

JACKSONVILLE POLICE DEPARTMENT

Policy: 4-3
Effective: 01-01-09
Revised: 04-19-19

TECHNOLOGY MANAGEMENT

PURPOSE: The goal of any technology used by the Jacksonville Police Department is to maximize our effectiveness in completing our established vision. The following policy is intended to provide guidance to officers outlining appropriate and inappropriate conduct while utilizing departmental technology.

POLICY: It is the policy of this Department to encourage the maximum use of technology to complete our duties and responsibilities in the most efficient and effective manner. It is also the policy of this Department to discourage and eliminate all inappropriate use of technology.

DEFINITIONS:

- I. **TECHNOLOGY:** Refers to computers, voicemail, electronic mail, internet access, internet/intranet e-mail, phone systems, network systems, voice and data communications, printers, copy and fax machines, video recorders, cameras, pagers, radios and any other electric equipment.
- II. **ARKANSAS CRIME INFORMATION CENTER:** State agency responsible for providing information technology services to law enforcement and other criminal justice agencies in Arkansas.
- III. **TERMINAL AGENCY COORDINATOR (TAC):** 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. The TAC is the primary liaison between the Department and ACIC. The TAC actively represents the Police Department on matters relating to ACIC. The TAC is familiar with the record system and communication needs of the Department. The TAC keeps ACIC informed on training needs of the Department and other matters relating to the use of the ACIC/NCIC/NLETS system by the Department.
- IV. **DIRECTOR OF INFORMATION TECHNOLOGY (DIT):** The head of the Information Technology Department for the City of Jacksonville.
- V. **TOKEN:** A security device (wireless USB) provided by ACIC to the Department. The token generates a random password each time the officer begins the log on process for the MDT. The token acts as an electronic key.
- VI. **INCIDENT RESPONSE TEAM (IRT):** A team of professionals that receives reports of security breaches, conducts analysis of the reports, and responds to threats to the computer systems security at the Police Department. The response team consists of: the Director of Information Technology; the Terminal Agency Coordinator; the Local Agency Security Officer; and depending on the threat, vendors could be involved.
- VII. **LOCAL AGENCY SECURITY OFFICER (LASO):** The primary point of contact in regards to Information Security. He will actively represent the Department in all matters pertaining to information security and disseminating information security alerts.
- VIII. **MOBILE DATA TERMINALS (MDT):** Laptop computer or other computer system utilized in the