

## **ADMINISTRATIVE & INFORMATION SERVICES BUREAU**

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### **TECHNICAL SOLUTIONS DIVISION**

The Web Section prepared the MSP web-site for migration to the Michigan.gov site. This migration will allow outside users to easily access information without the necessity of knowing the organizational structure of MSP.

The Solutions Section researched and created a proposal for the design of the MSP network infrastructure. They also researched and produced an interoperability plan for communication between departmental applications. These initiatives are necessary to migrate from the current legacy computer system to a component-based environment. This unit developed a process to receive services from DMB Computing Services for server hosting.

The Security Engineer Section has reviewed and upgraded firewalls used to protect against unauthorized Internet access. A security assessment has been conducted with the findings reported for further consideration. Additional firewalls and intrusion detection systems have been purchased and are currently being installed to further protect the MSP network infrastructure. Network monitoring software was purchased to monitor the MSP network from within.

The Security Administrator Section has researched and written a state-of-the-art security policy regarding Information Technology, networks, and Internet uses. Audits have been conducted of local law enforcement entities prior to connection to the county points-of-presence lines. Currently devices and methodologies for data encryption, user identification, and authorization are being reviewed.

### **OFFICE OF THE BUDGET**

The Office of the Budget is responsible for coordinating all budget matters. The office supervises the development, preparation, and submission of the Department of State Police's annual budget to the Department of Management and Budget and the Legislature. The office coordinates the implementation and management of the budget, including requests for legislative transfers and supplemental appropriations. The Office of the Budget maintains liaison with fiscal, legislative, and departmental personnel for all phases of the budget process.

In addition, the Office of the Budget is responsible for coordinating grant functions within the Department of State Police. This includes identifying new funding opportunities, writing



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grant proposals, and assisting with the administration of grants throughout the department. The grants section has also been charged with helping other public safety agencies in Michigan to develop their capacity for obtaining grants.

For fiscal year 2001, the Budget Office was instrumental in increasing the appropriation by \$36,075,800. Highlights of the accomplishments were: funding for a Trooper school, enhancements to the Computer Crime unit, Communications system funding restored, Fire Fighters Training Council enhancement, creation of the 911 coverage fund, increased funding for Motor Carrier Enforcement Safety Inspections, and economics.

### **CRIMINAL JUSTICE INFORMATION CENTER**

#### ***Uniform Crime Reporting (UCR)***

During 2001, the UCR unit updated the city/townships population data with the 2000 census data and decreased the number of agencies reporting Michigan Incident Crime Data paper forms by 18% (from 85 in 2000 to only 70 agencies in 2001). The bulletin board system allowing data to be transferred via modem was eliminated in May 2001 and email submittal became the new way of sending/receiving data by the majority of electronic agencies in 2001. Reports have been created to assist the unit with analyzing the data for high/low counts, missing data, and errors. The UCR unit is currently exploring an alternative method for submission of electronic crime data using the Department of Management and Budget's Data Exchange Gateway. A listserv was implemented within the unit to inform the law enforcement community of reporting changes or other crime issues including any new FBI requirements.

#### ***Crash Reporting***

The Traffic Safety Data Unit implemented a new imaging system and images are now digitally captured replacing the old microfilming system. The images have assisted the Federal Highway Administration personnel researching the UD-10 Traffic Crash Report form for specific federal projects. Outsourcing of the keyed data was implemented in March 2001 along with a new audit procedure. Business processes were changed to detect missing dates of birth and unknown counties on the UD-10 Traffic Crash Report before they are merged into the crash database, significantly reducing errors from previous years. The state received federal money due to the state's increase in seat-belt use, allowing the section to become involved in a crash system rewrite process. In August 2001 a weeklong session was held with all three crash owners (MSP, MDOT and DOS) to begin discussions on how to implement the crash system rewrite. As part of this process, the importance of having a crash trainer was determined a priority and a new crash trainer was hired in October 2001. The listserv was implemented within the unit to inform the law enforcement community of new information as it relates to crash reporting.



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### ***Criminal History Records (CHR) Improvement Project***

A National Criminal History Improvement Program (NCHIP) grant has been awarded to revise the 1970's developed, main frame-based, CHR database. Goals of the rewrite are to reduce duplication of effort, provide more timely, complete and accurate information, supply more easily accessed data, provide a more flexible environment that can utilize modern application development tools so changes and updates are easier to accomplish, meet customer integration needs, and meet federal standards.

As part of the CHR Improvement Project the development of a prosecutor interface to allow prosecutor's to electronically submit charge information to CJIC has been incorporated into the scope of the project. The electronic interface will substantially improve the timeliness, completeness and accuracy of the CHR. Project staff continue to work with the Prosecuting Attorneys Coordinating Council (PACC) counties and non-PACC counties on a development and implementation plan.

The CHR Improvement Project contract was awarded to Science Applications International Corporation (SAIC) on December 4, 2001.

### ***Investigative Resource Tool Project***

The Michigan State Police Criminal Justice Information Center is beginning a new grant-funded project called the Investigative Resource Tool. The Investigative Resource Tool will be a highly secured application for use only by authorized criminal justice agencies. The application will utilize Intranet and Internet technologies to access information from various databases in order to solve crimes.

The sharing of data is a vital function in the investigation and apprehension of criminals. Currently data is available in a variety of formats from many providers. The lack of "one stop shopping" complicates criminal investigations. The creation of an integrated access point that brings together and cross-references data quickly and succinctly from various Michigan State Police, State of Michigan and local agency databases has been identified as both an MSP priority and a statewide priority of the Criminal Justice Information Systems Policy Council. The Investigative Resource Tool application will link databases managed by MSP with those of other state agencies and initially at least one local agency. Implementation is expected in 2003.

### ***Firearms Records***

The Firearms Records Unit took on the responsibility to effect changes relative to the new concealed pistol law (P.A 381 of 2000). Unit staff directed the necessary programming to create a database in Oracle and accessed via LEIN for the concealed pistol licenses. In addition, the unit created and disseminated information for county clerks, prosecuting



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attorney's office, law enforcement and the public. Staff worked with local agencies to make presentations, attend meetings and answer questions. Firearms Records had the responsibility of designing new forms to be in compliance with the requirements of this law, and coordinating the printing and distribution of those forms to affected agencies.

The Automated Pistol Registration System (APRS), which offers an on-line method of issuing pistol licenses to purchase and safety inspection certificates, is being used at 67 agencies, with six of these being installed and trained during 2001.

In 2001 there were 135,000 handgun registrations issued statewide. (31% increase from 2000)	
<b>Male</b>	107,028
<b>Female</b>	11,003
<b>Other*</b>	17,030

*\*Gun shops, businesses or police agencies*

Number of handgun registrations issued in the past five years by age				
<b>Age</b>	<b>18 - 32</b>	<b>33 - 47</b>	<b>48 - 61</b>	<b>62 &amp; older</b>
<b>Male</b>	97,499	160,527	139,256	51,785
<b>Female</b>	9,638	17,138	12,153	4,487
<b>Total</b>	106,137	177,665	151,409	56,272

**In 2001, there were 19,559 confiscated weapons turned in to MSP; 7,568 handguns, 4,589 long guns, and 7,402 miscellaneous weapons.**

### *Crime Analysis*

The CJIC has undertaken numerous innovative projects during 2001 to fulfill the need for crime analysis information to assist with crime reduction and traffic safety. The Crime Analysis Unit provides law enforcement personnel, government agencies, members of the media, and the public with crime and traffic crash statistics and trend information upon request, through written reports, and on the Internet. Analysis reports are generated using multiple statistical databases, including the Uniform Crime Report (UCR), Michigan Incident Crime Reports (MICR), Michigan Crash Data (UD-10 reports), U.S. Census, and other government publications. In 2001, the Crime Analysis Unit processed approximately 500 requests for information from law enforcement, nonprofit agencies, researchers, universities, reporters, businesses, and the public.

The Crime Analysis Unit developed a new database application to provide traffic crash information by street location. The new database provides easy access to the street locations of traffic crashes. Upon request, queries are performed by counties or townships that provide information on all reported crashes, including the street location and specific statistical data about the crashes.



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In the past few years, the CJIC began estimating missing crime figures in the annual Uniform Crime Report (UCR) for all jurisdictions that failed to submit a full year of data. This was a change from the practice of past years, when UCR data was only reported as raw figures. The estimation process was developed in conjunction with the Federal Bureau of Investigation (FBI), to provide a more accurate picture of statewide trends. The estimation uses a combination of previous statistics submitted by an agency and actual numbers from other like jurisdictions. The crime estimate is used to derive the statewide total published in the report. By using this process, the report more correctly reflects the actual trends, and minimizes the fluctuations due to reporting discrepancies. During 2001, the Crime Analysis Unit worked with Michigan State University to develop an automated process for the estimation. Because of these innovative approaches taken by the CJIC, a representative from the Crime Analysis Unit was invited by the Bureau of Justice Statistics to serve on a national committee to develop national standards for crime estimation. Michigan is one of the only states currently doing this type of estimation.

### ***Central Image Repository***

Michigan State Police has selected a vendor for a statewide repository of digital images. The Central Image Repository Project will create a statewide system for electronic collection and dissemination of digital criminal images including mugshots, scars, marks, and tattoos. Several criminal justice agencies throughout the state are capturing and storing digital images for their own jurisdictions, however, sharing of images across jurisdictional lines is limited. As with the Automated Fingerprint Identification System (AFIS), this system will utilize live scan terminals to electronically transmit digital images to the Michigan State Police along with fingerprint submissions. After the live scan submission is received by MSP, the fingerprints will be used for positive identification and each record will be assigned a State Identification Number (SID) linking it to the Criminal History Record. Next, the images will be forwarded to the Central Image Repository where they become available to criminal justice agencies across the state for retrieval, digital lineups, or facial recognition through a web browser front end. Access to criminal images across jurisdictional boundaries should greatly increase investigative efficiency for all contributing Michigan criminal justice agencies.

### ***LEIN Field Services***

The LEIN Field Services Section administers the Law Enforcement Information Network (LEIN). The Section is responsible for auditing, training, publications, policy development and implementation, system access, and security. It also functions as the liaison with field users; National Crime Information Center, Criminal Justice Information Systems Policy Council, and other agencies.

During 2001, LEIN experienced “up-time” of 98.63%. At the end of the year, the LEIN vehicle file contained 106,170 records of stolen, abandoned, impounded, wanted or forfeited vehicles and stolen license plates. The wanted person file contained 1,015,928 records of



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wanted or missing persons, sex offenders, and a variety of probation, custody or injunctive orders.

The Section's accomplishments in 2001 included the following:

- Implementation of electronic delivery of the LEIN News Bulletin to courts and State Police.
- Deployment of the Michigan Digitized Information Retrieval System (MIDIRS) to selected State Police work sites. This application permits direct access to digitized driver license and personal identification information as an alternative to requesting information through the East Lansing Operations Center.
- Conceal weapons permit (CCW) information was made available through LEIN.
- Warrant lists and criminal history logs were expanded to include more records for improved monitoring by users and auditors.
- Programming was completed to meet minimum requirements of NCIC 2000 for expanded field sizes, validation certification and new codes.
- New standards for data quality and second party checks were implemented to improve data integrity.
- File Transfer Protocol was implemented for the delivery of records to courts that perform electronic validation.
- Implemented new procedure for assisting courts in converting entry of warrants and orders in LEIN.
- Created an inquiry through LEIN to access the U.S. Immigration & Naturalization Service Criminal Alien File for officers investigating a criminal offense.
- Established an e-mail address for LEIN Field Services to assist LEIN users.
- Established a new file specifically for Mental Health Orders in LEIN.

In addition to maintaining the files in LEIN, the Section conducted 498 audits and trained 1,605 operators, terminal agency coordinators, officers and investigators. The Section also processed 4,507 changes to the Master Information File.

### ***Live Scan Identifications***

During 2001 the number of live scan terminals connected to AFIS increased from 29 to 65. The CJIC is currently working to connect another 60 live scans throughout the state. The CJIS Policy Council has approved over 90 agencies to connect their live scan terminals to AFIS. These interfaces support criminal fingerprint submissions from either a central booking operation within a county, individual police departments or juvenile detention centers. The Department of Corrections has live scan terminals located at reception centers for submitting prison entry fingerprints. The State Gaming Commission has deployed live scan terminals to submit applicant fingerprints as required by gaming laws.

The use of live scan terminals enables the agencies submitting prints electronically to receive a prior record identification from both the state and FBI systems within hours of arrest. This



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fast identification provides the agency with a notice of outstanding warrants that exist in the state or NCIC system prior to releasing the defendant for the current charges. Also, when the record is submitted as a criminal arrest to be recorded on the state and FBI criminal history system, the original data entry for this arrest is used at both the state repository and the FBI in the record building process, thus eliminating duplicate data entry.

Approximately 400 live scan transactions are received by CJIC daily. This equates to over 30% of all fingerprint identifications being received electronically.

CJIC is also working with private vendors and school districts to connect them with live scan to submit applicant prints. Vendors and employers are looking to offer this service to make the hiring process easier and faster for those careers that require fingerprint background checks.

### ***AFIS***

The AFIS tenprint database contains about 1.4 million prints. 30,000 unsolved latent prints have also been registered. In 2001, there were 754 latent hits and 250 additional hits from tenprint searches against the unsolved latent database. There have been a total of 9,697 latent hits since AFIS became operational in 1989.

AFIS equipment was delivered, installed, and tested. The new system became operational March 2001. This equates to faster identification with less operator intervention and the ability to electronically archive fingerprint records without the need to maintain a paper fingerprint card. About 60% of all transactions go through the system without any human assistance.

Nineteen remote AFIS Terminals were installed, replacing the 12-year old original AFIS terminals.

### ***Law Enforcement Agency Management System (LEAMS)***

CJIC has made great strides in obtaining a state-of-the-art computerized law enforcement system that will provide a fully automated case and records management system for the Michigan State Police (MSP) and various local law enforcement agencies. During 2001, a project manager was hired and procurement of an open extension, flexible system commenced. Major milestones the project has completed this year are as follows: 1) surveyed peer agencies and vendors, 2) conducted statewide focus group meetings, 3) authored and released for bid a RFP, 4) evaluated bidding vendors by means of a committee comprised of MSP and local agencies and vendor demonstrations. MEGG Associates, Inc. has been selected as the vendor to develop the overall design of five major components for LEAMS. These will include incident reporting, intelligence reporting, crash reporting,



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citation generation, and officer activity reporting. The LEAMS project team focuses on the planning phase in the first quarter 2002 to ensure a smooth implementation of the comprehensive, browser-based solution.

### **COMMUNICATIONS DIVISION**

#### ***COM-4 Process***

2001 was the first year that we have a complete year of COM-4 data entered into the MP2 system. MP2 is an Enterprise Asset Management software application that tracks day-to-day divisional operations. The MP2 system has proven to be of great value for several other programs in addition to the COM-4 process; i.e., inventory (MP2 was used to determine inventory for the DOMS project), preventative maintenance tasks, inventory restocking, IT assessments, etc.

The Communications Division received a total of 456 COM-4's for calendar year 2001. While the total number of COM4's received has decreased in the last year, this figure is somewhat deceiving because these requests resulted in a total of 554 work orders generated. Several of the COM4 requests include one or more requests for service from different sections within the Division. The breakdown of these requests is as follows: the Radio Programming Unit received 181 requests for service which encompasses templates, talkgroups, new ID numbers, ID changes, radio programming and reprogramming etc.; the Field Maintenance Section received 52 requests for service, which encompasses purchase of new radios, loaner pool of radios, radio programming by field technicians, etc.; and the Telecommunications Unit received 311 requests for service which encompasses requests for answering machines, fax lines, modem lines, voice mail, telephone credit cards, telephone lines/systems, new locations, moves, upgrades, pagers, cell phones, etc.

#### ***MPSCS Interoperability Project***

Michigan's Public Safety Communications System (MPSCS) is comprised of 181 tower sites (120 in the Lower Peninsula and 61 in the Upper Peninsula). Managed through a 24/7 operations center, the system is maintained by 52 technicians located throughout the State of Michigan. The MPSCS is a secure, private, non-commercial 800 MHz digital trunked public safety radio system. The system provides 97% mobile (in car) radio communication coverage over the entire State 100% of time. The MPSCS is supported by a microwave telecommunications backbone, which is highly reliable, redundant and available 99.9999% of time. The system is APCO 25 compliant, a national open architecture standard promoting efficient use of radio spectrum, vendor competition, and user-friendly equipment. The system services over 7,900 radios, which includes all State law enforcement and correctional officers, Michigan National Guard, four other state departments, FBI, U. S. Customs Service, Secret Service, 124 local public safety agencies, Red Cross, and Michigan Emergency Patrol.



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Interoperability is achieved by direct subscribers, radio patches and local access points (LAP). A Patch or Local Access Point (LAP) is necessary to enhance and maintain interoperability between County 911 radio systems and the MPSCS. A Permanent Patch enhances interoperability between County 911 radio systems and the MPSCS.

When a patch is enabled, the county mobile is able to communicate directly with MPSCS mobiles that have access to the county talkgroup. The 911 dispatch center can also reconnect the patch at the console allowing them to move the MPSCS users to one of their non-dispatch channels during a special event.

In some cases, a Local Access Point (LAP) is used instead of a patch. A DeskTop Consolette is used to enhance and maintain interoperability between county 911 radio systems and Michigan's Public Safety Communications System (MPSCS). A county dispatch console is not necessary for this interface.

### **Operational Patches:**

Clinton County Grand Traverse County Leelanau County	Eaton County Down River Mutual Aid	Benzie County Jackson County
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### **Installation Underway:**

Washtenaw County	Allegan County	Calhoun County
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### **Pending Budget Approval:**

Saginaw County Cass County Monroe County	Oakland County Charlevoix, Cheboygan, Emmet (CCE)	Iosco County
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### ***Network Infrastructure Data Connections***

The Communications Division implemented wireless data connections to MSP locations in the Gaylord area. These wireless connections provided T-1 capable connections to the, 7<sup>th</sup> District Motor Carrier Office, the 7<sup>th</sup> District Radio Unit, and 7<sup>th</sup> District Fire Marshall with wireless data connections for their LEIN and GroupWise activities where applicable. The Gaylord Post and 7<sup>th</sup> District Regional Dispatch were connected to a T-1 circuit connected back to the server in East Lansing over the Telecommunications Network Backbone. The Northville Headquarters building users were also added to this connection providing improved network to all users at this location.



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### ***MPSCS Voice Over IP Upgrade***

The Communications Division completed the installation of the remaining 61 sites for MPSCS. These sites were implemented with the new Voice over IP platform that resulted from a contract change notice negotiated between the State of Michigan and the vendor, Motorola, Inc. The upgrade will place MPSCS on the roadmap for capability to eventually upgrade to fully Integrated Voice and Data allowing for mobile data communications over one radio. The current platform upgrade added features including simulcast capability, 700 MHz band capability, enhanced system reporting capabilities, and increased wireline console capacity. The simulcast and console improvements were a critical need to allow for additional 911 counties. The addition of the 700 MHz band will allow for increased capacity and wide band data capabilities in the future.

### ***MPSCS Stakeholder Meetings***

The Communications Division conducted several stakeholder meetings in various locations throughout the State to make users and prospective users aware of the State's progress with MPSCS and of the additional capabilities that the Voice over IP upgrade would bring to the system. These meetings also allowed us to make current users aware that there would be some interruptions during the upgrade process. The meetings were held in Gaylord, Lansing, Baraga, Harris, Sault St. Marie, and Grand Haven.

### ***Message Switcher***

The message switch project was initiated to replace the LEIN connectivity to the Unisys A Series mainframe. It will also permit the migration to a TCP/IP network so Michigan can be in compliance with NCIC 2000.

A contract was awarded to DataMaxx Corporation for installation of the CPI Open Fox Message Switching system, which is operational in 17 states. Server hardware was procured and the contractor installed the software.

The project was set up in multiple phases.

Phase 1: NCIC and NLETS interfaces

Phase 2: TCP/IP Computer Interfaces converted

Phase 3: LEIN workstations converted

### ***Server Replacement***

Last year the department initiated a hardware refresh project to update our IT platforms. Included in the initiative was the replacement of the oldest desktop computers and total replacement of all servers.



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The department has approximately 122 file and print servers. The project was set up in multiple phases.

- Phase 1: Replace approximately 79 servers
- Phase 2: Replace approximately 43 servers
- Phase 3: Implement ZEN Works (see below)

Phase 1 has been completed. Phase 2 is underway at the following sites and is scheduled to be completed by May 6, 2002.

Ithaca Post	Comet Team	FANG.3RD_DIST.MSP
Owosso Post	Drano Team	Coldwater Post
Brighton Post	Lawnet	Niles Post
Jonesville Post	Metro North Post	Paw Paw Post
Jackson Post	Metro South Post	White Pigeon Post
OMNI Team 3	OMNI Team	Grand Rapids Lab
Adrian Post	Western Wayne Team	Ionia Post
South Haven Post	Bridgman Post	Hart Post
LAWNET JX.1ST DIST.MSP	East Tawas Post	Lakeview Post
.HEADQUARTERS.LANS_AREA.MSP	West Branch Post	Newaygo Post
Sterling Heights Lab	Sandusky Post	Reed City Post
Ypsilanti Post	BAYANET 3RD DIST.MSP	TNT North Team
Detroit Freeway Post	Cadillac Post	Grayling Lab
SECID	Cheboygan Post	Traverse City Post

### Phase 3:

1. Allows the department to leverage the use of existing products (i.e., plays well in the sandbox with other applications on the network). It is also the best-integrated product on the market.
2. The benefit of ZEN to MSP is the result of being able to centrally manage desktops, mobiles, and servers throughout the state.
3. Automatically install operating systems across our enterprise with imaging technology create and administer Windows policies and profiles from a central location.
4. Rebuild remote and mobile workstations.
5. Control workstations remotely.
6. Create hardware and software inventories centrally and automatically perform advanced inventory functions.
7. Configure printers from a central location.
8. Configure Novell® Clients easily.



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9. Simplify application distribution and management.
10. Easily uninstall applications that were installed by ZEN works.
11. Expand reporting capabilities.
12. Manage Windows 2000 without Active Directory.

### ***Michigan Public Safety Information Center (Model)***

In May of 2001, the Communications Division of the Michigan State Police chartered a committee to establish a functional framework for an enterprise service center within the division. This service center, now referred to as the Michigan Public Safety Information Center (MPSIC), would be the result of the merger of the Network Communications Center (NCC), located at the Collins Road facility and the Network Operations Center (formerly known as the Computer Network Operations Center) located at the MSP Headquarters. It was envisioned that the new organization would function as a “one stop shop” for all MSP technology related services. In addition, the scope of services offered by the MPSIC would eventually include telecommunication services and radio related services. The result is a proposed innovative, cost effective approach to implementing a modern call center that will service the needs of the Michigan Department of State Police internal and external service requestors.

### ***Standardized Workstation (Desktop) Replacement Project***

In the fall of 2001, the Communications Division’s Micro Technicians completed the installation of some 700 workstation replacements (desktop computers). The goal of this project was to eliminate the oldest, out of warranty networked desktop computers to include all AST computers and all Dell Model GXa in Districts One through Eight, and originally purchased by the Department. The project also included replacement of all AST computers in the administrative work units in the Metro Lansing area. Along with the installations of the new workstations, the technicians updated software on all workstations at each location, including software updates to Windows NT, Adobe Acrobat, DCDS and also installed Microsoft Internet Explorer as the default browser on all desktops.

### ***Telephone Switch Upgrade***

The Telecommunications Unit of the Communications Division has recently completed the deployment and installation of new Meridian PBX telephone switch equipment at the Detroit Metro, Rockford and Gaylord Dispatch Centers. This installation is the first step in the compliance process associated with Phase 1 and Phase 2 of the Wireless Emergency Service Order (FCC Docket No. 94-102) at all seven regional dispatch centers.



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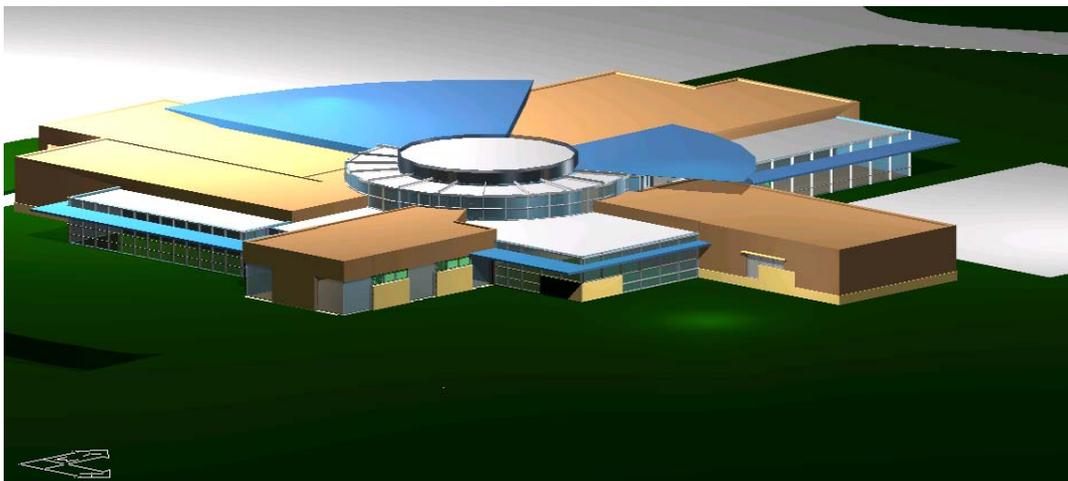
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### MANAGEMENT SERVICES DIVISION

#### Facilities Services

In 2001 the Facilities Services Section accomplished several goals in the area of property management. A synopsis of some of the more significant achievements is listed below:

- A new state of the art forensic laboratory was built in Lansing. The lab opened in May 2001.
- Facilities Services is in the process of making improvements and renovations to several of our existing buildings, utilizing capital outlay special maintenance funds to provide a better work environment for our employees.
- The department lost several buildings, along with contents, and suffered extensive damage at the East Lansing Headquarters compound as the result of a windstorm on October 24, 2001. Two replacement storage buildings, one for the Distribution Center and one for vehicles, were built as part of the department's recovery.
- Planning began for the construction of a combined law enforcement center for South Berrien County which will include the Berrien County Sheriff Department, Michigan State Police, Niles Police Department, and Niles Township Police department. The Niles State Police/Public Safety Complex is expected to be completed late in 2003.



Aerial View Looking Northwest at Administration Wing  
Niles State Police / Public Safety Complex



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### **Financial Services Section**

The Financial Services Section coordinated a very successful year end close during fiscal year 2001. The department began the year with a general fund budget of \$321,806,000 and only lapsed \$19,000; which is less than .005%. The Financial Services Section worked closely with all MSP divisions and the MSP Budget Office to attain this exceptionally effective utilization of state funds.

The section has continued to provide leadership in the development of eInvoice projects, now known as Electronic Transaction Processing (ETP). ETP has been shown to reduce staff processing times by more than 70% from the paper method, while also providing increased accuracy, consistency, and internal control. Receipt of electronic invoices was expanded to all 158 MSP locations that are serviced by Consumers Energy. The department also began utilizing the new Building Lease Payments functionality within the ETP system to process payments against 42 lease accounts.

The section served as the lead agency on a new ETP project to accept electronic invoices from the state's Document Output Management System vendor. We should complete this project in the next year, while also expanding ETP to include telecommunications and additional utility vendors.

### **INFORMATION TECHNOLOGY DIVISION**

The mission of the Information Technology Division is to provide software support and programming for the systems used internally by the Michigan State Police and externally by the criminal justice community throughout Michigan. We also serve as the technical resource for any new development of systems or modification of commercial off the shelf software programs purchased by the department.

The final change recommended by the MTG Management Study done in 2000 moved the Operations Section (24-hour help desk/mainframe computer operation) to the Communications Division.

Programs supported by the Information Technology Division include LEIN, AFIS, CCH, STATIS, APRS, CRASH, AICS, ICHAT, ICRASH, MCOLES, MICR, PSOR, PS&I, SMC, SNET, UCR, Roads and Weather, School Closings, NOAA, NICIELRB, Officer Daily, Hot Sheet, HIT, Breathalyzer, BNA/SP2000/Unigate, Arrests and ACR. We completed 99 base maintenance requests for those systems.



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New projects started included the Concealed Weapons Licensing, Message Switch, Next Generation Data Center, Criminal History Rewrite, MCOLES, Law Enforcement Agency Management System, and the Laboratory Information Management System. The AFIS 21 fingerprint computer installation project was 80% completed and the installation of the ClearPath computer was completed in September. Oracle training classes were attended by several of our programmers and the Project Central software was implemented to allow programmers to record their time worked on projects.

