

## BUSINESS INITIATIVE FORM

Dated: 6/18/2009

**GOAL: 7 – As DOJ embraces new strategic directions, it will be creative and take steps to meet law enforcement’s increasing demand for the CLETS access and services**

**INITIATIVE: Improved CLETS Application Process**

### Description/Scope of Initiative:

The DOJ will revise the CLETS application process to provide for greater efficiencies and simplify the submission process for law enforcement agencies. In phase 1, the DOJ will streamline the application process which includes revising the CLETS application submitted by law enforcement agencies to request new and upgraded CLETS service to provide for greater clarity of information needed for approval. In phase 2, the DOJ will explore methods to provide for the electronic submission of applications by agencies and to develop an internal tracking mechanism of applications received. The objective is to facilitate the processing and approval of applications received.

### Objective(s) of Initiative:

- Rewrite the application questions to make more understandable
- Automate the application process
- Improve turnaround time in processing applications
- Improve efficiency in processing applications

### Link(s) to Goals, Objectives, Strategies:

- Strategic Issues: Strategic Issue 2 – Flexibility in adapting to changes in strategic directions to meet the telecommunication needs of criminal justice agencies
- Goals: There is an increased demand by criminal justice agencies for the CLETS access and services, which places significant pressure on the DOJ to meet the demands without increases in resources. The DOJ will evaluate its internal processes as it embraces new strategic directions so that it can determine how to better meet the needs of law enforcement
- Objectives:
  - Reduce the amount of time required to review the CLETS applications
  - Provide greater clarification to law enforcement agencies in their completion of the CLETS application
  - Provide a forum for communication among law enforcement agencies to discuss telecommunication needs
- Strategies: The DOJ will periodically conduct or evaluate its internal processes for business process improvement.

### Impact on Client Service:

- Faster response times for authorizations to implement upgrades
- Less confusion when completing the application
- Better understanding of technical security requirements

### Funding Source(s):

- None identified

**Begin Date and End Date:**

- Phase 1 – April 2009 – August 2009
- Phase 2 – August 2009- January 2010

**Implementation Steps:**

**Time frames:**

- |  |                         |
|--|-------------------------|
| Phase 1 – Development of new CLETS application -   |                         |
| <input type="checkbox"/> Develop initial revised draft and obtain internal approval                          | Completed - May 2009    |
| <input type="checkbox"/> Post initial draft for LEA review and comments                                      | July 2009               |
| <input type="checkbox"/> Revise 2nd draft  | July 2009               |
| <input type="checkbox"/> Post on CLEW for final review and comments  | August 2009             |
| <input type="checkbox"/> Finalize application  | August 2009             |
| Phase 2 – Development of Automated Electronic Submission Process –   |                         |
| <input type="checkbox"/> Develop business requirements   | August – September 2009 |
| <input type="checkbox"/> Meet with HDC staff on workflow process   | September 2009          |
| <input type="checkbox"/> Discuss technical solutionsfor automated submission process                         | September 2009          |
| <input type="checkbox"/> Discuss technical solutions for tracking mechanism                                  | September 2009          |
| <input type="checkbox"/> Develop initial prototype of automated submission process                           | October/ November 2009  |
| <input type="checkbox"/> Develop initial prottype of tracking mechanism                                      | October/ November 2009  |
| <input type="checkbox"/> Test of initial prototype of automated submission process<br>And tracking mechanism | November/ December 2009 |
| <input type="checkbox"/> Revision of prototype of automated submission process<br>And tracking mechanism     | December 2009           |
| <input type="checkbox"/> Finalize automated submission process and tracking mechanism                        | January 2010            |

**Milestones:**

**Time frames:**

- |   |                              |
|---|------------------------------|
| <input type="checkbox"/> Finalize application   | August 2009                  |
| <input type="checkbox"/> Develop an online application<br>that can be received electronically | December 2009 / January 2010 |
| <input type="checkbox"/> Establish automated tracking mechanism                               | December 2009 / January 2010 |
| <input type="checkbox"/> Implementation   | January 2010                 |

**Critical Success Factors:**

- Improved turnaround time for processing application
- Improved tracking mechanism for applications

**Bureau(s)/ Section(s) with Primary Responsibility for Initiative:**

- Bureau of Criminal Information and Analysis – CLETS Administration Section (CAS)
- Hawkins Data Center (HDC)

**Persons with Primary Responsibility:**

- Valerie Fercho-Tillery, Communication Administration Program Manager

**Internal and External Partners Involved with this Initiative:**

- BCIA – CLETS Administration Section
- HDC
- Client agencies

**Linkages with Other Initiatives:**

- None identified

**Major Obstacles or Drawbacks Related to the Initiative:**

The proposed timelines are tentative. The statewide budget deficit may impact the ability of the HDC to assign or redirect staff to work on this project. Due to hiring restrictions, it has been difficult for the DOJ to backfill positions with technical staff that were recently vacated within the HDC.