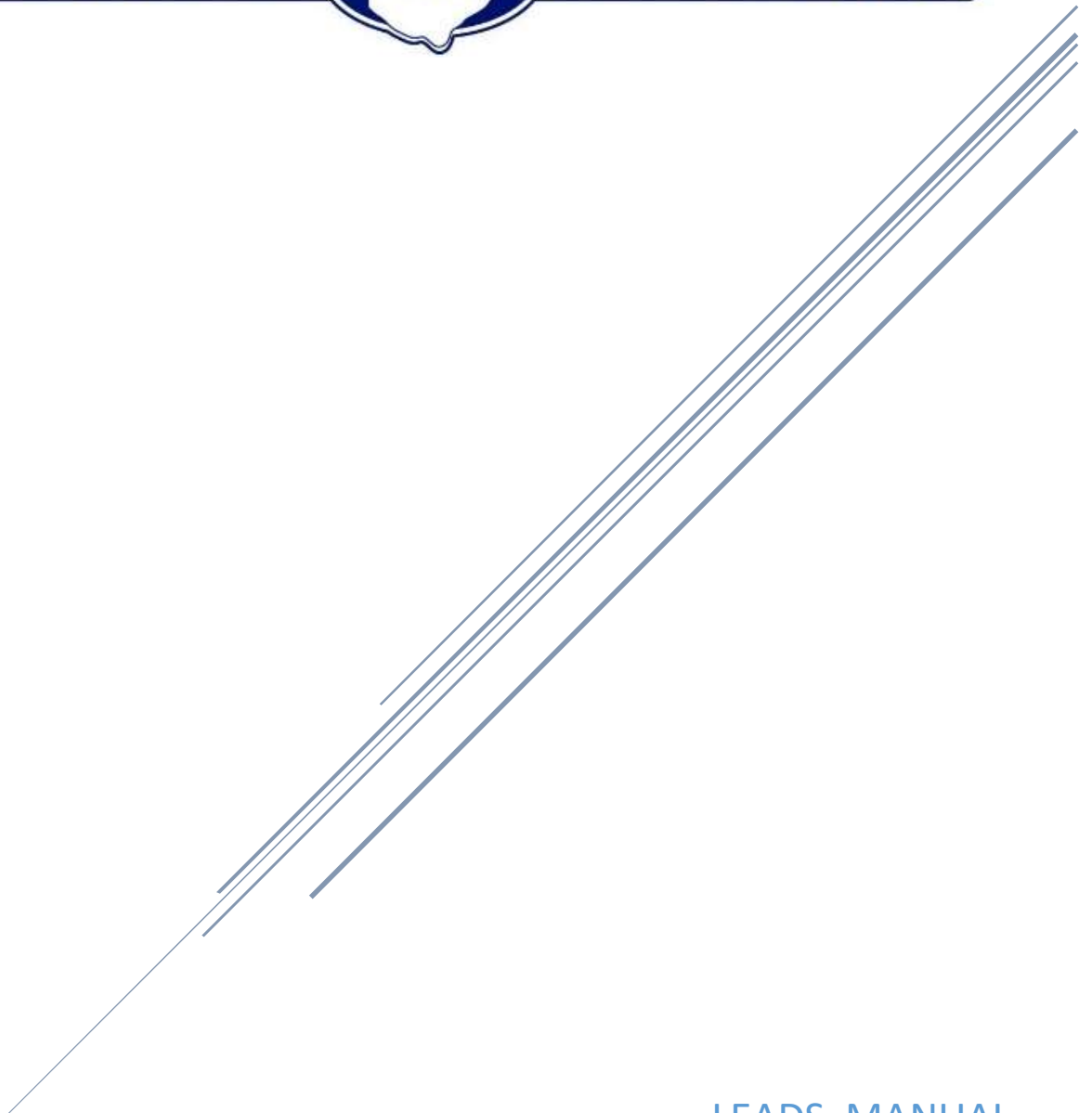


LEADS



LEADS MANUAL
Agency Coordinator (AC)

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TERMINAL AGENCY COORDINATOR (TAC)

Terminal agency coordinator (TAC) means the designated person that serves as the point-of-contact at direct access agencies for matters relating to LEADS information access. A TAC administers LEADS systems programs within the local agency and oversees the agency's compliance with LEADS systems policies.

A LEADS TAC shall be appointed by each terminal agency administrator and is directly responsible to the agency administrator for the operation of LEADS. An agency administrator can also assign assistant TACs to assist with TAC responsibilities. A part-time employee with an agency can be assigned as the agency TAC if they can fulfill the TAC responsibilities.

TAC Duties

- Attend the new TAC indoctrination training within six months of appointment.
- Attend annual TAC in-service training sessions as scheduled.
- Within six months, train, test, recertify and affirm the proficiency of certified operators and all other affected personnel as required in order to assure compliance with CJIS Division policy.
- Document and maintain initial training for the length of employment and continuous training for the current year plus the previous three years.
- Notify LEADS of any operator changes on the LEADS Operator Update (LOU) form.
- Participate in scheduled audits.
- Where applicable, review (second party check) all entries within a reasonable timeframe for accuracy and completeness, and modify/cancel entries as needed.
- Ensure all applicable LEADS agreements are current and on file.
- Where applicable, properly complete the monthly records validation.
- Where applicable, administer the agency's access to N-DEx and oversee compliance with N-DEx system policies.
- Perform other functions as indicated in the LEADS Administrative Rules, CJIS Security Policy, LEADS and NCIC Manuals.

NON-TERMINAL AGENCY COORDINATOR (NTAC)

Non-terminal agency coordinator (NTAC) means the designated person that serves as the point-of-contact at indirect access agencies for matters relating to LEADS. An NTAC administers LEADS systems programs within the local agency and oversees the agency's compliance with LEADS policies.

NTAC Duties

- Train practitioners (non-certified personnel with access to LEADS information) on the capabilities of LEADS, LEADS Administrative Rules, LEADS Manual (Introduction), and training and awareness on CJIS online.
- Document and maintain initial training for the length of employment and continuous training for the current year plus the previous three years.
- Participate in scheduled audits.
- Ensure all applicable LEADS agreements are current and on file.
- Perform other functions as indicated in the LEADS Administrative Rules, CJIS Security Policy, and LEADS Manual.

LOCAL AGENCY SECURITY OFFICER (LASO)

Local agency security officer (LASO) means the person designated as the primary information security contact between a criminal justice agency and the CSA. The LASO actively represents their agency in all matters pertaining to information security, disseminates information security alerts and other material to their constituents, maintains information security documentation (including system configuration data), assists with information security audits of hardware and procedures, and keeps the CSA informed as to any information security needs and problems.

Each agency having access to CJI must designate a LASO. The system will automatically designate the TAC as the LASO. The TAC may assign another staff member.

A complete list of LASO duties are available for reference in the CJIS Security Policy.

LEADS ACCESS

To verify identification, state of residency and national fingerprint-based record checks shall be conducted prior to granting access to CJI for all personnel who have unescorted access to unencrypted CJI or unescorted access to physically secure locations or controlled areas (during times of CJI processing). A state and national fingerprint-based record check is only required once. A computerized criminal history (CCH) check is recommended as a part of the triennial audit preparation.

If a record or arrest of any kind exists (with or without conviction), access to CJI shall not be granted until the CSO or his/her designee reviews the matter to determine if access is appropriate. If an individual already has access to CJI and a record or non-felony arrest of any kind exists (with or without conviction), the LEADS Access Review (LAR) form must be submitted for continued access.

The LAR form can be found on the LEADS website at <https://leads.ohio.gov/forms> or the CJIS Launch Pad under CJIS Documents, LEADS Forms, Editable LEADS Forms in WORD. The completed LAR form must be submitted by fax to (614) 995-1230.

The following convictions are cause for automatic denial; therefore, an appeal is required for LEADS access:

- All felony convictions
- Any felony arrest/indictment pending adjudication
- Convictions within the previous 10 years
 - Misdemeanor crimes of violence or threats of violence
 - Misdemeanor crimes of theft/dishonesty
 - Misdemeanor crimes of computer system misuse
 - Any offense involving the impersonation of a law enforcement officer
 - Any offense where the use of LEADS or OHLEG information was instrumental in the commission of the offense

If the CSO or his/her designee determines that access to CJI by the person would not be in the public interest, access shall be denied.

The agency administrator may appeal a denial decision by submitting a letter on letterhead to the CJIS System Officer (CSO) or his/her designee outlining the following items:

- Applicant's name
- Applicant's FBI, OLN and SSN numbers
- Justification as to why the applicant's access is in the public interest and an appeal should be granted
- A statement affirming "This agency has internal policies governing the use of LEADS and CJIS system access. The employee will be held accountable to these policies and all LEADS Administrative Rules. As the agency administrator, I am aware of my responsibility to enforce system security and integrity by adhering to Ohio Administrative Code Chapter 4501:2-10.
- Type of access needed

Approved appeals are valid at the requesting agency. The user will return to a denied access status if they leave the appealing agency.

Refer to the CJIS Security Policy for additional access requirements.

REQUIRED TRAINING FOR LEADS ACCESS

Initial training for all LEADS certified operators and practitioners must be completed within six months of assignment. Initial training records must be documented and maintained for the length of employment. Continuous training records must be documented and maintained for the current year, plus previous three years. A LEADS training documentation form is available on the CJIS Launch Pad under CJIS Documents > Miscellaneous Forms and Information > LEADS Training Documentation Sheet.

- **LEADS Certified Operator Training**
 - LEADS Administrative Rules
 - LEADS Manual
 - CJIS Security Policy
 - Security and Privacy Training (included in the LEADS certification test)
 - NCIC Manual
 - NLETS Manual
 - BCI Manual (if applicable)
 - LEADing News (*current edition*) *Continuous Training*
 - TAC In-Service Material (*current year*) *Continuous Training*
 - N-DEx (if applicable)
 - N-DEx System Course
 - N-DEx Policy Course
 - NICS Indices Submission Training (if applicable)
 - NICS Training (CHL and DOF)
- **LEADS Practitioner Training**
 - LEADS Administrative Rules
 - LEADS Manual (Introduction)
 - Security and Privacy Training (www.cjisonline.com) *Continuous Training*
- **LEADS Administrator Training**
 - Must complete certified operator OR practitioner training
 - Must complete LEADS Administrator Online Training

LEADS AGREEMENTS AND FORMS

All LEADS agreements and forms are located on the CJIS Launch Pad>CJIS Documents>LEADS Forms or at www.leads.ohio.gov/Forms. All LEADS agreements and forms must be kept current and on file with the current agency administrator's signature.

- LEADS Agency Agreement
- LEADS Agency Coordinator (AC)
- Holder of the Record Agreement (if applicable)
 - Holder of Record Agreement (not required for courts) must be current and on file with both entering and non-entering agencies.
 - A list of non-terminal and/or non-entering agencies serviced, including their ORIs
- Information Exchange Agreement*
- Management Control Agreement*
- Security Addendum*

***Refer to the CJIS Security Policy for more information regarding security agreements.**

NEWSLETTER

The LEAD*ing* News newsletter is distributed twice a year, spring and fall. The required retention period is the current year plus the previous three years. All certified operators are required to read the LEAD*ing* News.

LEADS OPERATOR CERTIFICATION

A LEADS fully qualified operator (FQO) is defined as someone who can operate a LEADS access device with the capabilities to enter, cancel, clear, modify, query, locate, detain and submit hit confirmations.

An inquiry only operator (INQ) is defined as someone who can operate a LEADS access device with the capabilities to query, locate, and submit hit confirmations only.

A LEADS practitioner is non-certified personnel authorized to receive LEADS data.

Exam Retrieval:

When an operator is ready to test, the agency TAC shall instruct them on how to retrieve the exam in nexTEST. Operators are permitted to use all resources available on the CJIS Launch Pad and the LEADS public web site (www.leads.ohio.gov). The TAC is permitted to assist the operator with researching the resources; however, they shall not give the operators the answers. Neither the TAC nor anyone else is permitted to take the test for another operator.

Any operator who fails the LEADS certification test three consecutive times will be automatically disabled from nexTEST and Messenger. The agency TAC is required to re-train the operator. The

TAC must also submit a LEADS Operator Update (LOU) Form, select the Requested Action "MODIFY," and indicate in the Text Field the operator has been re-trained and is ready to re-test.

The list below indicates the current certification tests available in LEADS.

- AC w/CCH
- AC only
- FQO w/CCH
- FQO
- INQ w/CCH
- INQ

Grading the Exam:

The exam will be graded immediately upon submission, and grades will be displayed in percentages. Upon a passing grade (70%), a printable certificate will be available.

INFORMATION RESOURCES

The following manuals, reference materials, and forms are available on the CJIS Launch Pad:

- LEADS Administrative Rules
- LEADS Manual
- CJIS Security Policy
- LEAD*ing* News
- NCIC Operating Manual
- NLETS Wiki
- N-DEx Manual
- NICS Reference Material
- Various other forms, documents, and training information

The LEADS Manual, LEADS Administrative Rules, CJIS Security Policy, NLETS Wiki, and the LEAD*ing* News are public records and are also available online at www.leads.ohio.gov. The NCIC Manual, NICS reference material, and BCI Manual are not public record.

TAC AUDIT PREPARATION AND PROCESS

LEADS requires that each agency shall, upon notice, submit to a periodic and at least triennial audit conducted by members of the LEADS staff. The audit shall include the elements of compliance, economy, efficiency, and effectiveness.

Prior to the triennial on-site audit, the agency TAC will be contacted approximately four-to-six weeks in advance by their LEADS auditor to schedule an agreed-upon date and time to conduct the audit.

The amount of time needed for an audit varies and will depend on whether the agency makes entries. Larger agencies may consider having the ATAC or another person available on the day of the audit to assist with pulling entries.

The agency TAC must be available and committed to the entire audit. Disruptions may prevent the audit process from being completed in a timely and accurate manner.

To help expedite the process, the TAC should prepare for the following areas to be reviewed during the audit.

LEADS CERTIFIED OPERATOR LIST

The certified operator list must be accurate and current with no expired operators or operators who no longer work for the agency.

- LEADS Operator Update Form (LOU) in Messenger shall be used for operator updates and/or modifications.
- Mobile agencies shall fax the operator update form located at www.leads.ohio.gov/Forms/LEADS/Mobile/N-DEx Users.

TAC updates and/or modifications must be made on the TAC form.

COMPUTERIZED CRIMINAL HISTORY REVIEW (CCH)

All CCH (BCI, III, N-DEx) transactions must be accurate with appropriate purpose codes and specific reasons. Any transactions found to have improper purpose codes or non-specific reasons will be addressed during the audit. Those items shall be "qualified" during the audit, or as part of your audit response.

Refer to BCI Manual for appropriate purpose codes and specific reasons.

ENTRY REVIEW

Warrants, Protection Orders, Stolen Vehicles, Missing Persons & NICS Indices entries will be reviewed for the following:

- Second-party checking must be completed and documented.
- Validations must be completed, documented, and maintained for at least one year.
- Records must be completed with all available information (CCH, BMV, Reports, Warrant, 10A, etc.).
- Source documentation must be available for review (CCH, BMV, Reports, Warrant, 10A, etc.).
- Modifications must be completed when needed.
- Message keys (including caution indicators) must be used appropriately.

LEADS requires only the current source documentation used to make the entry to be retained in the case file. All other source documentation or system correspondence may be destroyed.

Records will also be reviewed for errors and discrepancies. Errors are incomplete entries that may cause officer safety concerns or prohibit an agency from receiving a hit. Discrepancies are additional information that can be added to the record. Discrepancies are not officer safety concerns and will not prohibit an agency from getting a hit.

- The following examples are considered errors:
 - Caution indicators (unused)
 - Social Security Numbers (unused or incorrect)
 - Date of Birth (unused or incorrect)
 - Surnames (unused or incorrect)
 - Vehicle Identification Number (incorrect)
 - License Plate Number (incorrect)
 - Protection Order Conditions (unused or incorrect)
- The following examples are considered discrepancies:
 - Caution indicators (additional unused or incorrect)
 - Alias first names (unused or incorrect)
 - Scars, Marks, Tattoo's (SMT's) (unused or incorrect)
 - Additional available numbers: FBI, BCI, FPC, VMO, VCO, etc. (unused or incorrect)

EXIT INTERVIEW

Once the audit is complete, the audit findings will be discussed with the agency administrator or his/her designee. The agency administrator must make every effort to be available to the auditor for an exit interview.

AUDIT RESPONSE DUE DATE

Entering agencies will have six weeks to correct any findings discovered during the audit. Non-entering agencies will have four weeks to comply. If an agency needs more time, the agency TAC is required to notify their auditor prior to the due date to request an extension. Agencies that fail to correct audit findings by the due date or request an extension are subject to the progressive sanction process.