can be found in the NLETS USERS GUIDE.

### Social Security Number Codes

The following table shows the state of issuance for social security numbers.

<u>Social Security Number</u>	<u>State In Which Issued</u>	<u>Social Security Number</u>	<u>State In Which Issued</u>
001-003	New Hampshire	468-477	Minnesota
004-007	Maine	478-485	Iowa
008-009	Vermont	486-500	Missouri
010-034	Massachusetts	501-502	North Dakota
035-039	Rhode Island	503-504	South Dakota
040-049	Connecticut	505-508	Nebraska
050-134	New York	509-515	Kansas
135-158	New Jersey	516-517	Montana
159-211	Pennsylvania	518-519	Idaho
212-220	Maryland	520	Wyoming
221-222	Delaware	521-524	Colorado
223-231	Virginia	525	New Mexico
232-236	West Virginia		(also 526-585)
237-246	North Carolina (also 232)	526	Arizona (also 600-601)
247-251	South Carolina	528-529	Utah
252-260	Georgia	530	Nevada
261-267	Florida (also 588-595)	531-539	Washington
268-302	Ohio	540-544	Oregon
303-317	Indiana	545-573	California
318-361	Illinois	574	Alaska
363-386	Michigan	575-576	Hawaii
387-399	Wisconsin	577-589	District of Columbia
400-407	Kentucky	580	Virgin Islands
408-415	Tennessee	580-584	Puerto Rico
416-424	Alabama	586	Pacific Territories
425-428	Mississippi (also 587-588)	587-588	Mississippi (also 425-428)
429-432	Arkansas	600-601	Arizona
433-439	Louisiana	602-626	California
440-448	Oklahoma		
449-467	Texas		

NLETS Regional Broadcast Codes

NLETS transactions with the following region codes in the DESTINATION field will be routed to each of the states identified below.

Region A (Code is "A1")

Connecticut  
Maine  
Massachusetts  
New Hampshire  
Rhode Island  
Vermont  
FBI  
Postal Inspection Service

Region B (Code is "B1")

District of Columbia  
Delaware  
Maryland  
New Jersey  
New York  
Pennsylvania  
FBI  
Postal Inspection Service

Region C (Code is "C1")

Kentucky  
North Carolina  
South Carolina  
Tennessee  
Virginia  
West Virginia  
FBI  
Postal Inspection Service  
Main Justice (DOJ)

Region D (Code is "D1")

Alabama  
Arkansas  
Florida  
Georgia  
Louisiana  
Mississippi  
Puerto Rico  
FBI

Region E (Code is "E1")

Indiana  
Illinois  
Michigan  
Missouri  
Ohio  
Wisconsin  
FBI

Region F (Code is "F1")

Iowa  
Minnesota  
Montana  
Nebraska  
North Dakota  
South Dakota  
Wyoming  
FBI

Region G (Code is "G1")

Arizona  
Colorado  
Kansas  
New Mexico  
Oklahoma  
Texas  
Utah  
FBI

Region H (Code is "H1")

Alaska  
California  
Hawaii  
Idaho  
Nevada  
Oregon  
Washington  
FBI  
TECS (Treasury System)

## ACRONYM LIST

AM	Administrative Message
BOPDOCS	Bureau of Prisons Documents
CHRI	Criminal History Record Information
CJIS	Criminal Justice Information Services
CSM	Computer Service Manager
DOJ	Department of Justice
EDM	Employee Development Manager
EDS	Employee Development Specialist
FBI	Federal Bureau of Investigation
FQ	Full Criminal Record Query
FSC	Federal Service Coordinator
III	Interstate Identification Index
IQ	State Criminal History Index Query
IRM	Information Resource Management
ISM	Inmate Systems Management
JUST	Justice Telecommunications System
KQ	Driver History Information Query
MNU	Miscellaneous Number
NCIC	National Crime Information Center
NLETS	National Law Enforcement Telecommunications
System	
OIS	Office of Information Systems
ORI	Originating Agency Identifier
QH	Query Criminal History Index
QR	Query Rap Sheet
QW	Query Wanted/People
SID	State Identification Number
SIS	Special Investigative Services
TAC	Terminal Agency Coordinator
TERM ID	Terminal Identification
TO	Terminal Operator
TOI	Terminal Operator Instructor
TPOC	Terminal Point of Contact
TQ	Query NLETS Originating Agency Identifier
File	
TSS	Telecommunications Services Staff

## GLOSSARY OF TERMS

Hit	A positive response in which the person or property inquired upon matches the person or property in the response.
Practitioner	An individual who does not use an MSSJUST terminal but utilizes data extracted from NCIC to perform their administrative duties.
Administrator	Personnel in charge of employees using the Just/NCIC/NLETS data bases.
Terminal Operator	Employees that are authorized to query the JUST/NCIC/NLETS databases.
Terminal Operator Instructor	Employees that are qualified to train other personnel on the use of JUST/NCIC/NLETS systems.