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Feedback

by Frank Minice, *Nlets Chief Information Technology Officer*

Recently Nlets was one of three finalists in the Arizona Governor's Celebration of Innovation program 2011 award for small businesses in Arizona. While we did not get the award, it was a great honor for the organization to be recognized at this level.

Last evening, a large group of Arizona politicians and business owners learned for the first time about Nlets, the technical achievements we have made, and the national impact that this small Arizona based organization makes for our country.

As I sat there with several of our staff members, speech at the ready should we be called, I watched with pride and amazement as our achievements were broadcast across the big screens. I reflected upon the amount of planning and work that has gone into getting this organization to where it is today. If not for the steadfast support from our Board of Directors, and an unbelievably talented and dedicated staff of 29 employees, we would have never reached such milestones. I continue to be amazed everyday at the ability and dedication of the Nlets staff, each one of them an expert in their field and striving to make Nlets the best that it can be.

Many people approached me throughout the night in curious awe of how such a small staff is able to carry such a large responsibility and be successful time and time again. For 46 years, the unique governance model of Nlets has had just enough bureaucracy to get the job done, but allowed us to be very nimble—we have always been "lean and mean." The fact that a public and private partnership can have such extraordinary results is an inspiration to many, especially in these economic times.

While for an evening, it was nice to reflect on the accomplishments of Nlets' past, this morning I woke up as the rest of the Nlets staff did, focused on our future and the great things to come...



UPDATES

NLETS CHOSEN AS FINALIST FOR PRESTIGIOUS AWARD



Every year, Arizona has a Governor's Celebration of Innovation program, celebrating companies throughout the state for their successes and originality in their perspective industries. Executive Director Steve Correll submitted Nlets for the 'Small Business' category of the GCOI 2011 award, with success as Nlets was selected as one of the

top three finalists in its category throughout the entire state of Arizona.

On Monday October 31st, a film crew visited the Nlets facility to film an interview with Correll about Nlets and its innovative business practices. Many of the questions focused on Nlets' innovative approach to increase revenue and expand the business without increasing prices to its membership, as well as its pioneering initiatives serving the criminal justice and public safety arena.

"What makes us innovative is the technology we have stood up, our ability to create and grow public and private partnerships, our incredibly lean and yet robust structure which allows us to service, as a monopoly, every criminal justice and public safety agency in the US and Canada with 30 employees. This number would certainly be tenfold if managed within the government sector, and limit our ability to dramatically increase services and usage along with revenue, build and purchase our own facility while not raising service fees to our government owners/customer for more than eight years. Nlets is truly an innovative Arizona marvel during tough and challenging times," Correll described Nlets' innovation and what sets the company apart from the two other finalists.

The award ceremony was held on November 17th, 2011 at the Phoenix Convention Center.

DR TESTING -- SUCCESS!

by Tony Abate, Sr. Systems Architect

As a highly available network, Nlets must maintain constant data integrity and availability, no matter which site it's running from. Between the primary facility in Arizona and the Disaster Recovery facility in Kentucky, Nlets' technical staff has built an Active/Passive network that accomplishes that goal.

We accomplish this through scheduled replication tasks that take place between the sites. These replication jobs are designed to report success and failure and perform data integrity checks to verify that the data is completely replicated each time.

We accomplish our goal of maintaining both data integrity and availability by verifying that the data exists in both locations and matches before reporting success. When we perform a cutover to or from our DR site, we can be assured the data matches and is available.

In September, Nlets tested a cutover to the DR site, and successfully ran from that location for a full week before cutting back over to the primary facility in Phoenix.



HIGHLIGHTS

VIRTUALIZATION AT NLETS

by Tony Abate, Sr. Systems Architect

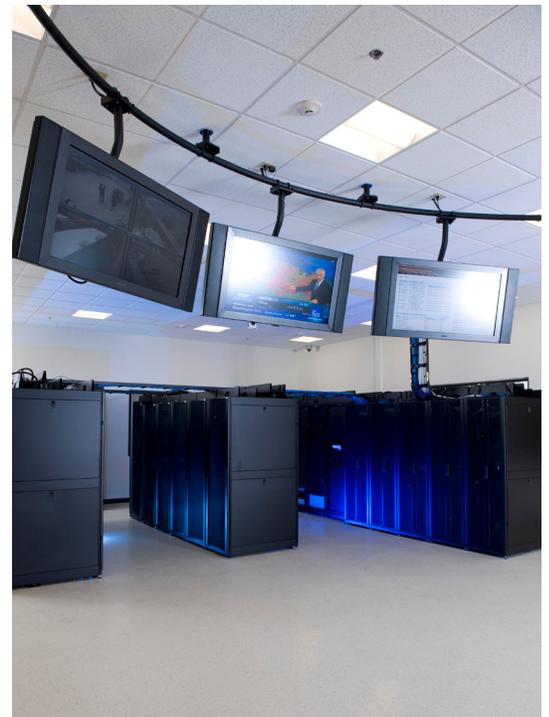
When I started working with virtualization technologies, we were severely limited in the type of systems that could be virtualized and the resources necessary to create a robust virtual environment were expensive. The cost savings were minimal and the management tools were not up to the task. Since then, advanced processor technologies, lowered hardware costs, and enterprise-class management tools have ushered in the era of virtualization. At Nlets, we have designed an environment using proven technology and built a virtual infrastructure that is robust, scalable, and efficient.

With our infrastructure in place, we've realized the benefits of our investment and proven that virtualization can have an enormous impact on operations, both in resources and financially. Through virtualization, we have reduced our cost per server by 87%, while also increasing performance limits. We have standardized server costs while remaining flexible in resource allocation, allowing high-end servers to be built without increased cost.

In addition, we have realized a 90% per server decrease in time for server procurement and provisioning. Maintenance time has also decreased, as has server re-purposing. We are seeing large benefits with each server we add to our infrastructure, and the benefit growth is only starting.

Soon, we'll see even higher returns as we roll out new technologies that further increase performance and efficiency while actively reducing system complexity, costs, and labor. We are working in areas that will harden security, allow highly available environments, and provide maximized data protection and availability.

Virtualization is providing that capability, and we are continuing to maximize the benefits realized. It's an exciting time at Nlets as we streamline our operations and lower overhead, allowing us to provide even more services and support to our law enforcement community.



PROJECT SPRINGBOARD

Earlier this year, Nlets was asked to participate on the governing board of Project Springboard, the new standardization initiative at IJIS. Project Springboard will create an application for law enforcement agencies to view and purchase products or services from companies that have been pre-screened and certified for NIEM (National Information Exchange Model) compliance.

This project emerged with the need to increase involvement in adoption and use of information sharing standards of vendors within the criminal justice and public safety industry. The purpose of Project Springboard is to resolve technical governance issues and achieve a consensus on critical issues while still meeting competitor needs and provide a venue for validation and testing of standards-based services. The project is outlined to undergo three phases, though is still in its earliest phase of development.

For more information about Nlets' role in the project, please contact Frank Minice, CITO at fminice@nlets.org; for more information about Project Springboard, please contact Steve Ambrosini, IJIS Director of Operations at steve.ambrosini@ijis.org.

HIGHLIGHTS

FEDERATED INQUIRIES TO INTERPOL

In 1998, Nlets was allowed access to Interpol’s data—giving Nlets access to International Warrants, passport and stolen vehicle information. Now, nearly 14 years later, Interpol is connected to 32 states and five federal agencies and configured to support six query types:

- IPQ Wanted person query
- FPQ Wanted person query – full report
- IVQ Stolen vehicle query
- FVQ Stolen vehicle query – full report
- ITQ Stolen travel document query
- FTQ Stolen travel document query – full report

At the beginning of October, the top five users connecting to Interpol via Nlets were:

- DC 21,000
- DE 14,883
- MD 220,123
- MI 1,138,231
- VA 50,616



On October 26, 2011, Texas connected with and began sending messages to Interpol, sending 346,458 messages in the last six days of the month—making Texas the top user of the Interpol connection. In October alone, 1,843,092 messages were sent to and from Interpol, adding significantly to the Nlets network traffic.

Of the new traffic on the network, Frank Minice, Nlets CITO reports, “There are no unusual changes in the overall saturation of the lines and no queue build up—so far so good!”

The following states and federal agencies are currently connected to support messages to and from Interpol:

Customs and Border Patrol	Arizona	Indiana	Ohio
Dept. of Justice	California	Kentucky	Pennsylvania
Dept of Navy	Colorado	Maine	Rhode Island
Dept. of State	Connecticut	Massachusetts	Tennessee
Immigration & Naturalization Services	District of Columbia	Maryland	Texas
Alaska	Delaware	Michigan	Utah
Alabama	Georgia	Missouri	Virginia
Arkansas	Idaho	Montana	Washington
	Iowa	New Jersey	Wisconsin
		Nevada	West Virginia

HIGHLIGHTS



When NLETS began in the early 1960s, the states deemed the new organization the Law Enforcement Teletype System, or LETS. Once the company was incorporated in 1966, the name evolved into the National Law Enforcement Telecommunication System (NLETS)—the company moved under this banner for nearly 40 years.

NLETS served law enforcement by connecting state agencies to one another, and expanding to various federal agencies as they emerged, along came the need to connect and share their information internationally. In the 1980s, the Board of Directors approved NLETS' proposal to create a bi-lateral interface connecting the states with Canada. In 1998, NLETS expanded connectivity with INTERPOL to include real-time access to the data INTERPOL had to share with U.S. law enforcement officials. Now, NLETS, with its recent efforts with Mexico, continues to evolve as an international system.

NLETS leadership began to envision more for the company, and created a new business strategy that would allow NLETS to grow without straining the states of their financial resources. The Board of Directors implemented a new initiative to allow approved Strategic Partners to connect to the NLETS network. In 2003, the Board of Directors approved Datamaxx as the first Strategic Partner with NLETS, and more than 20 companies have been approved for partnership since the inception of the NLETS Strategic Partnership. Not only did this increase necessary revenue for NLETS, but it increased information available to law enforcement, and transitioned the telecommunication system into an information sharing network.

As the company expanded beyond its capacity within the Arizona Department of Public Safety, it was time for more than merely a physical transition. Once moved into its current facility, the company also evolved from the **National Law Enforcement Telecommunication System** to *the International Justice and Public Safety Network*—no longer confined by U.S. borders, and open to the expansion of further information sharing of the criminal justice industry.

USIVA®



U.S. Insurance Vehicle Authentication
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para la Autenticación de Seguros de Automóvil

US INSURANCE VERIFICATION AUTHENTICATION

At the 2011 Spring Board of Directors meeting, Nlets officers and board members approved the strategic partnership between Nlets and Elliott Insurance, a company based in Mexico selling vehicle insurance to vehicles before crossing the border from Mexico into the United States.

As the insurance policies are sold, the vehicle registration and insurance information is stored in a database, housed at Nlets, that law enforcement officials are now able to query.

Since the Board's approval, Nlets has been working with Elliott to develop the pilot program to run in Phoenix, AZ, which is successfully running RQ and RR message keys to destination MX.

Nlets hopes this will pave the way for future transaction opportunities with Mexico. For more information about USIVA, please contact Frank Minice, CITO, at fminice@nlets.org or Kyle Darnell, Project Manager, at kdarnell@nlets.org.

MEET THE NLETS SECURITY AND PROJECT MANAGEMENT TEAMS

This month, I would like to introduce to you the remaining two teams working behind the scene at Nlets: the Security and Project Management teams. These are the people responsible for Nlets' physical and virtual security, as well as Nlets' ongoing success. The project management team manages projects, lead the other employees in projects, grants and contracts, and often serve as the the main or only point of contact for states participating in Nlets initiatives, while the security team continues to protect and preserve Nlets and the network.

BILL PHILIPS

Bill has been with Nlets for seven years and serves as the Senior Security Specialist. In his time with Nlets, Bill has worked to protect and preserve the Nlets network as the company transitioned from AZ DPS, as well as during times of Internet, social media and technological growth. At home, Bill has two young children, and enjoys cooking, trying food from other cultures, and spending time outdoors.

JOE WAGNER

Joe has been with Nlets for a little over a year, working as a Network Security Analyst. Joe contributes extensively to Nlets security, while continuing his certifications to learn and support other technological areas. He has a strong background within various facets of security and technology, as well as in music. Originally from Pittsburg, PA, Joe enjoys spending his free time immersing himself in hockey and music.

KYLE DARNELL

Kyle began his tenure with Nlets in 2000 as a Network Analyst and promoted to Sr. Network Analyst in 2003. He held that position for several years, during which his involvement in projects became much more pronounced. When Russ Brodie was hired as the Sr. Project Manager with Nlets in 2006, he began to work very closely with Russ Brodie in the area of Project Management. After years of mentoring by Russ, Kyle was promoted to Project Manager in January of 2010. At home, Kyle has two young children that definitely keep him busy outside of the workplace. As a family, they enjoy exploring the outdoors and attending numerous sporting events that the children participate in.

JAY CRUSE

Jay started with Nlets in May of this year, and serves as the Sr. Project Manager. Jay has over 10 years project management experience, delivering medium to large global enterprise application development and infrastructure projects at Wells Fargo, DHL, IBM, American Express and Hughes Aircraft. He has extensive management, analytical and technical background in numerous industries delivering comprehensive end to end projects using a variety of methodologies and platforms.

TED RAINIER

Ted has been a contractor with Nlets for a little less than two years and oversees the BAA contracts (State Warrant Sharing, the License Plate Reader Index, and Tribal Nation Sharing). He works with Nlets out of Pennsylvania, where he enjoys playing volleyball with his family when not working.

CATHY PLUMMER

Cathy has been a contractor with Nlets for a little over four years and oversees GeoSOAPS, E-Port, CHIEF, CHRIS, NCIEN and NISP. She works with Nlets out of a small town in New Mexico, where she enjoys spending time with her family and in the outdoors. Nlets is proud to cheer her on this month as she, along with our own Bonnie Locke and ARJIS' Pam Scanlon, join in California to walk 60 miles in the *Susan G. Komen Race for the Cure*.

ANNOUNCEMENTS & REMINDERS

UPCOMING MEETINGS

Mark your calendars!

2012 Spring TOC:
week of March 26th-31st, 2012
Charleston, SC

2012 F&M:
April 10th-11th, 2012
Phoenix, AZ

2012 Board of Directors:
May 9th-10th, 2012
Deadwood, SD

2012 Annual Conference:
June 26th-28th, 2012
Waikoloa, HI

NEW STRATEGIC PARTNER

Nlets is pleased to announce **iNet** has been approved as the newest Nlets **Strategic Partner!**

NLETS PORTAL

The Portal serves as a 'terminal' for Nlets reps and State resources (as approved by the rep) seeking to run messages and queries over the Nlets network.

In order to access the portal, you must have an account and log into a special site.

To request an account to access the Portal, email:

noc@nlets.org

or contact John Lawson with any questions:

jlawson@nlets.org

WIKI USER GUIDE

You must be logged into the member site to access the Wiki.

The Wiki User Guide is a resource for Nlets reps and State resources (as approved by the rep) seeking further explanations or assistance regarding Nlets systems and services.

In addition to email alerting, subscription to an RSS feed of any page is available to track any changes or updates.

To view the Wiki, visit:

<https://www.nlets.org/member/user-guide>

To register for Nlets.org and Wiki access, visit:

<https://nlets.org/request-an-account>

CONTACT US

ASK STEVE

Steve Correll, Nlets Executive Director, is always available to answer your questions.

Please send your questions to asksteve@nlets.org.

FEEDBACK

We welcome your feedback on:

- Questions or comments regarding the current issue;
- Ideas for future newsletter content; or,
- Corrections.

Contact us at info@nlets.org.

