



DEPARTMENTAL
GENERAL
ORDER

Effective Date:
5 Dec 07

I-18

Evaluation Coordinator:
Communications Division Commander

Index as:

Evaluation Date:
5 Jun 08

Law Enforcement
Telecommunication
Hardware and Mnemonics

Automatic Review Cycle:
3 Years

**LAW ENFORCEMENT TELECOMMUNICATION
HARDWARE AND MNEMONICS**

The purpose of this order is to set forth Departmental policy and procedures regarding the assignment of California Department of Justice (CA DOJ) and Alameda County (ALCO) terminal mnemonics and the control of specific automated system desktop terminals, printers and mobile data terminals utilized for law enforcement telecommunications.

I. DEFINITIONS

A. Mnemonic

A unique four character identification assigned to a specific terminal utilized for law enforcement telecommunications.

B. California Law Enforcement Telecommunications System (CLETS)

CLETS is maintained by the State to provide information access to qualified law enforcement and criminal justice agencies via a message switching computer (MSC) located at DOJ in Sacramento which:

1. Receives all messages transmitted by terminals with CLETS access;
2. Validates each terminal mnemonic;
3. Serially records each message on journal tape;
4. Checks for proper terminal access authorization;
5. Forwards messages; and
6. Provides access into various state and federal files.

C. Agency Terminal Coordinator (ATC)

The Chief of Police designated the Communications Division Commander as the ATC to coordinate with the CA DOJ on matters pertaining to the use of CLETS, DOJ criminal justice databases and administrative networks that CLETS supports, NCIC, NLETS, and with ALCO for their databases and networks.

D. Police Technology Unit (PTU) Supervisor

The Chief of Police designated the Police Technology Unit Supervisor as the coordinator for the mobile data terminal (MDT) system.

E. Mobile Data Terminal (MDT)

A mobile data terminal (MDT) is a computerized device used in police vehicles to provide access a variety of programs and telecommunication services.

II. CA DOJ AND ALCO MNEMONIC REQUIREMENTS

- A. The DOJ and ALCO control the issuance of mnemonics.
- B. For tracking purposes, the CA DOJ and ALCO requires each desktop terminal, printer, and MDT utilized for law enforcement telecommunications to be assigned a unique mnemonic.
- C. The CA DOJ and ALCO has charged each agency with the responsibility to:
 - 1. Maintain the security of desktop terminals, printers, and MDTs
 - 2. Ensure the information databases are properly accessed and
 - 3. Maintain a listing of mnemonics assigned to desktop terminals/MDTs and the terminal's/MDT's physical location.

III. POLICY REGARDING AUTOMATED EQUIPMENT AND MNEMONICS

- A. No person shall move any desktop terminal/printer utilized for law enforcement telecommunications or assign/reassign a desktop terminal/printer mnemonic without prior written authorization from the ATC or designee.

- B. No person shall remove any MDT from it's assigned vehicle or assign/reassign a MDT mnemonic without prior written authorization from the PTU or designee
- C. The City Department of Information Technology (DIT) provides the following services for the Department and coordinates with the ATC and PTU Supervisor or designee on all maintenance and repairs:
 - 1. Installs, services and maintains the desktop terminals, printers, and associated networks;
 - 2. Installs, services and maintains the MDT laptop terminals, system and associated networks; and
 - 3. Provides connection to the ALCO message switching computer for the above equipment and networks.

IV. RESPONSIBILITIES

- A. Agency Terminal Coordinator

The ATC shall:

- 1. Coordinate with CA DOJ and ALCO to ensure the security of all the County, State and Federal automated law enforcement telecommunications systems and databases.
- 2. Ensure a list of desktop terminal, printer and MDT mnemonic assignments, and locations is maintained and available for inspection by ALCO, CA DOJ and FBI auditors.
- 3. Conduct periodic inspections to:
 - a. Reconcile desktop terminals and MDT inventory lists with assigned mnemonics and location data a minimum of once per calendar year; and
 - b. Ensure personnel are complying with CLETS policies while utilizing these terminals. (See Part IV, C, 4 below)
- 4. Coordinate with the DIT for needed repairs and maintenance on the MDT terminals and networks.

5. Process requests for:
 - a. Assignment/reassignment of CA DOJ and/or ALCO mnemonics for desktop terminals, printers and MDTs.
 - b. Moving desktop terminals or printers locations; and/or
 - c. New desktop terminals, printers and MDTs.

B. Police Technology Unit (PTU) Supervisor

The PTU Supervisor shall:

1. Ensure the MDT terminals and networks are operational;
2. Ensure the MDT mnemonics are assigned properly;
3. Provide MDT operations technical support to end users;
4. Coordinate with the ATC to request new MDT mnemonics as needed; and
5. Coordinate with the City Department of Information Technology (DIT) for needed repairs and maintenance on the MDT terminals and networks.

C. Unit Terminal Coordinators

Supervisors and commanders of units where Department desktop terminals and printers, utilized for law enforcement telecommunications, reside are designated as Unit Terminal Coordinators. Responsibilities include but are not limited to:

1. The security of desktop terminals and printers utilized for law enforcement telecommunications.¹
2. The dissemination of ALCO/CA DOJ/CLETS/NCIC and other automated systems information in accordance with current statutes,

¹ The Department no longer leases automated terminals or printers from ALCO. See Section VI for reporting repairs and connection issues.

DOJ/CLETS and ALCO policy and practices, and Department directives.

3. Ensuring their unit has the appropriate number of terminals and printers.
4. Conduct an operational, self-assessment audit as described in Department General Order N-12 "Departmental Audits and Inspections" a minimum of once per quarter year to ensure Department and DOJ CLETS policy and procedures regarding automated terminals are being followed. The results of each self-assessment shall be forwarded to the ATC for review and retention.

V. PROCESSING REQUESTS FOR NEW HARDWARE

A. New Computer Terminals or Printers

1. Units requesting the assignment of a new computer terminal and/or printer shall contact the ATC or designee prior to purchasing hardware.
2. Requesting units are responsible for providing an appropriate desktop computer for use as the terminal and/or a network printer.
3. The ATC or designee shall:
 - a. Ensure the appropriate forms and other required documentation for new desktop terminals, printers, and/or mnemonics are completed and forwarded to the ALCO Coordinator in a timely manner.
 - b. Advise the Unit Coordinator and the City DIT Help Desk when DOJ/ALCO provides OPD with a mnemonic for the requested hardware and to coordinate installation.

B. New Mobile Data Terminals

1. Units requesting a new MDT shall contact the PTU Supervisor or designee to make arrangements to procure a properly configured MDT.

2. The PTU supervisor or designee shall:
 - a. Forward the purchase documentation for a new MDT to the DIT.
 - b. Ensure the new MDT information required for assignment of a mnemonic is forwarded to the ATC when the new MDT is received.

VI. REQUESTS FOR REASSIGNING DESKTOP/PRINTER MNEMONICS

Units requesting the assignment/reassignment of an existing computer terminal and/or printer, or hardware relocation shall contact the ATC or designee to make arrangements for relocating the hardware.

VII. PROCESSING REQUESTS FOR REPAIRS OR MAINTENANCE

- A. Desktop terminals and/or printers
 1. Report equipment repair/maintenance to the City DIT Help Desk (238-2000) or via email. Additionally forward a notification copy to the ATC. Include the computer and/or printer model, IP address and location. The DIT Help Desk will open a “work ticket” for the request.
 2. The ATC or designee shall review work ticket requests to ensure the work is appropriate and the computer and/or printer model, IP address and location has been provided by the requestor.
 3. Contact ALCO Help Desk (272-3744) to report failures to connect to or access ALCO or DOJ databases. If ALCO determines it is not a connectivity problem with their equipment, contact the DIT Help Desk and open a work ticket. Additionally forward a notification copy to the ATC.

ALCO only provides network connectivity. Do not call the ALCO Help Desk for equipment repairs.

NOTE: Make sure that all parts of the computer are plugged in and have not been pulled out by mistake. If the ALCO Help Desk technician advises the problem cannot be fixed on their side ask

that the ALCO Help Desk work ticket be escalated to the next level.

B. Mobile Data Terminals

Units requesting repair/maintenance to a MDT shall:

1. Report equipment repair/maintenance to the City DIT Help Desk (238-2000) or via email. The DIT Help Desk will open a “work ticket” for the request. Additionally forward a notification copy to the PTU Supervisor.
2. Bring the equipment to the PTU. A loaner MDT shall be provided, if available, for Department-owned MDTs.

By Order of

Wayne G. Tucker
Chief of Police

Date Signed: _____