

VSP Centralized Criminal Information System (CCIS)

Policies and Procedures

Substantive changes to this document

Date	Change
03/31/08	Original published
04/07/08	<ul style="list-style-type: none">In "CCIS Agency Administrator and PhotoManager User Administration" reworded first two sentences to define how many Agency Admins an agency may have.Added word "original" to "Agency Agreement" section.Removed username and password for User Manual.
04/09/08	Edited links to access system
06/26/08	Corrected code cite & verbiage in Agreement, added FOIA clarification
07/14/08	Added notice about ramification of incorrect usage of usernames and passwords
08/05/08	Added screenshot to troubleshooting section; added and clarified password requirements, added note about User Admin username (ORI) to remain same

Introduction

CCIS is a web-based PhotoManager system to be used for retrieving images received with arrest records (mugshots and scars, marks and tattoos) from around the Commonwealth. Criminal Justice agencies may request access to the system by completing and signing the agreement at the end of this document.

An agency is not limited in the number of users, however it should be noted that system performance will be affected by the number of queries made and users on the system. It is recommended that an agency assign *only* key investigative personnel to use the system.

As this is a web-based system, it is VITAL that the Agency Administrator and user adhere to the requirements below for creating unique usernames and strong, secure passwords.

CCIS Agency Administrator and PhotoManager User Administration

Only one username will be assigned to each agency for CCIS Agency Administrator functions and is supplied by e-mail when agency gains access to the system. This does not mean only one person can handle the CCIS Agency Admin role – this is up to the agency to administer. This username must not be changed. CCIS Agency Admins do not have user rights to search for images, create lineups or reports. CCIS Agency Admins do not need to be IT personnel. The CCIS Agency Admin will be responsible for:

1. Adding new users: Assign a username and password using the rules below and complete all user information.
2. Keeping user information current.
3. Keeping the CCIS Agency Admin password secure and private.
4. Disabling users that have left the agency or are misusing the system.
5. Helping users with problems, questions and concerns.
6. Working with Agency IT personnel to troubleshoot network issues.
7. Reporting system issues to VSP.
8. Disseminating information from VSP to the users at the agency.

Users cannot be deleted from the system as their actions are tied to creating lineups and printing reports.

The CCIS Agency Admin must change their password the first time they log in using the requirements for secure passwords below. The Admin must not change their agency's User Admin system username – it shall remain the ORI code.

To create, modify or disable a user, go to <http://adm.ccis.vsp.virginia.gov>. The screen below shows the page at that address. Use the username and password given to you by VSP to log in – click L to log in or hit enter after entering the password. *If you have trouble logging in, copy/paste the password into a new notepad or Word document and remove all returns and spaces. Copy the password. Close the internet tab/window and start over, pasting the password into the password field.* Users will not have rights to this application.

U:

P:

S:

After logging in, type a % sign in any field to access the next screen.

ID: Username:

Last Name: First Name:

Middle Name:

Users View – PhotoManager User Administration:

	UserName	LastName	FirstName	MiddleName	Disabled
<input type="button" value="Select"/>	SmithJL632	Smith	John	LaTourneau	N
<input type="button" value="Select"/>	JonesPR1787	Jones	Paul	Rollins	Y

Enter all information for each user, including the User Admin. ID, Fax, Pager and Unit are not required fields. Ensure the email address is correct.

When adding a user, it is necessary to add the user to the USER group by saving the user record then clicking Groups, or doing it from the Users View by selecting the user then clicking Groups.

The screenshot shows a user management interface. At the top, there is a text field labeled 'UserName:' containing the text 'SmithJL632'. Below this, there are two columns: 'Member of:' and 'Not member of:'. The 'Member of:' column contains a list box with the text 'USER'. The 'Not member of:' column contains an empty list box. Between these two columns are two buttons: '<-Add' and 'Remove->'. At the bottom of the dialog are two buttons: 'OK' and 'Cancel'.

Users and Usernames

Users have the ability to search for images and create lineups and reports. Usernames must be unique across the state, not just the agency. The username will be unique to each user and utilize at least 2 of the 3 available levels of complexity (alpha character, case does not matter; numeric and special character). No user may use another person's username, and usernames may not be reassigned to a new person. Usernames will be AT LEAST in the following format: Lastname-FI-MI-EmployeeID with or without dashes. For instance, John L. Smith, employee/badge ID 632 would have a user name of SmithJL632. Usernames may not contain any spaces but may contain other special characters such as ! @ # \$ % ^ & * () _ + . - in order to create a unique or complex username. In order to maintain system security, if a username does not conform to this format, the user account may be temporarily disabled until the problem can be corrected by the Agency Administrator.

Users may query for images and create lineups and reports. Users may also upload single images to the Suspect Database for the purpose of creating a lineup; this information can be seen by everyone who has access to the system. Users may delete their own lineups in the system. Users may not delete or expunge records in the Criminal Database.

Users access the system with this link: <http://ccis.vsp.virginia.gov/> and the screen will look like the one below:

Login

User-Id :
Password :

☐ Change Password

WARNING!
By accessing and using this system you are consenting to system monitoring for law enforcement and other purposes. Unauthorized use of this computer system may subject you to criminal prosecution and/or penalties.

CCIS information is for investigative purposes only.
Please use VCIN to verify information.

E-mail comments, suggestions and questions to the Virginia State Police

Users can access the user files from “Help” link within the system or the printable PDF file link in the Support section below.

Password purpose and requirements

The purpose of a requirement for a strong password is to keep data secure while allowing as much access as possible. VSP relies on the users and ultimately the Agency User Administrators to ensure the system is secure by using strong passwords. Default and assigned passwords must be changed at first log on. Each CCIS password must:

1. Be at least eight characters long.
2. Utilize at least 3 of the 4 available levels of complexity (upper-case alpha character, lower-case alpha character, numeric and special character). Special characters include ! @ # \$ % ^ & * () _ + . -
3. Be unique in the agency.
4. Not contain any portion of the username or user’s real name, the word “password” or other dictionary words or consecutive numbers like 12345, even with special characters in between. Passwords longer than 15 characters are exempt from the dictionary word rule (except the word “password” cannot be used).
5. Not contain the user’s initials nor the user’s badge or ID number used in the username.
6. Be changed at least every 90 days and not reuse any password used in the previous 12 months.
7. Be kept secure and be changed if it is suspected that the password has been compromised.

Passwords may be up to 32 characters long.

Password guidelines

Below are guidelines for building a secure password that is also easy to remember. In order to maintain system security, if the Agency Administrator or user password does not meet the requirements above, the account is subject to being temporarily disabled until the problem can be corrected in order to preserve the security of the system.

One of the problems with passwords is that users forget them. In an effort to not forget them, they use simple things like their dog’s name, their son’s first name and birth date, the name of the current month- anything that will give them a clue to remember what their password is.

For the curious hacker who has somehow gained access to your computer system this is the equivalent of locking your door and leaving the key under the doormat. Without even resorting to any specialized tools a hacker can discover your basic personal information- name, children’s names, birthdates, pets’ names, etc. and try all of those out as potential passwords.

To create a secure password that is easy for you to remember, follow these simple steps:

1. **Do not use personal information.** You should never use personal information as a part of your password. It is very easy for someone to guess things like your last name, pet's name, child's birth date and other similar details.
2. **Do not use real words.** There are tools available to help attackers guess your password. With today's computing power, it doesn't take long to try every word in the dictionary and find your password, so it is best if you do not use real words for your password.
3. **Mix different character types.** You can make a password much more secure by mixing different types of characters. Use some uppercase letters along with lowercase letters, numbers and even special characters such as '&' or '%'.
4. **Use a passphrase.** Rather than trying to remember a password created using various character types which is also not a word from the dictionary, you can use a passphrase. Think up a sentence or a line from a song or poem that you like and create a password using the first letter from each word.

For example, rather than just having a password like 'yr\$1Hes', you could take a sentence such as "I like to read the VSP Internet web site" and convert it to a password like 'iL2rtVSP!ws'. By substituting the number '2' for the word 'to' and using an exclamation point in place of the 'i' for 'Internet', you can use a variety of character types and create a secure password that is hard to crack, but much easier for you to remember.

Using the tips above will help you create passwords that are more secure, but you should still also follow the following tips:

- **Use different passwords.** You should use a different username and password for each login or application you are trying to protect. That way if one gets compromised the others are still safe. Another approach which is less secure, but provides a fair tradeoff between security and convenience, is to use one username and password for sites and applications that don't need the extra security but use unique usernames and more secure passwords on sites such as your bank or credit card companies.
- **Change your passwords.** You should change your password at least every 30 to 60 days. You should also not re-use a password for at least a year.

Troubleshooting

- If a user cannot log in, CCIS Agency Admin can double-check the user's username and change the password in PhotoManager User Administration.
- Other trouble logging in could be caused by not typing the password correctly. Type or copy/paste the password into a new notepad or Word window and remove all returns and spaces. Copy the password again. Close the internet tab/window and start over, pasting the password into the password field.
- Restarting the browser tab or window can help when getting log in errors.
- If this screen shows up when the user logs in, the CCIS Agency Admin needs to be sure the user has been added to the USER group in PhotoManager User Administration.
- If either website isn't visible/available, first make sure other websites are available by going to one or two and *refreshing* the page. If no websites are coming up, report the problem to your agency's IT personnel. Check to make sure the url is correct – for the user site try these links: <http://ccis.vsp.virginia.gov> <http://www.ccis.vsp.virginia.gov> and for the User Admin site



try: <http://adm.ccis.vsp.virginia.gov> <http://www.adm.ccis.vsp.virginia.gov>. If none of these links work report the problem to VSP.

- If the CCIS Agency Admin is receiving the message “username is not unique” when adding a new user, please refer to rules regarding username requirements. Special characters may be added to create a unique or more complex username.

Freedom of Information Act (FOIA) Requests

If a local agency receives a FOIA request for data contained in their local records system, they have the authority to disseminate information from their system as per FOIA regulations. However, a local agency does NOT have the authority to disseminate CCIS information - only the VSP Assistant CJIS Officer may do that. Despite the fact that the data in VSP's CCIS system is populated by arrests made by local agencies, once the arrest is passed to VSP, VSP then becomes the custodian of record for data in VSP's CCIS system. If a VSP division receives a FOIA request for data contained in the CCIS system, the requestor should be directed to contact the VSP Assistant CJIS Officer at PO Box 27472, Richmond, VA 23261-7472.

Agency Agreement

Below is the agreement that must be completed, signed and original returned to VSP. Mail only the last two pages (the Agreement) to:

CJIS Officer – CCIS
Virginia State Police
PO Box 27472
Richmond, VA 23235

You should receive e-mail confirmation of your access to the system within two weeks of mailing your agreement. If you have not received confirmation, please send the form located here:

<https://vsp.virginia.gov/sections-units-bureaus/bass/criminal-justice-information-services/biometric-records-section-brs/ccis-request/>

**DEPARTMENT OF STATE POLICE
CENTRAL CRIMINAL RECORDS EXCHANGE**

CENTRAL CRIMINAL IMAGE SYSTEM AGREEMENT

THIS USER AGREEMENT governs the participation of law enforcement agencies, hereinafter referred to as agencies, and the Department of State Police, hereinafter referred to as the Department, in the Central Criminal Image System for the purpose of requesting and receiving digital mugshot images which have been extracted from the Central Criminal Image System file. This agreement is applicable to all information requested and obtained by agencies as provided by certain sections of the Code of Virginia. This agreement ensures agencies are informed as to specific digital mugshot image policies.

Definitions: Digital Mugshot Images means photographs, records, and data collected by criminal justice agencies on individuals consisting of identifiable descriptions and notations of arrests.
Dissemination means any transfer of information, whether orally, in writing or by electronic means.

**THE DEPARTMENT MUST BE NOTIFIED OF ANY CHANGE IN AGENCY
ADMINISTRATION, LOCATION, OR AUTHORIZED USER**

The Agency Agrees and Understands:

- A. To follow all rules, policies, and procedures of the Department of State Police as well as applicable statutes contained in the Code of Virginia including, but not limited to:
1. Use of the Central Criminal Image System is for criminal justice purposes only.
 2. Shredding or other complete destruction method of the record must occur after it has served the purpose for which it was obtained.
 3. Agencies must ensure Central Criminal Image System security to prevent further dissemination. This includes assigning unique usernames to each user and using at least 3 of the 4 available levels of complexity (capital alpha character, lower-case alpha character, numeric and special character), in passwords and at least 3 levels of complexity in usernames. No user may use another person's username and usernames may not be reassigned to a new person. Usernames will be in the following format: LastnameFI-MI-EmployeeID (John L. Smith, employee/badge ID 632 would have a user name of SmithJL632).
 4. Agency personnel utilizing the digital mugshot system must be at least 18 years of age and not have been convicted of any felony or Class 1 or 2 misdemeanor.
 5. Agencies agree to comply in a timely manner with notifications sent from the Department in compliance with Virginia Code §19.2-392.2 for an expungement of material obtained from the Central Criminal Image System.
 6. Agencies agree to assign one person as CCIS Agency Administrator of the Central Criminal Image System. CCIS Agency Administrator shall answer all agency user questions and handle all user problems and be the only point of contact with VSP for problems or questions. CCIS Agency Administrator shall also complete and maintain full, current user information for each user on the Central Criminal Image System. CCIS Agency Administrators shall add users for their agency but not delete them. The CCIS Agency Administrator shall disable any users whose access to the system must be terminated.

7. An agency's access to the Central Criminal Image System will be terminated for any misuse or failure to comply with this agreement by the agency or the agency's designated user.
8. Agency agrees to immediately notify VSP upon detection of any breach of security of the Central Criminal Image System.

B. The Department may discontinue this agreement with any agency that intentionally violates law or procedures governing criminal record operational procedures and/or dissemination. Violations may also result in a criminal investigation and the prosecution of the individuals involved.

By signing this contract you agree to provide assistance to a State Police Representative for the purpose of an audit to validate any provision of this agreement as related to the use of the Central Criminal Image System.

This agreement becomes effective on _____ between the Department and
_____ (Printed or Typed Name of Agency Head)

AGENCY NAME

AGENCY ORI

PHYSICAL ADDRESS

MAILING ADDRESS

TELEPHONE NUMBER

FACSIMILE NUMBER

CCIS AGENCY ADMINISTRATOR NAME

E-mail Address

IN WITNESS WHEREOF, the parties hereto caused this agreement to be executed by representatives with the authority to make such agreements.

AGENCY HEAD SIGNATURE

DATE

DIVISION COMMANDER
CRIMINAL JUSTICE INFORMATION SERVICES

DATE