

ILLINOIS STATE POLICE DIRECTIVE

SRV-217, LAW ENFORCEMENT AGENCIES DATA SYSTEM (LEADS) HELP PROGRAM

RESCINDS: SRV-217, 2014-078, revised 10-10-2014.	REVISED: 12-20-2018 2018-056
RELATED DOCUMENTS: LEADS Manual	RELATED CALEA STANDARDS: 12.1.4, 61.1.5

I. POLICY

The Illinois State Police (ISP) will provide a Help Program for Law Enforcement Agencies Data System (LEADS) users that addresses policy, operational, and technical issues through online documentation as well as staff assistance.

II. DEFINITIONS

II.A. Daily Briefing - a file, available on-line through LEADS 2000, updated daily before 10:00 .am., Monday through Friday (except holidays), that contains a wide variety of information from critically important operational briefings to informational comments.

II.B. Help File - a series of on-line documents, available through LEADS 2000, that contains names, phone numbers, procedures, and contacts where assistance may be received. Information pertaining to ISP services and of possible interest to criminal justice agencies is eligible to be included in the Help file.

III. RESPONSIBILITIES

III.A. The Program Administration Bureau, Division of Administration, maintains the Help Program.

III.B. All LEADS terminal agencies and users, including all Department LEADS facilities, are held responsible for knowledge of, and compliance with, all information and instructions promulgated through the Daily Briefing.

IV. PROCEDURES

IV.A. LEADS Contents

LEADS Help File documents and Daily Briefings contain a wide variety of information from critically important operational bulletins to nice-to-know tips and comments applicable to criminal justice. The Help File contains LEADS/NCIC operational policies and procedures that have not yet been published in the LEADS Reference Manual (e-Manual).

IV.B. Help File

IV.B.1. The Help File is available to any agency with a LEADS 2000 terminal or Illinois Century Network (ICN) connectivity by on-line inquiry.

IV.B.1.a. An index is available of subject areas and instructions for accessing specific information on a desired topic.

IV.B.1.b. Help File documents are added, modified, or deleted as the need arises. Examples of Help Files include:

- IV.B.1.b.1) Information concerning new legislation
- IV.B.1.b.2) Changes to LEADS files
- IV.B.1.b.3) New and updated rules and regulations
- IV.B.1.b.4) Contact information

IV.B.2. Submitting a Document for the Help File

IV.B.2.a. The originating ISP Bureau or Division will submit a request via memorandum or LEADS administrative message to CDC/KQC, fax to (217) 524-2498, or e-mail to LEADSADM.

IV.B.2.b. The correspondence must include a request to enter the information as a Help file as well as the text to be entered.

IV.C. The Daily Briefing

IV.C.1. The Daily Briefing is updated before 10:00 a.m., Monday through Friday (except for holidays). Each Briefing is serialized for reference, and remains on-line for a minimum of five years.

IV.C.2. Terminal operators should read the Briefing at the beginning of each shift.

IV.C.3. Submitting content for the Daily Briefing

IV.C.3.a. The Bureau or Division should not contact user services by phone; INSTEAD, they should follow the instructions in paragraph IV.B.2.

IV.C.3.b. The originator must indicate if the message is considered urgent and should be posted in the LEADS Daily Briefing as soon as possible.

IV.D. Terminal CDC/KQC

IV.D.1. CDC/KQC is located in the Integrated Technical Help Desk (ITHD) and is staffed seven days a week, 24 hours a day.

IV.D.2. A terminal message to CDC/KQC provides quick assistance for LEADS-related problems or questions.

IV.D.2.a. Messages are acknowledged in most cases, even if the answer to a particular question is not readily available.

IV.D.2.b. Messages received during unstaffed hours are answered on the following workday.

IV.D.3. If additional assistance is needed, or no LEADS terminal is available, contact the ITHD at 1-866-LEADS00 (1-866-532-3700) or 217-782-4155.

| Indicates new or revised items.

-End of Directive-