



Law Enforcement Technology Shared Services

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POLICY/PROCEDURE #: LETSS 12-05	TITLE: Messaging, Instant Message and Alerts - Spillman System
EFFECTIVE DATE: 01/01/2013 00:00	
NEXT SCHEDULED REVIEW: 12/2016	REFERENCES: Tompkins County Resolution #R248-08 LETSS By Laws, Adopted 7/8/2009 LETSS Agreement, Adopted 7/7/2009, modified 2/13/2012 LETSS policy 12-02 Enforcement and Sanction
MODIFIED/REVIEWED DATE: 11/2016	

Objective:

The purpose of this policy is to define the appropriate use of, and procedures for, using Messaging, Instant Messaging and Alerts within the Spillman system.

Policy Statement:

To preserve the integrity of incident data, and to promote officer safety, use of Spillman Messaging, Instant Messaging and Alerts must adhere to a defined set of criteria and procedures. All Spillman Messaging, Instant Message and Alerts communications are logged. Data Owners have the ability and right to view Spillman Messaging, Instant Message and Alert logs. Use of Spillman Messaging, Instant Message and Alerts is a privilege, not a right. As such, each agency can revoke the privilege at any time and for any reason – either at the user or agency level. Abuse of the privilege may result in appropriate disciplinary action as determined by each LETSS agency.

General Information: The real-time nature of Spillman Instant Messaging, Messaging and Alerts allows for a faster and more efficient means of getting answers and transferring information than e-mail or telephone. These communication methods provide a direct mode of communication with agencies and co-workers within Tompkins County's Public Safety community, allowing employees to be more efficient in their work output.

Definitions:

Policy - A statement of intention to guide political, management, financial, or administrative decisions and achieve rational outcome(s). LETSS approval is required for new policies or modifications to existing policies.

Procedure - A prescribed and documented set of steps, actions, or activities generally needed to obtain consistent results as documented within a defined and approved LETSS policy.

Spillman Messaging – Secure Messaging, self contained within the Spillman systems, similar to e-mail.

Spillman Instant Message - Secure Instant Messaging, self contained within the Spillman systems.

Spillman Alert - Secure Alerts, self contained within the Spillman systems.

Data Owner – Individual or agency responsible for approving access to, modification and/or dissemination of, data.

Data Custodian – Individual or agency responsible for maintaining Tompkins County hosted systems, hardware, software and applications which support LETSS services. For the purposes of this policy, Tompkins County ITS is considered the data custodian. Exclusions include data from systems managed by Tompkins County Department of Emergency Response (i.e. Motorola Radio, Personal Emergency Response Systems[PERS]/Digitize Alarm, and 911 Phone Systems)

LEA – Law Enforcement Agency

Procedure:

- Calls for service from the Dispatch Center must be via CAD. Spillman Messaging and Instant Messaging must not be used in lieu of CAD call comments or CAD incident creation. Data Entry Standards for CAD call comments or CAD incident creation shall be defined by Tompkins County Department of Emergency Response.
- No user shall have any expectation of privacy regarding any communications via Spillman Messaging, Instant Messaging and Alerts. As such, all Spillman Messaging, Instant Messaging and Alert messages shall be treated as business records that will be retained and may be used as evidence in litigation, audits, and investigations.
- Professional and appropriate language must be used in all Spillman Messaging, Instant Messaging and Alert messages. Spillman users are prohibited from sending abusive, harassing, threatening, menacing, discriminatory, pornographic, disrespectful, or otherwise offensive messages.
- Requests for access to messaging logs from a Data Owner must be submitted in writing to the Data Custodian. In the event a message log/data access request involves an employee from another agency, the Data Owner must notify the LETSS representative from the involved agency.

Spillman Messaging

- Spillman Messaging is intended to act as a secure, internal messaging system, similar to e-mail. Examples of proper Messaging communications include, but are not limited to:
 - Any individual, agency or system wide message that needs to be communicated and/or received beyond the time that the user is logged into the system.
 - Any informational/non-emergency communication.

Spillman Instant Messaging

- Spillman Instant Messaging is intended for informal, non-CAD/incident related communications. Examples of proper IM communications include, but are not limited to name and number information.

Spillman Alerts

- Spillman Alerts are a dispatcher function. Requests for Alerts shall be made through the Dispatch Center and the officer shall provide all pertinent information. The officer will also notify the Dispatch Center when the Alert can be cancelled.