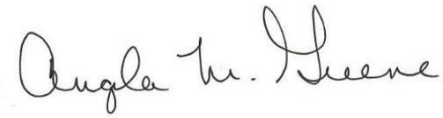
	LEXINGTON POLICE DEPARTMENT POLICY AND PROCEDURE GENERAL ORDER	Distribution ALL PERSONNEL	General Order Number **10.12**
		Original Issue Date 01/06/2024	Reissue/Effective Date 01/06/2024
Order Title: **NCIC and VCIN MAINTENANCE AND SECURITY PROCEDURES**		Accreditation Standard: CALEA 81.2.8	Section 10
		Rescinds:	
Section Title SUPPORT AND TECHNICAL SERVICES		 **Angela M. Greene, Chief of Police**	

This General Order is for departmental use only and does not apply in any criminal or civil proceeding. This General Order should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this General Order will only form the basis for departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.

I. PURPOSE

The purpose of this general order is to establish a written directive that outlines the policies, procedures, and guidelines required by state and federal authorities to ensure the Lexington Police Department is compliant concerning access and maintenance of VCIN and NCIC information systems.

II. POLICY

The Lexington Police Department will ensure that all Department personnel access and maintain VCIN and NCIC information systems in a manner that meets all Department, state and federal guidelines. The Chief of Police, or designee, is responsible for overseeing Department activities related to these criminal justice systems and will designate Department personnel to act as the Department's Terminal Agency Control Officer (TAC) and the Local Agency Security Officer (LASO). The person(s) designated as the TAC and LASO shall report directly to the Chief of Police, or designee, in carrying out their duties and responsibilities of those positions as outlined below. The Lexington Police Department will have a signed agreement with the Virginia State Police authorizing CJIS access. This document will be titled "VA Criminal Information Network User Agreement" and will be signed by the current agency head and the Virginia State Police.

This Department directive is meant to complement the VCIN and FBI- Security Policy and is not meant to provide less-stringent requirements than the FBI- Security Policy which is incorporated within this directive as Appendix. Violations of this directive may result in disciplinary action up to, and including, dismissal.

DEFINITIONS

CJI (Criminal Justice Information): Refers to all information disseminated by the State and Federal Criminal Justice Information Systems and VCIN.

CSA ISO (System Agency Information Security Officer): - Serves as the security point of contact (POC) to the FBI Division ISO

Electronic Media: Includes memory devices in laptops and computers (hard drives) and any removable, transportable digital memory media, such as magnetic tape or disk, backup medium, optical disk, flash drives, external hard drives, or digital memory card. "Physical media" includes printed documents and imagery that contain CJI.

Local Agency Security Officer (LASO): A security point of contact for local agencies that have access to criminal justice information.

NCIC (National Crime Information Center): A computer system controlled and operated by the Federal Bureau of Investigation in Washington DC, that gives law enforcement agencies access to information on warrants, criminal histories, stolen property, and missing persons statewide and nationwide.

Physical media: Includes printed documents and imagery that contain CJI.

Terminal Agency Coordinator (TAC): The Point of Contact at an agency for matters relating to access to VCIN and NCIC information. The TAC administers systems programs within the agency and oversees the agency's compliance with systems policies.

Visitor: A visitor is defined as a person who visits the Department facility on a temporary basis, who is not an employee and has no unescorted access to the physically secure locations where CJI and associated information systems are located.

III. PROCEDURE

A. Terminal Agency Coordinator (TAC) Duties and Responsibilities

1. The TAC is responsible for overseeing all Department activities related to the access and maintenance of VCIN and NCIC information in accordance with the these directives, and VCIN/NCIC/CJIS directives.

2. The TAC will maintain contact with Virginia State Police NCIC Unit personnel to remain aware of changes to state and federal requirements, and will make recommendations for amendments to this directive in accordance with those changes.

3. Additional duties and responsibilities include, but are not limited to, the following:

   a. Complete TAC Training available on NexTest.
   b. Complete all forms and reports required by NCIC, CJIS and VCIN;

c. Assure that agency employees receive training in compliance with this directive;
d. Maintain a roster of authorized employees and make appropriate notifications when employees are terminated or transferred to a position that does not require access;
e. Conduct background checks and provide security clearance for non- employees who are contracted to service equipment and assure they complete a non-disclosure agreement;
f. The LASO and the IT Director will coordinate agency practices with the LASO to assure security of the system and system information and maintain validation procedures in accordance with these guidelines;
g. If a Management Control Agreement is in place, the TAC will have a copy of the current, signed agreement;
h. Maintain VCIN/NCIC holder or record agreement; and
i. Maintain a copy of the current, approved VCIN network diagram.

B. Duties and Responsibilities of the Local Agency Security Officer (LASO)

1. The LASO will coordinate his/her activities with the TAC to assure that all required security requirements are maintained and the TAC and the IT Director are made aware of any discovered security issues.

2. The LASO will conduct unannounced audits of inquiries and make written reports concerning the audit findings. In addition, security audits occur once every three years, as required by state and federal guidelines will be conducted and reports filed with the TAC utilizing the forms provided by Virginia State Police and VCIN.

3. Other duties and responsibilities of the LASO include, but are not limited to, the following:

a. Coordinate with the IT Director to identify individuals authorized to use the - approved hardware, software, and firmware, and ensure no unauthorized individuals or processes have access to the same.
b. Coordinate with the IT Director to identify and document how the equipment is connected to the systems;
c. Ensure that personnel security screening procedures are being followed as stated in this Policy;
d. Coordinate with the IT Director to ensure the approved and appropriate security measures are in place and working as expected; and
e. Support policy compliance and ensure the TAC and ISO are promptly informed of security incidents.
f. Complete the required training available on CJIS online.

C. Accessing NCIC/CJIS/VCIN Information on Personal or Public Devices

1. Department personnel may only access NCIC/CJIS/VCIN information on authorized Department computer terminals. Department personnel are prohibited from accessing NCIC/CJIS/VCIN information on personally-owned devices, and doing so may result in disciplinary action.

2. Department personnel will not utilize publicly accessible computers to access, process, store, or transmit CJI. Publicly accessible computers include, but are not limited to: hotel business center computers, convention center computers, public library computers, public kiosk computers, etc.

D. Protection of /VCIN Media

1. Authorized Department personnel shall protect and control electronic and physical CJI while at rest and in transit. Department staff will take appropriate safeguards for protecting CJI to limit potential mishandling or loss while being stored, accessed, or transported. Any inadvertent or inappropriate CJI disclosure and/or use will be reported to the Local Agency Security Officer (LASO).

2. To protect CJI, Department personnel shall:

   a. Securely store electronic and physical media within a physically secure or controlled area. A secured area includes a locked drawer, cabinet, or room;
   b. Restrict access to electronic and physical media to authorized individuals only;
   c. Ensure that only authorized users remove printed form or digital media from the CJI;
   d. Physically protect CJI until media end of life. End of life CJI is destroyed or sanitized using LASO and IT Director-approved equipment, techniques, and procedures;
   e. Store all hardcopy CJI printouts in secure areas, as designated by the LASO or TAC, and assure that such documents are only accessible to those employees whose job function requires them to handle such documents.
   f. Take appropriate action when in possession of CJI while not in a secure area, to include not leaving the CJI outside of the employee's immediate control, and taking precautions to obscure CJI from public view by means of an opaque file folder or envelope for hard copy printouts and session lock for electronic devices like laptops, use session lock use, and/or privacy screens;
   g. CJI shall not be left in plain public view. When CJI is electronically transmitted outside the boundary of the physically secure location, the data shall be immediately protected using encryption;
   h. When CJI is at rest (i.e. stored electronically) outside the boundary of the physically secure location, the data shall be protected using encryption. Storage devices include external hard drives from computers, printers and copiers used with CJI. In addition, storage devices include thumb drives, flash drives, back-up tapes, mobile devices, laptops, etc.;
   i. When encryption is employed, the cryptographic module used shall be certified to meet FIPS 140-2 standards;
   j. Lock or log off the computer when not in immediate vicinity of the work area to protect CJI. Not all personnel have the same CJI access permissions and need to keep CJI protected on a need-to-know basis.

3. Dissemination of CJI to another agency is authorized if the other agency is an "Authorized Recipient" of such information and is being serviced by the accessing agency, or the other agency is performing personnel and appointment functions for criminal justice employment applicants.

4. Department personnel shall protect and control electronic and physical media during transport outside of controlled areas and restrict the pickup, receipt, transfer and delivery of such media to only authorized personnel.

5. If CJI is mailed or shipped, the agency must document procedures and only release to authorized individuals. The sending agency will not mark the package confidential. Packages containing CJI material are to be sent by method(s) that provide for complete shipment tracking and history, and signature confirmation of delivery.

6. Department personnel will not take CJI home, or when traveling, unless authorized by the LASO. When disposing of CJI documents, such documents will be shredded.

E. Physical Protection of CJI and Hardware

1. All physical, logical, and electronic access must be properly documented, authorized and controlled on devices that store, process, or transmit unencrypted CJI.

2. A physically secure location is a facility or an area, a room, or a group of rooms within a facility with both the physical and personnel security controls sufficient to protect CJI and associated information systems. The perimeter of the physically secure location shall be prominently posted and separated from non- secure locations by physical controls. Security perimeters shall be defined and approved by the LASO, controlled, and secured. Restricted non-public areas in the Lexington Police Department shall be identified with a sign.

   a. The following procedures are required for any visitors allowed into a restricted area where CJI or associated systems are located: Be accompanied by an authorized escort at all times to include delivery or service personnel. An escort is defined as an authorized personnel who accompanies a visitor at all times while within a physically secure location to ensure the protection and integrity of the physically secure location and any CJI therein. The use of cameras or other electronic means used to monitor a physically secure location does not constitute an escort.
   b. The LASO will establish a Security Agreement with any private contractors/vendors who require frequent unescorted access to restricted areas. Each staff member of the private contractor will submit to a state and national fingerprint-based record background check prior to this restricted area access being granted.
   c. Visitors will not be allowed to view screen information, mitigating shoulder surfing;
   d. Individuals not having any legitimate business in a restricted area shall be courteously escorted to a public area of the facility. Strangers in physically secure

areas without an escort should be challenged. If resistance or behavior of a threatening or suspicious nature is encountered, sworn personnel shall be notified or call 911;

e. A visitor may not sponsor another visitor;

f. Visitors may not enter into a secure area with electronic devices unless approved by the Local Area Security Officer (LASO) to include cameras and mobile devices. Photographs are not allowed without permission of the LASO.

3. The LASO will maintain a list of authorized Department personnel who have access to physically secure non-public locations. The agency will implement access controls and monitor physically secure areas for the protection of all CJI transmissions and display mediums. Authorized personnel will take necessary steps to prevent and protect the agency from physical, logical and electronic breaches.

4. All personnel with CJI physical and logical access must meet the minimum personnel screening requirements prior to CJI access. These requirements include the following:

   a. To verify identification, a state of residency and national fingerprint-based records check shall be conducted within 30 days of assignment for all personnel who have direct access to CJI, and those who have direct

      responsibility to configure and maintain computer systems and networks with direct access to CJI;

   b. Receive security awareness training within 6 months of hire.

5. Personnel shall properly protect and not share any individually issued keys, proximity cards, computer account passwords, etc., and shall report loss of issued keys, proximity cards, etc. to authorized agency personnel. If the loss occurs after normal business hours, or on weekends or holidays, personnel are to call the LASO to have authorized credentials, like a proximity card, de-activated and/or door locks possibly rekeyed.

6. Personnel will safeguard and not share passwords, Personal Identification Numbers (PIN), Security Tokens (i.e. Smartcard), and all other facility and computer systems security access procedures. Personnel will protect from viruses, worms, Trojan horses, and other malicious code that access CJI.

7. Personnel will report any physical security incidents to the LASO to include facility access violations, loss of CJI, loss of laptops, electronic devices, thumb drives, CDs/DVDs and printouts containing CJI.

8. All properly vetted IT staff assigned to support CJI-associated systems will protect CJI from compromise by performing the following:

   a. Protect information subject to confidentiality concerns—in systems, archived, on backup media, and until destroyed. Know where CJI is stored, printed, copied, transmitted and planned end of life. CJI is stored on laptops, mobile data terminals (MDTs), computers, servers, tape backups, CDs, DVDs, thumb drives, RISC

devices and internet connections as authorized by the agency. This includes Live Scan terminals that receive CJI back to the Live Scan terminal;

b. Be knowledgeable of technical requirements and policies, taking appropriate preventative measures and corrective actions to protect CJI at rest, in transit, and at the end of life;
c. Take appropriate action to ensure maximum uptime of CJI and expedited backup restores by using approved best practices for power backup and data backup means such as generators, backup universal power supplies on CJI- based terminals, servers, switches, etc.
d. Properly protect the system(s) from viruses, worms, Trojan horses, and other malicious code (real-time scanning and ensure updated definitions).
e. Install and update antivirus programs on computers, laptops, MDTs, servers, etc.

9. The LASO will coordinate with IT staff to ensure that the following actions are completed:

    a. Conduct appropriate data backups and take appropriate measures to protect all stored CJI.
    b. Ensure only authorized vetted personnel transport off-site tape backups or any other media that store CJI that is removed from physically secured location.
    c. Perform timely application of system patches (part of configuration management);
    d. Identify applications, services, and information systems containing software or components affected by recently announced software flaws and potential vulnerabilities resulting from those flaws.

10. The LASO shall establish Access Control measures that include the following:

    a. Address privileges and separation of duties;
    b. Prevent authorized users from utilizing publicly accessible computers to access, process, store, or transmit CJI. Publicly accessible computers include, but are not limited to: hotel business center computers, convention center computers, public library computers, public kiosk computers, etc.

11. The LASO shall maintain an Account Management program in coordination with the TAC, to include the following:

    a. Ensure that all user IDs belong to currently authorized users;
    b. Keep login access current, updated and monitored. Remove or disable terminated or transferred or associated accounts;
    c. Not use shared generic or default administrative user accounts or passwords for any device used with CJI.

12. The LASO will coordinate with IT staff to ensure that passwords will include the following standards:

    a. Be a minimum length of eight (8) characters on all systems;

b. Not be the same as the User ID;
c. Expire within a maximum of 90 calendar days;
d. Not be identical to the previous ten (10) passwords;
e. Not be transmitted in clear or plaintext outside the secure location;
f. Not be displayed when entered; and
g. Ensure passwords are only reset for authorized user.

13. The LASO will coordinate with IT to maintain Network Infrastructure protection measures that include the following:

a. Take action to protect CJI-related data from unauthorized public access;
b. Control access, monitor, enabling and updating configurations of boundary protection firewalls;
c. Ensure confidential electronic data is only transmitted on secure network channels using encryption and advanced authentication when leaving a physically secure location. No confidential data should be transmitted in clear text;
d. Ensure any media that is removed from a physically secured location is encrypted in transit by a person or network;
e. Not use default accounts on network equipment that passes CJI like switches, routers, firewalls;
f. Make sure law enforcement networks with CJI shall be on their own network, accessible by authorized personnel who have been properly vetted;
g. Utilize Virtual Local Area Network (VLAN) technology to segment CJI traffic from other noncriminal justice agency traffic to include other city and/or county agencies using same wide area network; and
h. Communicate and keep agency personnel informed of all scheduled and unscheduled network and computer downtimes, all security incidents and misuse. The ultimate information technology management control belongs to the Lexington Police Department.

F. Electronic Media Sanitization and Disposal

1. When no longer usable, hard drives, diskettes, tape cartridges, CD's, ribbons, and other similar items used to process store and or transmit VCIN/NCIC data shall be properly disposed of in accordance with measures established by the Lexington Police Department. An authorized employee of the Lexington Police Department will complete the sanitation process.
2. Physical media (printouts) shall be disposed of by shredding. Electronic media (hard-drives, tape cartridges, 3D printer ribbons, flash drives, printer, and copier hard drives etc.) shall be disposed of by one of the following methods:
    a. Overriding (at least three times) - an effective method of clearing data from magnetic media. As the name implies, overwriting uses a program to write (1s, 0s, or a combination of both) onto the location of the media where the file to be sanitized is located.
    b. Degaussing - A method used to magnetically erase data from magnetic media.
    c. Destruction- a method of destroying magnetic media. As the name implies, destruction of magnetic media is to physically dismantle by methods of crushing,

disassembling, etc., ensuring that the platters have been physically destroyed so that no data can be retrieved.

3. Systems that have been used to process, store, or transmit VCIN/NCIC data shall not be released until the equipment has been sanitized and all stored information has been cleared using one of the above methods.

G. Breach Notification and Incident Reporting

1. The agency shall promptly report incident information to appropriate authorities. Information security events and weaknesses associated with information systems shall be communicated in a manner allowing timely corrective action to be taken. Incident-related information can be obtained from a variety of sources including, but not limited to, audit monitoring, network monitoring, physical access monitoring, and user/administrator reports. Examples of such incidents include:

    a. Loss, theft, or missing data, equipment of I.T. resources
    b. Denial of Services (DoS) intentional or unintentional
    c. Compromise of computer security (includes virus and malware threats)
    d. Phishing attempts to acquire sensitive information such as usernames or passwords for malicious reasons, by masquerading as trustworthy in an electronic communication, or,
    e. Unauthorized access to the VCIN/NCIC system or data.

2. If CJI is improperly disclosed, lost, or reported as not received, the agency personnel notified of the incident shall immediately notify their direct supervisor and the LASO, and an incident-report form must be completed and submitted within 8 hours of discovery of the incident. The submitted report is to contain a detailed account of the incident, to include:

    a. What happened
    b. Where it happened (Console ID)
    c. When did it happen (date and time)
    d. Possible cause of the incident, if known
    e. Immediate action taken, and
    f. Additional information.

3. The supervisor will take immediate corrective action when a breach is discovered and will communicate the situation with the LASO to notify of the loss or disclosure of CJI records.

4. The LASO will ensure the CSA ISO (System Agency Information Security Officer) is promptly informed of security incidents and provided the incident report. The CSA ISO will then notify the Virginia State Police, VCIN Section, within 24 hours.

5. The CSA ISO will:

a. Establish a security incident response and reporting procedure to discover, investigate, document, and report to the CSA, the affected criminal justice agency, and the FBI Division ISO, major incidents that significantly endanger the security or integrity of CJI.
b. Collect and disseminate all incident-related information received from the Department of Justice (DOJ), FBI Division, to appropriate HPD personnel.
c. Act as a single POC for their jurisdictional area for requesting incident response assistance.

H. Misuse and Unauthorized Use of CJI Systems

1. Misuse of computing, networking or information resources may result in temporary or permanent restriction of computing privileges up to employment termination. In some misuse situations, account privileges will be suspended to prevent ongoing misuse while under investigation. Additionally, misuse can be prosecuted under applicable statutes. All files are subject to search. Where follow-up actions against a person or agency after an information security incident involves legal action (either civil or criminal), the evidence shall be collected, retained, and presented to conform to the rules of evidence laid down in the relevant jurisdiction(s). Complaints alleging misuse of Department computing and network resources and CJI systems and/or data will be directed to the Chief of Police, or designee, for appropriate disciplinary action.

2. The following are examples of misuse or unauthorized conduct:

a. Using someone else's login;
b. Leaving computer logged in with your login credentials unlocked in a physically unsecure location, allowing anyone to access agency systems and/or CJI systems and data in your name;
c. Allowing an unauthorized person to access CJI at any time for any reason;
d. Allowing remote access of issued computer equipment to CJI systems and/or data without prior authorization by the LASO;
e. Obtaining a computer account that you are not authorized to use;
f. Obtaining a password for a computer account of another account owner;
g. Using the agency network to gain unauthorized access to CJI.
h. Knowingly performing an act that interferes with the normal operation of CJI systems.
i. Knowingly propagating a computer virus, Trojan horse, worm and malware to circumvent data protection, or compromising existing security holes to CJI systems;
j. Violating terms of software and/or operating system licensing agreements or copyright laws;
k. Duplicating licensed software, except for backup and archival purposes, that circumvent copyright laws for use in agency systems, for home use or for any customer or contractor;
l. Using electronic mail or instant messaging to harass others;
m. Masking the identity of an account or machine;
n. Posting materials publicly that violate existing laws or the agency's codes of conduct;

o. Attempting to monitor or tamper with another user's electronic mail or files by reading, copying, changing, or deleting without explicit agreement of the owner;
p. Using Department technology resources to advance unwelcome solicitation of a personal or sexual relationship while on duty or through the use of official capacity;
q. Unauthorized possession of, loss of, or damage to the agency's technology equipment with access to CJI through unreasonable carelessness or maliciousness;
r. Maintaining CJI or duplicate copies of official files in either manual or electronic formats at his or her place of residence or in other physically non- secure locations without express permission.
s. Using agency technology resources and/or CJI systems for personal or financial gain.
t. Deliberately failing to report promptly any known technology-related misuse by another employee that may result in criminal prosecution or discipline under this policy;
u. Using personally owned devices on the Department network to include personally-owned thumb drives, CDs, mobile devices, tablets on wifi, etc. Personally owned devices should not store Department or CJI data.

3. The above listing is not all-inclusive, and any suspected technology resource or CJI system or CJI misuse will be handled by the TAC or Chief of Police, or designee, on a case by case basis. Activities will not be considered misuse when authorized by the LASO or TAC for security or performance testing.