ILLINOIS
CRIMINAL JUSTICE
INFORMATION AUTHORITY

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FOR: ALECS/PIMS Managers

FROM: ALECS/PIMS Staff

DATE: November 19, 1998

RE: Minutes from the ALECS/PIMS User's Group

Below, please find a summary of the relevant portions of the November 19, 1998 PIMS/ALECS Manager Meeting:

Attending Departments: Arlington Heights, Aurora, Bartlett, Berkeley, Bridgeview, Buffalo Grove, Cicero, Countryside, Des Plaines, Dolton, Elk Grove, Evanston, Flossmoor, Galesburg, Glendale Heights, Glenview, Harvard, Hazelcrest, Hickory Hills, Hillside, Hodgkins, Hoffman Estates, Huntley, Joliet, LaGrange Park, Lincolnshire, Lincolnwood, McHenry County Sheriff, MEG of Cook County, Metra, Morton Grove, Mount Prospect, North Chicago VA, Palatine, Park Forest, Park Ridge, RMS, Rockford, Rolling Meadows, Schaumburg, Streamwood, St. Charles, Steger, Westchester, Wheaton, Wheeling, Wilmette

1. Welcome and Introductions

    a) Terrance Gough, Director of the Authority's Information Systems Unit, introduced the ICJIA staff present at the meeting.

    b) Gough mentioned that the surveys collected at the last meeting indicated that future meetings should be split between ALECS topics and PIMS topics. As a result, all future meetings will start at 10:30 am. ALECS agenda items will be discussed during the first 30 minutes, and the remainder of the meeting will be dedicated to PIMS issues.

2. ALECS 2.91 Release Notes

    a) Gough reminded users that ALECS 2.91 is available on the CJNET web site -- http://www.cjnet.state.il.us/. Approximately 40-50% of ALECS users have thus far downloaded the software. Users who have not yet downloaded ALECS 2.91 should do so ASAP.

    b) Gough mentioned that HCRQ and HCRS forms have been added in ALECS 2.91, as well as the NLETS versions of the forms: NLHCRQ and NLHCRS. The HCRQ and HCRS forms are for in-state use only; the NLHCRQ and NLHCRS forms are for out of state use only.

    c) Gough also mentioned that ALECS fixes for network printers are available. Users should contact the Help Desk for more information about the network printer fix: 312-793-8966.

d) Versions of ALECS previous to 2.91 are no longer supported. All users should upgrade to 2.91 ASAP.

e) When downloading ALECS from the CJNET site, Gough reminded users to download and read the ALECS installation guide before downloading the software.

3. I-PIMS

a) Members of the ad hoc I-PIMS subcommittee will meet on December 17 at 10am at the ICJIA offices.

b) The ad hoc subcommittee meeting should last a few hours and provide members of the I-PIMS group a forum to offer feedback and ask questions about the upcoming I-PIMS project.

c) Gough explained that the Authority is currently evaluating various off-the-shelf solutions for I-PIMS and that the target date for the I-PIMS launch is Summer, 1999.

4. Support Issues

a) Several users expressed concern about the quality of technical support. Gough responded by urging all users to ask for the "ticket number" when calling into the Help Desk. The Authority tracks every support call. Problems, comments, and solutions to each call are logged into the Authority's support database. Repeated use of the ticket number for each support incident ensures the fastest possible solution.

b) A user made the comment that the weekend and night Help Desk staff don't seem to have the ability to solve complex technical problems. Gough assured all users that he would work to make sure that all support staff -- regardless of their shift -- responds to user problems as quickly as possible.

c) Gough acknowledged a major problem with the Authority's T1 line during the week of 11/14. Users were without internet access -- or with only sporatic internet access -- for several days. The problem was fixed by replacing the faulty hardware.

d) Peggy Mueller, Manager of Customer Service and Support, asked users to indicate whether they thought support issues might be better managed if the Customer Service and Training staff would take phone calls instead of the Authority's Operations staff. Most users indicated that this would probably not make a big difference in the quality of support.

e) One user commented that part of the support problem is the issue of technical versus non-technical knowledge. Oftentimes, the Help Desk staff uses "technical" jargon which to a non-technical user makes little or no sense. Such a disparity often creates tension between the user and Help Desk staff and oftentimes prevents a quick and accurate resolution of the problem.

f) Gough reminded users that they should route all support calls to 312-793-8966, the Authority's Help Desk.

5. LiveScan

    a) The Live Scan rollout to Cook County CABS is underway. Users should contact CABS if they have questions
        about Live Scan equipment.

    b) Gough reminded Live Scan users to make sure the "compression" option is turned on on their DBI or Identix
        Live Scan machines.

    c) Technical questions or support issues about Live Scan must go to: 312-603-0067. The Authority's Help Desk
        cannot provide technical support for Live Scan.

6. PIMS Master Name Indices.

    a) PIMS departments picked up the latest Master Name Indices for 1997.

7. PIMS UCR 90A series reports and other report issues

    a) Gough indicated that reports 52B and 63B contain bugs. The reports will be fixed ASAP.

    b) A user asked Gough to elaborate on the status of the I-PIMS project. The Authority, Gough responded, has
        looked at a variety of similar products and will probably go with an off-the-shelf product. Oracle will be used
        as the underpinning for I-PIMS. The final RMS component can be fully integrated with LEADS 2000.

    c) Gough went on to explain that I-PIMS will be released statewide to all authorized agencies. This means that all
        agencies will contribute to the same database.

8. Year 2000 Issues

    a) Gough reminded users that Motorola's 9100-11 MDT is *not* Year 2000 compliant. More information about
        this issue can be found in the Summer/Fall 98 CJNET Newsletter (available on the ICJIA's internet site: http://
        www.icjia.state.il.us under the "SYSTEMS" page.)

9. Items from last meeting's surveys

    a) The ISU will make available a variety of SOPs for various systems. These SOPs will be available on the CJNET
        website for users to consult. Departments willing to share their SOPs are urged to submit them to the ISU.
        Contact your CST representative if you're interested.

    b) Gough reminded users to advise the ICJIA about departmental staff changes. This allows the ICJIA to keep its
        databases current. The information should be provided on department letterhead, signed by the Chief of
        Police.

10. Questions and Comments

    a) A user asked whether or not it would be possible to utilize broadcast messages to advise departments of ICJIA
        system problems. The use of broadcast messages, the user went on to say, would guarantee users timely
        information about upcoming down-times or recurring system problems.