



DEPARTMENT OF PUBLIC SAFETY OPERATING PROCEDURES MANUAL		
CHAPTER 7	DIVISION OF STATEWIDE SERVICES (SWS)	
	Effective: 6/15/2023	Commissioner Approval: 
	Authorities: AS 11.56.762 , AS 28.35.033 AS 12.36.200 , AS 12.62.100-120 , AS 12.62.110 , AS 12.62.130 , AS 12.63 , AS 18.65.030 , AS 18.65.087 , AS 18.65.540 , AS 44.41.025 , AS 44.41.035 , AS 44.41.065 , AS 44.41.070	
	Applicability: All Department Employees	
	Special Instructions: Click here to enter text.	

7.100 RESPONSIBILITY

The Division of Statewide Services is charged with providing a multitude of service functions to internal DPS users and to a larger external constituent base that includes members of the general public as well as other federal, state, and local law enforcement and related agencies.

7.300 DIVISION DIRECTOR

The Division Director may be a non-commissioned employee appointed by and accountable to the Commissioner, charged with carrying out the responsibilities and duties of the Division. The Commissioner designates the location of the Director's Office.

7.310 DIRECTOR'S STAFF

The Director may make assignments to staff positions as necessary to accomplish Division functions. Staff personnel may be assigned supervisory responsibility, supervision of major Division activities, or may act as assistants to the Director.

7.320 STATEWIDE SERVICES ORGANIZATION

The Division of Statewide Services is divided into four groups.

A. **Statewide Information Services** is responsible for:

1. Custom applications, database, and interface development;
2. Reporting, analytics, visualizations, and data request fulfillment;
3. Network design, operation, and security for non-core networks such as CODIS, ABS/TCU, AKCIC, partner agency interfaces, and undercover networks;
4. Mainframe connectivity and APSIN support; and,
5. Department website and intranet (SharePoint) administration and support.

All IT support requests should be submitted via: <https://alaskanow.servicenowservices.com>

Note: Small computers support and shared services are supported by the Department of Administration's Office of Information Technology.

- B. Criminal Justice Information Systems Program** is responsible for:
1. Alaska criminal history repository;
 2. Alaska Automated Biometric Identification Systems (ABIS);
 3. Operator's license and booking photo archive;
 4. Criminal Justice Information System (CJIS) security, access, training, auditing, and federal compliance;
 5. Civilian process server and security guard licensing;
 6. National Instant Criminal Background Check System (NICS) research and support
 7. Sex offender and child kidnapper registry;
 8. Statewide Uniform Crime Reporting (UCR) and Felony Sex Offense data collections;
 9. Concealed handgun permits;
 10. Civil applicant background checks; and,
 11. Records management support (online crime reporting, Alaska Records Management application support, department UCR and Felony Sex Offense data collection, and record validations).
- C. Alaska Scientific Crime Detection Laboratory** is responsible for:
1. Forensic biology (biological screening and DNA);
 2. Latent fingerprints;
 3. Firearm/toolmark;
 4. Footwear intelligence and impressions;
 5. Blood/beverage alcohol and Breath Alcohol testing program;
 6. Seized drug identification;
 7. Crime scene response;
 8. Providing expert testimony on lab results of tested evidence;
 9. Educating law enforcement officers and criminal justice system stakeholders in matters relating to forensic science; and
 10. Administering the breath test operator and breath test supervisor training.
- D. Alaska Public Safety Communications Services** is responsible for:
1. Public safety grade infrastructure, services, and support to state, local, and federal customers;
 2. Land Mobile Radio and 911 dispatch services;
 3. Radio support to stage agencies;
 4. State of Alaska technical representative for ALMR partnerships;
 5. State radio frequency manager;

6. Telecom infrastructure colocation support; and,
7. Network connectivity to remote location services.

7.330 ORGANIZATIONAL CHANGES

The Director may create additional bureaus, services, sections, or units as deemed necessary to perform the function of the Division, upon approval by the Commissioner.