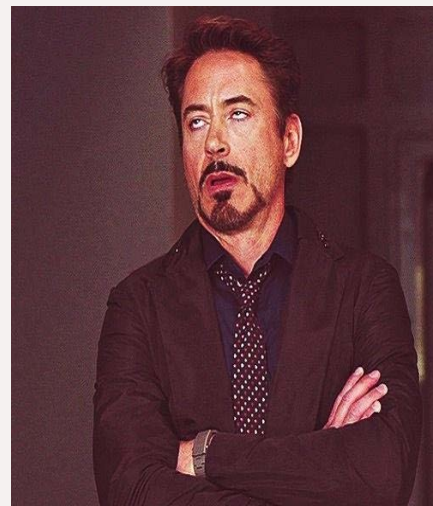
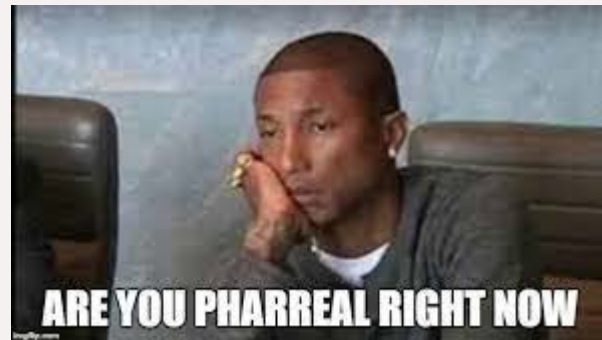
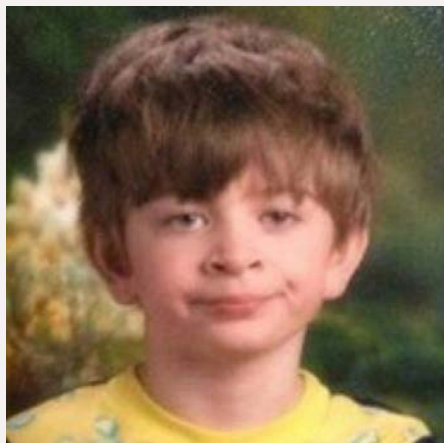




ServiceNow Agency Audit







Introduction

The Bureau of Criminal Identification will now be using a new program to audit all of their Criminal Justice agencies using UCJIS

- ServiceNow
- Initial email
- Audit process



ServiceNow


Audit software that BCI will now be using to conduct all criminal justice agency audits

- Every agency will be audited at least once as part of the FBI's 3 year audit cycle
- Everything will be done online
- TAC's will utilize a ServiceNow portal to submit and complete audit information



Initial email

Welcome to the State of Utah Agency Assessment Portal External Inbox x Print Share

 **IT Service Desk** <dpsutah@servicenowservices.com> 11:19 AM (1 hour ago) ☆ ↶ ⋮
to me ▾


invited you to the State of Utah Agency assessment portal for your organization. This portal allows you to view and respond to Agency assessments required for your organization's continued business relationship with the State of Utah.

[Agency Portal Login](#)

User name: alisalason-ZOOPD
Temporary password: ZeNDLGpl

Utah Department of Public Safety

Bureau of Criminal Identification



Ref:MSG0001500_WzHsIFqilMXYCUrQfZdum

↶ Reply ↷ Forward



Audit Process

The new audit process will require TACs to:

- Upload requested documents and information in the online audit portal
- Complete an online questionnaire
- Complete the audit from beginning to end all online through the software



Audit Example #1

Zootopia Police Department
UT0000008

The Field Service Representative will begin the audit process by initiating an audit. When this happens, the TAC will receive 2 emails



State of Utah Agency risk assessment External Inbox x



IT Service Desk <dpsutah@servicenowservices.com>

to me, cbogo ▾

As a key stakeholder for your organization's relationship with State of Utah, State of Utah requires your participation in an Agency risk assessment of your organization.

Sign in to the State of Utah Agency portal to view the assessment requirements, manage other stakeholders that will contribute to the assessment, and submit your responses.

[Agency Portal Link](#)

Click here to go to the website and login

Your organization's responses to this assessment must be submitted by 2021-08-26 12:25:14 MDT.

Failure to respond by this date may affect your organization's contractual obligations with State of Utah and future purchases of your organization's products or services.

If you have any questions about this assessment, please contact your State of Utah Agency manager.

Regards,

The State of Utah State of Utah Agency Management Team

Utah Department of Public Safety

Bureau of Criminal Identification



Ofa Vaisima assigned assessment ARA0003001 for Zootopia Police Department to you External Inbox x



IT Service Desk <dpsutah@servicenowservices.com>

to me ▾

Ofa Vaisima assigned Agency risk assessment "Risk assessment for vendor Zootopia Police Department" ([ARA0003001](#)) for Agency Zootopia Police Department to you.

Utah Department of Public Safety

Bureau of Criminal Identification

Once the TAC, receives the emails, they will log in to the ServiceNow Audit Portal. TACs can click the link the email to be brought to the website.





Log in

alisarson-ZOOPD

[Forgot Password ?](#)

Log in



Home > Assessment Summary

Assessment Summary

Agency

Primary Contacts

Assessments

Issues

Tasks

Zootopia Police Department
Zootopia Police Department



1

-

-



Home > Assessment Summary

Assessment Summary

Agency

Primary Contacts

Assessments

Issues

Tasks

Zootopia Police Department
Zootopia Police Department



1

-

-

Manage Team

My Profile

Tour

Change Password

Logout



Primary Contact

[Edit Profile](#)

Judy Hoops

First name	Judy
Last name	Hoops
Email	alialarson@utah.gov
Title	Officer
Role	(Empty)
Primary contact	true
Agency/Entity	Zootopia Police Department
Department	Zootopia Police Department
Division	(Empty)
Language	(Empty)
Date format	MM-dd-yyyy
Time zone	US/Mountain
Assigned to engagements	



Home > Assessment Summary

Assessment Summary

Agency	Primary Contacts	Assessments	Issues	Tasks
Zootopia Police Department Zootopia Police Department	▾	1	-	-



Home > All Assessments

All Assessments

Open 1

Closed 0

Click here to open and begin your agency audit

Assessment

Entity

Status

Questionnaires

Document requests

Issues

Due by

Risk assessment for vendor
Zootopia Police Department

Zootopia Police
Department
vendor

New

0/1 completed

0/10 completed

0/0
closed

2021-08-
26



Risk assessment for vendor Zootopia Police Department

[Submit Assessment](#)Requests **11**Issues **0**Tasks **0**

Due by: 08-26-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CM JH	New	0/32 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CM JH	New	0/2 answered	-
Blank ROA Waiver Agencies with an approved ROA Contract	Document request	CM JH	New	0/2 answered	-
CH Transaction Logs Justification All Agencies that run Criminal History Queries - BCI Audit	Document request	CM JH	New	0/2 answered	-
HIT Confirmation Agreement Law Enforcement/Courts - BCI Audit	Document request	CM JH	New	0/2 answered	-
Misuse Policy All Agencies - BCI Audit	Document request	CM JH	New	0/2 answered	-
Mobile Device Policy Vendor/NCJA - UCJIS Technical Audit	Document request	CM JH	New	0/2 answered	-
NCIC Case Files (10 Samples) All Agencies that enter NCIC - BCI Audit	Document request	CM JH	New	0/2 answered	-
NCIC Validation Procedures All Agencies that enter NCIC - BCI Audit	Document request	CM JH	New	0/2 answered	-
REPT Transaction All Agencies - BCI Audit	Document request	CM JH	New	0/2 answered	-
ROA Contract Right of Access Agencies - BCI Audit	Document request	CM JH	New	0/2 answered	-



Risk assessment for vendor Zootopia Police Department

Submit Assessment

Requests 11 Issues 0 Tasks 0

Due by: 08-26-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	New	0/32 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	New	0/2 answered	-
Blank ROA Waiver Agencies with an approved ROA Contract	Document request	CU JH	New	0/2 answered	-
CH Transaction Logs Justification All Agencies that run Criminal History Queries - BCI Audit	Document request	CU JH	New	0/2 answered	-

Click here to open the audit questionnaire



Sections

Files Accessed by Agency

Dissemination

Auditing and Training

Personnel Security

UCJIS Usage

NCIC Inquiry

NCIC Entry

Utah Statewide Warrants

Driver License / Motor Vehicle

Court

Exit

Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

- Show follow-ups
- Show unanswered questions

Files Accessed by Agency Completed


What files are accessed by the Agency?

- NCIC Entry
- CH
- Driver Licence/Motor Vehicle
- NCIC Inquiry
- Court
- Statewide Warrant

Next >




Sections


Files Accessed by Agency 


Dissemination 

Auditing and Training 

Personnel Security 

UCJIS Usage 

NCIC Inquiry 

NCIC Entry 

Utah Statewide Warrants

Driver License / Motor Vehicle

Court

Exit

Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

Show follow-ups

Show unanswered questions

NCIC Entry In progress

Does the Agency access files for NCIC Entry? (Refer to 'Files Accessed by Agency' section)

Yes

What is the ORI that enters NCIC records for this Agency?



Sections

- Files Accessed by Agency ✓
- Dissemination ✓
- Auditing and Training ✓
- Personnel Security ✓
- UCJIS Usage ✓
- NCIC Inquiry ✓
- NCIC Entry ✓
- Utah Statewide Warrants ✓
- Driver License / Motor Vehicle ✓
- Court ✓

Exit

Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

- Show follow-ups
- Show unanswered questions

Court ✓ Completed

Does the Agency access files for Courts? (Refer to 'Files Accessed by Agency' section)

No

« Previous



Sections

- Files Accessed by Agency ✓
- Dissemination ✓
- Auditing and Training ✓
- Personnel Security ✓
- UCJIS Usage ✓
- NCIC Inquiry ✓
- NCIC Entry ✓
- Utah Statewide Warrants ✓
- Driver License / Motor Vehicle ✓
- Court ✓

Exit Questionnaire? ✕

Do you want to save the changes in the questionnaire before exiting?

Discard Changes

Save and Exit

Exit

Save as Draft

Questionnaire Notes and Comments

- Show follow-ups
- Show unanswered questions

Court ✓ Completed

Does the Agency access files for Courts? (Refer to 'Files Accessed by Agency' section)

No ▼

◀ Previous



Risk assessment for vendor Zootopia Police Department

Submit Assessment

Requests 11

Issues 0

Tasks 0

Due by: 08-26-2021

Click here to open the task

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	In Progress	61/61 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	New	0/2 answered	-
Blank ROA Waiver Agencies with an approved ROA Contract	Document request	CU JH	New	0/2 answered	-
CH Transaction Logs Justification All Agencies that run Criminal History Queries - BCI Audit	Document request	CU JH	New	0/2 answered	-



Sections

AMBER Alert Procedures

Exit

Save as Draft

AMBER Alert Procedures

Law Enforcement - BCI Audit

Questionnaire

Notes and Comments

Show follow-ups

Show unanswered questions

AMBER Alert Procedures In progress

1. Do you have AMBER Alert Procedures?

Not Applicable

Yes

No

1.1. Please attach your document(s):



2. Additional Information

Click the paperclip to attach your documents



Risk assessment for vendor Zootopia Police Department

Submit Assessment

Requests 11

Issues 0

Tasks 0

Due by: 08-26-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	In Progress	61/61 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	In Progress	2/3 answered	-
Blank ROA Waiver Agency with an approved ROA Contract	Document request	CU JH	New	0/2 answered	-



Sections

AMBER Alert Procedures



Exit

Save as Draft

AMBER Alert Procedures

Law Enforcement - BCI Audit

Questionnaire

Notes and Comments

- Show follow-ups
- Show unanswered questions

AMBER Alert Procedures Completed

1. Do you have AMBER Alert Procedures?

- Not Applicable
- Yes
- No

1.1. Please attach your document(s):



AMBER ALERT EMA.pdf (423.4 KB)



2. Additional Information

N/A



Risk assessment for vendor Zootopia Police Department

Submit Assessment

Requests 11

Issues 0


Tasks 0

Due by: 08-26-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	In Progress	61/61 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	In Progress	3/3 answered	-
Blank ROA Waiver				0/2 answered	



Sections

Blank ROA Waiver 

Exit

Save as Draft

Blank ROA Waiver

Agencies with an approved ROA Contract

Questionnaire

Notes and Comments

- Show follow-ups
- Show unanswered questions

Blank ROA Waiver  Completed

1. Do you have a Blank ROA Waiver?

- Not Applicable
- Yes
- No

2. Additional Information

Not an ROA Agency

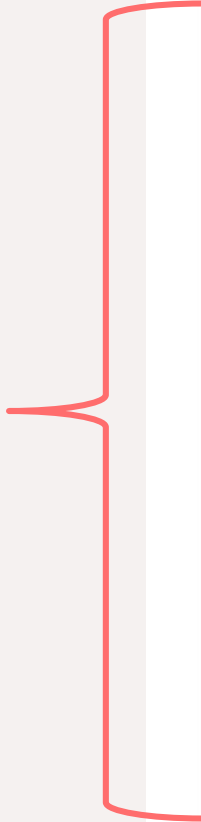
Risk assessment for vendor Zootopia Police Department

Submit Assessment

Requests 11 Issues 6 Tasks 6

Due by: 08-26-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	In Progress	61/61 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	In Progress	3/3 answered	-
Blank ROA Waiver Agencies with an approved ROA Contract	Document request	CU JH	In Progress	2/2 answered	-
CH Transaction Logs Justification All Agencies that run Criminal History Queries - BCI Audit	Document request	CU JH	In Progress	3/3 answered	-
Hit Confirmation Agreement Law Enforcement/Courts - BCI Audit	Document request	CU JH	In Progress	3/3 answered	-
Misuse Policy All Agencies - BCI Audit	Document request	CU JH	In Progress	3/3 answered	-
Mobile Device Policy Vendor/NCJA - UCJIS Technical Audit	Document request	CU JH	In Progress	2/2 answered	-
NCIC Case Files (10 Samples) All Agencies that enter NCIC - BCI Audit	Document request	CU JH	In Progress	3/3 answered	-
NCIC Validation Procedures All Agencies that enter NCIC - BCI Audit	Document request	CU JH	In Progress	2/3 answered	-
REPT Transaction All Agencies - BCI Audit	Document request	CU JH	In Progress	2/3 answered	-
ROA Contract Right of Access Agencies - BCI Audit	Document request	CU JH	In Progress	2/2 answered	-





Assessments

Zootopia Police Department

Risk assessment for vendor Zoo

Submit Assessment

Requests 11 Issues 0 Tasks 0

Due by: 08-26-2021

Request	Type	Assigned to	Status	Progress	Signature
---------	------	-------------	--------	----------	-----------

Incomplete Questionnaire ✕

Some requests are incomplete. Are you sure you want to submit the assessment?

Cancel **Submit**



Risk assessment for vendor Zootopia Police Department

Submitted to State of Utah

Requests 11

Issues 0

Tasks 0

Responses expected by: 08-24-2021

Request	Type	Assigned to	Status	Progress	Signature
---------	------	-------------	--------	----------	-----------

BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	In Progress	61/61 answered	
---	---------------	-------	-------------	----------------	--



Zootopia Police Department

Open **1**

Closed **0**

Assessment	Entity	Status	Questionnaires	Document requests	Issues	Due by
Risk assessment for vendor Zootopia Police Department	Zootopia Police Department vendor	In progress	1/1 completed	8/10 completed	0/0 closed	2021-08-26

Zootopia Police Department submitted responses for assessment ARA0003001 Inbox x



Utah DPS Audits <dps_audits@utah.gov>
to me ▾

2:47 PM (6 minutes ago) ☆ ↶ ⋮

Zootopia Police Department submitted responses for assessment ARA0003001

[ARA0003001](#)

Utah Department of Public Safety

Bureau of Criminal Identification





Ref:MSG0001526_qLIRqzWXEdlaYAxXLfik





↶ Reply

↷ Forward

Email Notification

Once your Field Service Representative has completed & closed out your audit, you will receive an email from your rep.

BCI Audit Status Report Inbox x  

 **Ofa Vaisima** 3:37 PM (16 minutes ago)   

to me ▼

Dear TAC,

Thank you for participating in the triennial BCI UCJIS Audit.

Your audit has been completed successfully. To view the individual findings of this audit, please log in to the ServiceNow portal.

Please contact us if you have any questions or concerns.

Thank you,

--

Ofa Vaisima
Field Services
Utah Bureau of Criminal Identification
ovaisima@utah.gov
385-499-1421
Monday-Thursday 7am-5pm

If immediate assistance is needed, please contact our Help Desk (CIC - available 24/7) 801-965-4446 Fax: 801-969-7065

This e-mail and any attachments are confidential and protected by legal, professional, or other privileges. Do not disseminate without expressed permission by the original sender.
If you are not the intended recipient do not store, copy, re-transmit, use, or disclose any of its contents. Return it to the sender immediately and delete the email from your system.



Formal Letter

If a formal letter is needed,
please reach out to your Field
Services Representative



State of Utah

SPENCER L. COX
Governor

DEIDRE M. HENDERSON
Lieutenant Governor

Department of Public Safety

JESS L. ANDERSON
Commissioner

August 25, 2021

Dear Chief Bogo:

This letter is to notify you that BCI Field Services has received and reviewed the audit response from your agency regarding the corrective actions implemented on all non-compliant issues. BCI is satisfied with the corrections that have been made in order to be in compliance with the policies and regulations surrounding BCI systems.

We appreciate your agency's response and hope this audit has been beneficial to your department. Should you need any further assistance or have any questions please contact the BCI Field Services staff.

Sincerely,

Mandy Biesinger, Supervisor
Field Services Section

Captain Greg Willmore, Director
Bureau of Criminal Identification

cc: Judy Hopps - TAC



Home > Assessment Summary

Assessment Summary

Agency

Primary Contacts

Assessments

Issues

Tasks

Zootopia Police Department
Zootopia Police Department



-

-

-



Home > Zootopia Police Department

Zootopia Police Department

Open 0

Closed 1

Assessment

Entity

Status

Questionnaires

Document requests

Issues

Due by

Risk assessment for vendor
Zootopia Police Department

Zootopia Police
Department
vendor

Completed

1/1 completed

8/10 completed

0/0
closed

2021-08-
26



Audit Example #2

Zootopia Police Department
UT0000008

The Field Service Representative will begin the audit process by initiating an audit. When this happens, the TAC will receive 2 emails



State of Utah Agency risk assessment External Inbox x



IT Service Desk <dpsutah@servicenowservices.com>

to me, cbogo ▾

As a key stakeholder for your organization's relationship with State of Utah, State of Utah requires your participation in an Agency risk assessment of your organization.

Sign in to the State of Utah Agency portal to view the assessment requirements, manage other stakeholders that will contribute to the assessment, and submit your responses.

[Agency Portal Link](#)

Your organization's responses to this assessment must be submitted by 2021-08-26 12:25:14 MDT.

Failure to respond by this date may affect your organization's contractual obligations with State of Utah and future purchases of your organization's products or services.

If you have any questions about this assessment, please contact your State of Utah Agency manager.

Regards,

The State of Utah State of Utah Agency Management Team

Utah Department of Public Safety

Bureau of Criminal Identification



Ofa Vaisima assigned assessment ARA0003001 for Zootopia Police Department to you External Inbox x



IT Service Desk <dpsutah@servicenowservices.com>

to me ▾

Ofa Vaisima assigned Agency risk assessment "Risk assessment for vendor Zootopia Police Department" ([ARA0003001](#)) for Agency Zootopia Police Department to you.

Utah Department of Public Safety

Bureau of Criminal Identification

Once the TAC, receives the emails, they will log in to the ServiceNow Audit Portal. TACs can click the link the email to be brought to the website.





Log in

alisarson-ZOOPD

[Forgot Password ?](#)

Log in



Home > Assessment Summary

Assessment Summary

Agency

You can click either option to open the audit

Issues

Tasks

Zootopia Police Department
Zootopia Police Department



1

-

-



All Assessments

Open 1

Closed 0

Click here to open and begin your agency audit

Assessment

Entity

Status

Questionnaires

Document requests

Issues

Due by

Risk assessment for vendor
Zootopia Police Department

Zootopia Police
Department
vendor

New

0/1 completed

0/10 completed

0/0
closed

2021-08-
26



Risk assessment for vendor Zootopia Police Department

[Submit Assessment](#)Requests **11**Issues **0**Tasks **0**

Due by: 08-26-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CM RH	New	0/2 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CM RH	New	0/2 answered	-
Blank ROA Waiver Agencies with an approved ROA Contract	Document request	CM RH	New	0/2 answered	-
CH Transaction Logs Justification All Agencies that run Criminal History Queries - BCI Audit	Document request	CM RH	New	0/2 answered	-
HIT Confirmation Agreement Law Enforcement/Courts - BCI Audit	Document request	CM RH	New	0/2 answered	-
Misuse Policy All Agencies - BCI Audit	Document request	CM RH	New	0/2 answered	-
Mobile Device Policy Vendor/NCJA - UCJIS Technical Audit	Document request	CM RH	New	0/2 answered	-
NCIC Case Files (10 Samples) All Agencies that enter NCIC - BCI Audit	Document request	CM RH	New	0/2 answered	-
NCIC Validation Procedures All Agencies that enter NCIC - BCI Audit	Document request	CM RH	New	0/2 answered	-
REPT Transaction All Agencies - BCI Audit	Document request	CM RH	New	0/2 answered	-
ROA Contract Right of Access Agencies - BCI Audit	Document request	CM RH	New	0/2 answered	-



Risk assessment for vendor Zootopia Police Department

Submit Assessment

Requests 11 Issues 0 Tasks 0

Due by: 08-26-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	New	0/32 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	New	0/2 answered	-
Blank ROA Waiver Agencies with an approved ROA Contract	Document request	CU JH	New	0/2 answered	-
CH Transaction Logs Justification All Agencies that run Criminal History Queries - BCI Audit	Document request	CU JH	New	0/2 answered	-

Click here to open the audit questionnaire



Sections

Files Accessed by Agency

Dissemination

Auditing and Training

Personnel Security

UCJIS Usage

NCIC Inquiry

NCIC Entry

Utah Statewide Warrants

Driver License / Motor Vehicle

Court

Exit

Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

- Show follow-ups
- Show unanswered questions

Files Accessed by Agency Completed

What files are accessed by the Agency?

- NCIC Entry
- CH
- Driver Licence/Motor Vehicle
- NCIC Inquiry
- Court
- Statewide Warrant

Next >



- Sections
- Files Accessed by Agency
 - Dissemination
 - Auditing and Training
 - Personnel Security
 - UCJIS Usage
 - NCIC Inquiry
 - NCIC Entry
 - Utah Statewide Warrants
 - Driver License / Motor Vehicle
 - Court

Exit Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire Notes and Comments

Show follow-ups
 Show unanswered questions

Auditing and Training Completed

Does this agency provide updated training materials to agency personnel?

Yes
 No

When the TAC reviews the LOGS transaction at least weekly, what does the TAC look for?

Family Names



The responses have been successfully saved as a draft. Page JH

Home > Zootopia Police Department > Risk assessment for vendor Zootopia Police Department > BCI Compliance Audit Full Questionnaire

Sections

- Files Accessed by Agency ✓
- Dissemination ✓
- Auditing and Training ✓
- Personnel Security ✓
- UCJIS Usage ⌚
- NCIC Inquiry
- NCIC Entry
- Utah Statewide Warrants
- Driver License / Motor Vehicle
- Court

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire Notes and Comments

Show follow-ups

Show unanswered questions

Auditing and Training Completed

Does this agency provide updated training materials to agency personnel?

Yes

No

When the TAC reviews the LOGS transaction at least weekly, what does the TAC look for?

Family Names

Exit Save as Draft

Banner appears when it has been successfully saved



Sections

Files Accessed by Agency

Dissemination

Auditing and Training

Personnel Security

UCJIS Usage

NCIC Inquiry

NCIC Entry

Utah Statewide Warrants

Driver License / Motor Vehicle

Court

Exit

Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

Show follow-ups

Show unanswered questions

Auditing and Training Completed

Does this agency provide updated training materials to agency personnel?

Yes

No

When the TAC reviews the LOGS transaction at least weekly, what does the TAC look for?

Family Names



State of Utah Agency Assessment Portal

Assessments Issues Tasks FAQ Page JH

Home > Zootopia Police Department > Risk assessment for vendor Zootopia Police Department > BCI Compliance Audit Full Questionnaire

Sections

- Files Accessed by Agency
- Dissemination
- Auditing and Training
- Personnel Security
- UCJIS Usage
- NCIC Inquiry
- NCIC Entry
- Utah Statewide Warrants
- Driver License / Motor Vehicle
- Court

Questionnaire Notes and Comments

Show follow-ups

Show unanswered questions

Auditing and Training In progress

Does this agency provide updated training materials to agency personnel?

Yes

No

When the TAC reviews the LOGS transaction at least weekly, what does the TAC look for?

Family Names

Save as Draft

Discard Changes Save and Exit

Exit Questionnaire?

Do you want to save the changes in the questionnaire before exiting?



Is UCJIS used for Ride-along Participants?

Yes

No

When we answer this –
Another question will appear

Is UCJIS used for Ride-along Participants?

Yes

No

For what Purpose Code?

C

J

D

F

X

P

A

Local Transactions Only

Not run



SECTIONS

- Files Accessed by Agency
- Dissemination
- Auditing and Training
- Personnel Security
- UCJIS Usage
- NCIC Inquiry
- NCIC Entry
- Utah Statewide Warrants
- Driver License / Motor Vehicle
- Court

Exit Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire Notes and Comments

- Show follow-ups
- Show unanswered questions

NCIC Inquiry In progress

Does the Agency access files for NCIC Inquiries? (Refer to 'Files Accessed by Agency' section)

Yes

Is an NCIC Inquiry run before a subject is released from jail?

-- Choose --

-- Choose --

Yes

No

Unknown - Agency relies on County jail

< Previous

Next >



Sections

- Files Accessed by Agency ✓
- Dissemination ✓
- Auditing and Training ✓
- Personnel Security ✓
- UCJIS Usage ✓
- NCIC Inquiry ✓
- NCIC Entry ⚠
- Utah Statewide Warrants ✓
- Driver License / Motor Vehicle ✓
- Court ✓

Exit

Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

- Show follow-ups
- Show unanswered questions

NCIC Entry ⚠ In progress

Does the Agency access files for NCIC Entry? (Refer to 'Files Accessed by Agency' section)

Yes

What is the ORI that enters NCIC records for this Agency?

UT12345678

This Agency enters NCIC records for the following ORI(s):



Sections

- Files Accessed by Agency ✓
- Dissemination ✓
- Auditing and Training ✓
- Personnel Security ✓
- UCJIS Usage ✓
- NCIC Inquiry ✓
- NCIC Entry ⚙
- Utah Statewide Warrants ✓
- Driver License / Motor Vehicle ✓
- Court ✓

Exit

Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

- Show follow-ups
- Show unanswered questions

NCIC Entry ⚙ In progress

Does the Agency access files for NCIC Entry? (Refer to 'Files Accessed by Agency' section)

Yes





- Dissemination ✓
- Auditing and Training ✓
- Personnel Security ✓
- UCJIS Usage ✓
- NCIC Inquiry ✓
- NCIC Entry ⌚
- Utah Statewide Warrants ✓
- Driver License / Motor Vehicle ✓
- Court ✓

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

Comments

Send

Judy Hopps

🕒 just now

Ofa, for the question, 'What sources are reviewed in order to "pack" an entry?', what does it mean by pack? I don't understand packing an entry.

JH

OV

Ofa Vaisima

🕒 3d ago

Created

Start

- Dissemination ✓
- Auditing and Training ✓
- Personnel Security ✓
- UCJIS Usage ✓
- NCIC Inquiry ✓
- NCIC Entry ✓
- Utah Statewide Warrants ✓
- Driver License / Motor Vehicle ✓
- Court ✓

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

Comments

Send

OV

Ofa Vaisima

🕒 37m ago

Hi Judy,

Thank you for your question. To pack a record means to search available files in UCJIS and ensure that all information especially searchable information is added to the entry. It also means adding any information from case reports or family/friends that is deemed important, such as jewelry if it is a missing persons file, is added to the entry.

If you have any further questions, let me know.

JH

Judy Hopps

🕒 about an hour ago

Ofa, for the question, 'What sources are reviewed in order to "pack" an entry?', what does it mean by pack? I don't understand packing an entry.



Sections

Files Accessed by Agency

Dissemination

Auditing and Training

Personnel Security

UCJIS Usage

NCIC Inquiry

NCIC Entry

Utah Statewide Warrants

Driver License / Motor Vehicle

Court

Exit

Save as Draft

BCI Compliance Audit Full Questionnaire

BCI Compliance Audit Full Questionnaire

Questionnaire

Notes and Comments

Show follow-ups

Show unanswered questions

Court Completed

Does the Agency access files for Courts? (Refer to 'Files Accessed by Agency' section)

No

« Previous



Risk assessment for vendor Zootopia Police Department

Submit Assessment

Requests 11

Issues 0

Tasks 0

Due by: 08-26-2021

Click here to open the task

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	In Progress	61/61 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	New	0/2 answered	-
Blank ROA Waiver Agencies with an approved ROA Contract	Document request	CU JH	New	0/2 answered	-
CH Transaction Logs Justification All Agencies that run Criminal History Queries - BCI Audit	Document request	CU JH	New	0/2 answered	-



Sections

AMBER Alert Procedures

Exit

Save as Draft

AMBER Alert Procedures

Law Enforcement - BCI Audit

Questionnaire

Notes and Comments

- Show follow-ups
- Show unanswered questions

AMBER Alert Procedures Completed

1. Do you have AMBER Alert Procedures?

- Not Applicable
- Yes
- No

1.1. Please attach your document(s):

AMBER.pdf (157.3 KB)

2. Additional Information

N/A



Sections

ROA Contract



Exit

Save as Draft

ROA Contract

Right of Access Agencies - BCI Audit

Questionnaire

Notes and Comments

- Show follow-ups
- Show unanswered questions

ROA Contract Completed

1. Do you have a ROA Contract?

- Not Applicable
- Yes
- No

2. Additional Information

Not an ROA Agency

Requests 11 Issues 0 Tasks 0

Due by: 09-02-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	In Progress	39/39 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	In Progress	3/3 answered	-
Blank ROA Waiver Agencies with an approved ROA Contract	Document request	CU JH	In Progress	2/2 answered	-
CH Transaction Logs Justification All Agencies that run Criminal History Queries - BCI Audit	Document request	CU JH	In Progress	2/2 answered	-
Hit Confirmation Agreement Law Enforcement/Courts - BCI Audit	Document request	CU JH	In Progress	2/2 answered	-
Misuse Policy All Agencies - BCI Audit	Document request	CU JH	In Progress	3/3 answered	-
Mobile Device Policy Vendor/NCJA - UCJIS Technical Audit	Document request	CU JH	In Progress	2/2 answered	-
NCIC Case Files (10 Samples) All Agencies that enter NCIC - BCI Audit	Document request	CU JH	In Progress	2/2 answered	-
NCIC Validation Procedures All Agencies that enter NCIC - BCI Audit	Document request	CU JH	In Progress	2/2 answered	-
REPT Transaction All Agencies - BCI Audit	Document request	CU JH	In Progress	2/2 answered	-
ROA Contract Right of Access Agencies - BCI Audit	Document request	CU JH	In Progress	2/2 answered	-



State of Utah Agency Assessment Portal

Home > Zootopia Pol

Risk assessment

Submit Confirmation ✕

Are you sure you want to submit the assessment?

Cancel Submit

Submit Assessment

Requests 11 Issues 0 Tasks 0

Due by: 09-02-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	In Progress	39/39 answered	-



Risk assessment for vendor Zootopia Police Department

Submitted to State of Utah

Requests 11

Issues 0

Tasks 0

Responses expected by: 09-02-2021

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	In Progress	39/39 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	In Progress	3/3 answered	-
Blank ROA Waiver				2/2 answered	

Email Notification

Once you have successfully submitted your audit to your Field Representative, you will receive an email notifying you of the submission

Zootopia Police Department submitted responses for assessment
ARA0003002 Inbox x



Utah DPS Audits <dps_audits@...> 10:20 AM (1 minute ago) ☆ ↶ ⋮
to me ▾

Zootopia Police Department submitted responses for assessment ARA0003002
[ARA0003002](#).

Utah Department of Public Safety

Bureau of Criminal Identification



Ref:MSG0001554_IKVErHjRwymGgakTZyc

↶ Reply

↷ Forward

Email Notification

You will get another email once your Field Representative has created an issue/task for your audit. This means there was something found to be out of compliance that needs to be fixed to be in compliance

Ofa Vaisima assigned Agency assessment task ART0003005 to you



Inbox x



Utah DPS Audits <dps_audits...> 10:47 AM (0 minutes ago)
to me ▾



Ofa Vaisima (ovaisima@utah.gov) assigned Agency assessment task [ART0003005](#) to you. This task is part of an Agency assessment for State of Utah. Resolution is requested by 2021-08-27.

Auto generated task for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - User Logon Sharing Task

Users should have individual logons unique to their access permissions for usage tracking and auditing purposes.

Utah Department of Public Safety

Bureau of Criminal Identification



Ref:MSG0001555_yMULigdHbhycRtjGnoEa

← Reply

→ Forward



Log in

alisarson-ZOOPD

[Forgot Password ?](#)

Log in



This shows there were 2 compliance issues found with the audit that need to be resolved

Assessment Summary

Agency	Primary Contacts	Assessments	Issues	Tasks
Zootopia Police Department Zootopia Police Department	CU JH	1	2	-



Zootopia Police Department

Open 1 Closed 1

This shows there were 2 compliance issues found with the audit that need to be resolved

Assessment	Entity	Status	Questionnaires	Document requests	Issues	Due by
Risk assessment for vendor Zootopia Police Department	Zootopia Police Department vendor	In progress	1/1 completed	10/10 completed	0/2 closed	2021-09-02



Zootopia Police Department

Open 1

Closed 1

Click here to begin resolving audit issues

Assessment

Entity

Status

Questionnaires

Document requests

Issues

Due by

[Risk assessment for vendor Zootopia Police Department](#)

Zootopia Police Department vendor

In progress

1/1 completed

10/10 completed

0/2 closed

2021-09-02



Risk assessment for vendor Zootopia Police Department

Finalizing Issues and Controls

Requests 11

Issues 2

Tasks 0

Request	Type	Assigned to	Status	Progress	Signature
BCI Compliance Audit Full Questionnaire BCI Compliance Audit Full Questionnaire	Questionnaire	CU JH	Submitted	39/39 answered	-
AMBER Alert Procedures Law Enforcement - BCI Audit	Document request	CU JH	Submitted	3/3 answered	-



Risk assessment for vendor Zootopia Police Department

Finalizing Issues and Controls

Requests 11

Issues 2

Tasks 0

Number	Short description	Priority	Status	Assigned to	Estimated end date
ARI0003008	Auto generated issue for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - Compliance Issue: Shared Logons	4 - Low	Finalize with Agency	JH Judy Hopps	08-27-2021
ARI0003007	Issue for Risk assessment for vendor Zootopia Police Department - Hit Confirmation Agreement - 1	4 - Low	Submitted to Agency	JH Judy Hopps	08-26-2021




Issue Details

Priority **Created**
4 - Low 2h ago

Status **Updated**
Finalize with about an hour
Agency ago

Planned end date
08-27-2021

Assigned to

 Judy Hopps ▾

Attachments



Click below to attach a file

Attach

ARI0003008

Auto generated issue for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - Compliance Issue: Shared Logons

Issue with audit questionnaire

Issue Details Tasks 0 Questions 1

Description
(empty)

Add any comments or questions here

Comments

Type your message here...

Send

 OV

Ofa Vaisima
2h ago

Attach missing or updated agreements here



Home > Zootopia Police Department > Risk assessment for vendor Zootopia Police Department >

Auto generated issue for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - Compliance Issue: Shared Logons

Issue Details

Priority Created
4 - Low 2h ago

Status Updated
Submitted to 12m ago
Agency

Planned end date
08-27-2021

Assigned to

JH Judy Hopps

Attachments

ARI0003008

Auto generated issue for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - Compliance Issue: Shared Logons

Resolve Issue

Issue Details

Tasks 0

Questions 1


Question	Category	Answer
Do users share logons?	Personnel Security	Yes




Issue Details

Priority	Created
4 - Low	2h ago
Status	Updated
Submitted to Agency	1m ago
Planned end date	
08-27-2021	

Assigned to

 Judy Hopps ▾

Attachments



Click below to attach a file

ARI0003008

Auto generated issue for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - Compliance Issue: Shared Logons

Issue Details Tasks 0 Questions 1

Description


(empty)

Comments

 Judy Hopps
1m ago

This was a mistake on my part. No Users at our police department share logins. Everyone has their own unique login. I misread the question

 Ofa Vaisima
2h ago
ARI0003008 Created

 Start



Home > Zootopia Police Department > Risk assessment for vendor Zootopia Police Department >

Auto generated issue for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - Compliance Issue: Shared Logons

Issue Details

Priority
4 - Low

Created
2h ago

Status
Review

Updated
just now

Planned end date
08-27-2021

Assigned to

JH Judy Hopps ▾

ARI0003008

Auto generated issue for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - Compliance Issue: Shared Logons

Submitted to State of Utah

Issue Details

Tasks 0

Questions 1

Description

(empty)

Comments

Send

Risk assessment for vendor Zootopia Police Department

Finalizing Issues and Controls

Requests 11

Issues 2

Tasks 0

Number	Short description	Priority	Status	Assigned to	Estimated end date
ARI0003008	Auto generated issue for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - Compliance Issue: Shared Logons	4 - Low	<u>Review</u>	JH Judy Hopps	08-27-2021
ARI0003007	Issue for Risk assessment for vendor Zootopia Police Department - Hit Confirmation Agreement - 1	4 - Low	Submitted to Agency	JH Judy Hopps	08-26-2021



Issue Details

Priority 4 - Low
Created 2h ago

Status Submitted to Agency
Updated 44m ago

Planned end date
08-26-2021

Assigned to

JH Judy Hopps

Attachments



Click below to attach a file

Attach

ARI0003007

Issue for Risk assessment for vendor Zootopia Police Department - Hit Confirmation Agreement - 1

Resolve Issue

Issue Details

Tasks 0

Questions 1

Description
(empty)

Comments

Type your message here...

Send

OV

Ofa Vaisima
2h ago

ARI0003007 Created

Start

This tells us there was an issue with the document request for a Hit agreement



Home > Zootopia Police Department > Risk assessment for vendor Zootopia Police Department >

Issue for Risk assessment for vendor Zootopia Police Department - Hit Confirmation Agreement - 1

Issue Details

Priority
4 - Low

Created
2h ago

Status
Submitted to Agency

Updated
about an hour ago

Planned end date
08-26-2021

Assigned to

ARI0003007

Issue for Risk assessment for vendor
Zootopia Police Department - Hit
Confirmation Agreement - 1

Resolve Issue

Issue Details

Tasks 0

Questions 1

Question	Category	Answer
1. Do you have a Hit Confirmation Agreement?	Hit Confirmation Agreement	No



Issue Details

Priority
4 - Low

Created
2h ago

Status
Submitted to Agency

Updated
44m ago

Planned end date
08-26-2021

Assigned to

JH Judy Hopps

Attachments



Click below to attach a file

Attach

ARI0003007

Issue for Risk assessment for vendor
Zootopia Police Department - Hit
Confirmation Agreement - 1

Resolve Issue

Issue Details

Tasks 0

Questions 1

Description
(empty)

Comments

Type

You will use this to
attach your agreement.

Start



Priority
4 - Low

Created
3h ago

Status
Submitted to Agency

Updated
just now

Planned end date
08-26-2021

Assigned to

Judy Hopps ▾

Attachments

Click below to attach a file

NCIC-Hit-Confirmation-Agreement.pdf (297.5 KB)

just now ✕

Issue for risk assessment for vendor Zootopia Police Department - Hit Confirmation Agreement - 1

[Resolve Issue](#)

Issue Details Tasks 0 Questions 1

Description
(empty)

Comments

Type your message here...

Judy Hopps
just now

NCIC-Hit-Confirmation-Agreement.pdf
297.5 KB

Ofa Vaisima
3h ago

ARI0003007 Created



Issue Details

Priority	Created
4 - Low	3h ago
Status	Updated
Submitted to Agency	4m ago
Planned end date	
08-26-2021	

Assigned to

Judy Hopps ▾

Attachments

Click below to attach a file

NCIC-Hit-Confirmation-Agreement.pdf (297.5 KB)

ARI0003007

Issue for Risk assessment for vendor Zootopia Police Department - Hit Confirmation Agreement - 1

Issue Details Tasks 0 Questions 1

Description

(empty)

Comments

Judy Hopps
4m ago
NCIC-Hit-Confirmation-Agreement.pdf
297.5 KB

Ofa Vaisima
3h ago
ARI0003007 Created



Issue has been resolved and is pending customer review.



page

JH

Home > Zootopia Police Department > Risk assessment for vendor Zootopia Police Department >

Issue for Risk assessment for vendor Zootopia Police Department - Hit Confirmation Agreement - 1

Issue Details

Priority
4 - Low

Created
3h ago

Status
Review

Updated
just now

Planned end date
08-26-2021

Assigned to

ARI0003007

Issue for Risk assessment for vendor
Zootopia Police Department - Hit
Confirmation Agreement - 1

Submitted to State of Utah

Issue Details Tasks 0 Questions 1

Description

(empty)



Risk assessment for vendor Zootopia Police Department

Finalizing Issues and Controls

Requests 11

Issues 2

Tasks 0

Number	Short description	Priority	Status	Assigned to	Estimated end date
ARI0003008	Auto generated issue for Risk assessment for vendor Zootopia Police Department - BCI Compliance Audit Full Questionnaire - Compliance Issue: Shared Logons	4 - Low	Review	JH Judy Hopps	08-27-2021
ARI0003007	Issue for Risk assessment for vendor Zootopia Police Department - Hit Confirmation Agreement - 1	4 - Low	Review	JH Judy Hopps	08-26-2021

Email Notification

Once your Field Service Representative has completed & closed out your audit, you will receive an email

BCI Audit Status Report Inbox x



Ofa Vaisima

3:37 PM (16 minutes ago)



to me ▾

Dear TAC,

Thank you for participating in the triennial BCI UCJIS Audit.

Your audit has been completed successfully. To view the individual findings of this audit, please log in to the ServiceNow portal.

Please contact us if you have any questions or concerns.

Thank you,

--

Ofa Vaisima

Field Services

Utah Bureau of Criminal Identification

ovaisima@utah.gov

385-499-1421

Monday-Thursday 7am-5pm

If immediate assistance is needed, please contact our Help Desk (CIC - available 24/7) 801-965-4446 Fax: 801-969-7065

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Formal Letter

If a formal letter is needed,
please reach out to your Field
Services Representative



State of Utah

SPENCER L. COX
Governor

DEIDRE M. HENDERSON
Lieutenant Governor

Department of Public Safety

JESS L. ANDERSON
Commissioner

August 25, 2021

Dear Chief Bogo:

This letter is to notify you that BCI Field Services has received and reviewed the audit response from your agency regarding the corrective actions implemented on all non-compliant issues. BCI is satisfied with the corrections that have been made in order to be in compliance with the policies and regulations surrounding BCI systems.

We appreciate your agency's response and hope this audit has been beneficial to your department. Should you need any further assistance or have any questions please contact the BCI Field Services staff.

Sincerely,

Mandy Biesinger, Supervisor
Field Services Section

Captain Greg Willmore, Director
Bureau of Criminal Identification

cc: Judy Hopps - TAC



Home > Assessment Summary

Assessment Summary

Agency

Primary Contacts

Assessments

Issues

Tasks

Zootopia Police Department
Zootopia Police Department



-

-

-



Home > Zootopia Police Department

Zootopia Police Department

Open 0

Closed 2

No records found.

Zootopia Police Department

Open 0

Closed 2

Assessment	Entity	Status	Questionnaires	Document requests	Issues	Due by
Risk assessment for vendor Zootopia Police Department	Zootopia Police Department vendor	Completed	1/1 completed	10/10 completed	2/2 closed	2021-09-02
Risk assessment for vendor Zootopia Police Department	Zootopia Police Department vendor	Completed	1/1 completed	8/10 completed	0/0 closed	2021-08-26

Zootopia Police Department UT0000008

Zootopia PD has successfully
completed their FBI triennial
audit with BCI



Audit Overview

Start

BCI initiates audit

1

Auditor submits audit back either completed/closed or with compliance issues that need to be resolved

3

Your Field Services Representative accepts the changes and completes/closes out your agency audit

5

TAC completes and submits agency audit to BCI Field Services Representative

2

TAC logs into audit portal and resolves compliance issues

4

TAC receives closing email and can request a formal letter if one is needed or desired

6

Finish



Questions?