

SUBJECT: Standard Operating Procedures for the use and maintenance of the Regional Automated Property Information Database (RAPID)

BACKGROUND:

In 2003 the Metropolitan Washington Council of Governments sponsored the development of an internet based computer system which was designed to capture, store, sort and cross-reference pawn and second hand precious metal transaction records for law enforcement purposes. At that time, the system supplier, Business Watch International, built the Regional Pawn Data Sharing System (RPDSS) to the specifications outlined by law enforcement officials.

The system is a fully functional point of sale system which includes a web-based dealer data entry screen which allows for the daily transaction uploads from the dealer's point of sale software to the RPDSS as well as a police data entry screen. RPDSS was originally used by 19 law enforcement jurisdictions in the Washington Metropolitan Region and 8 jurisdictions in the Baltimore region.

In 2008, law makers required automotive dismantlers to file vehicle acquisition reports to the state electronically. In 2009 a similar mandatory electronic reporting system was required of pawn and precious metal dealers and in 2010 the reporting requirement was mandated for scrap metal processors and junk dealers. With the passage of these laws, the Regional Automated Property Information Database (RAPID) became the current statewide data sharing system for all pawn, secondhand precious metal, automotive dismantler, scrap metal processor and junk dealer transition records.

Maintaining RAPID as the State's central repository for transaction data of second hand goods and commodities enables jurisdictions statewide to effectively investigate property theft and related crimes. The changes in Maryland law necessitated that the State assume responsibility for the administration of RAPID. The RAPID database is considered secure and law enforcement sensitive. As such, the administrative management of the RAPID database has been delegated to the Maryland State Police.

PURPOSE

- A. Develop and document desk top procedures which seek to ensure the efficient utilization of the Regional Automated Property Information Database (RAPID).
- B. Provide consistent guidelines for the management, protection and maintenance of RAPID.

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- C. Establish uniform procedures for processing data requests from the RAPID and ensure the confidentiality and privacy of all transactions.
- D. Establish uniform procedures which direct the appropriate use of information gained from the RAPID.
- E. Define certain terms and entities as they relate to the RAPID.

AUTHORITY

Transportation Article § 15-511 –Requires each automotive dismantler and recycler and each scrap processor to keep a specific, accurate and complete records of all vehicles acquired in his business. Within 30 days after an automotive dismantler and recycler or scrap processor acquires title to a vehicle, the dismantler and recycler or scrap processor will electronically notify the Maryland State Police of the acquisition.

Business Regulation Article §12-304 – requires a pawn or second hand precious metal dealer to submit a copy of each transaction record electronically to the primary law enforcement unit in his/her county of operation.

Business Regulation Article §17-1011 requires Junk Dealers and Scrap Metal Processors to submit a copy of each transaction record electronically to the primary law enforcement unit.

DEFINITIONS

- A. Regional Automated Property Information Database (RAPID) an internet-based computer system that automates the delivery of transaction information from pawn/secondhand precious metal business and automotive dismantlers, recyclers, scrap metal processors and junk dealers. The system provides cross-referencing capabilities with National Crime Information Center (NCIC), MILES, SIRAS and other systems.
- B. SIRAS – certified database which collects item transaction information from manufacturer point of shipment, retailer point of sale, and other product orientation/origination points.
- C. Global Administrator – Position assigned to MSP. Primarily responsible for program management and overall system security of the Regional Automated Property Information Database (RAPID). Provides administrative support, technical guidance and system management for/to each participating county's System Administrator.
- D. R.A.P.I.D. Help Desk Technician - Position assigned to MSP. Primarily responsible for providing technical support to all authorized users, administrators and program managers of the State's R.A.P.I. D. database. The position is also responsible for creating and managing all Maryland State Police user and dealer accounts.

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- E. County Central System Administrator – Position assigned by the lead law enforcement agent within each Maryland county and Baltimore City primarily responsible for program management and countywide system security of the Regional Automated Property Information Database (RAPID) within their respective county. Provides administrative support, technical guidance and system user management for/to each System Administrator designated within each participating law enforcement agencies or sub-unit within their respective county.
- F. System Administrator - Position assigned by the County Central Administrator within each participating law enforcement agency or sub-unit within their respective county and Baltimore City primarily responsible for program user management and system security within their respective agency or sub-unit. Provides administrative support, technical guidance and system management for/to each user assigned to that agency or sub-unit.
- G. Authorized User - those persons who have received the required RAPID training and possess a valid RADIP log-on and password.
- H. Approved Training – Either scheduled training as provided under the program approved by the Maryland Police and Correctional Training Commission or the training disc provided by the R.A.P.I.D. Governance Board of Directors.

RESPONSIBILITY

- A. Global Administrator:
 - 1. Assigned by the MSP Chief Information Officer (CIO).
 - 2. Chairman of RAPID Governance Board of Directors.
 - 3. Serves as the liaison for the State in all matters relating to the participation and involvement in RAPID.
 - 4. Responsible for the overall maintenance and security of the Regional Automated Property Information Database (RAPID).
 - 5. Responsible for providing administrative support, technical guidance and management on matters related to RAPID to all County Central Administrators.
 - 6. Responsible for the coordination and scheduling of all RAPID training with the Maryland Police and Corrections Training Commission.
 - 7. Responsible for the updating, auditing, and maintaining the listing of all state County Central Administrators.
 - 8. Responsible for ensuring statewide user compliance with RAPID standard operating procedures.
 - 9. Responsible for the approval and assignment of all RAPID user accounts and passwords.
 - 10. Responsible for scheduling, conducting and maintaining decentralized line inspections as directed by the CIO to insure system security and integrity.
 - 11. Central repository for all decentralized line inspection reports submitted by Central Administrators.
 - 12. Responsible for suspending and terminating user accounts and passwords for accounts determined to be non-complaint with policy or procedures.

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B. R.A.P.I.D. Help Desk Technician

1. Responsible for managing all help desk operations as required.
2. Responsible for troubleshooting and managing generic hardware, software or network problems.
3. Responsible for properly referring any user, dealer or dismantler to the appropriate person, entity or vendor capable of resolving any inquiries.
4. Responsible for taking and logging initial telephone or e-mail inquiries requesting assistance with database functions.
5. Responsible for logging and recording all call activity.
6. Responsible for communicating and referring to the vendor any complex or involved hardware, software or network problems in order to achieve problem resolution for the caller/requestor.
7. Provide training and instruction on database use and maintenance as required.
8. Responsible for creating and managing all Maryland State Police investigative database user accounts.
9. Responsible for creating and managing all investigative database dealer accounts wherein the Department has been identified as the primary law enforcement agent.
10. Responsible for collecting the data required in order to provide monthly reports to commanders/directors regarding but not limited to call volume, number of successful calls resolved, number of calls referred, number of calls not able to be resolved.
11. Responsible for analyzing and identifying trends reporting and devising preventative solutions.
12. Responsible to interact with other members of any required IT team, perform IT installations, carry out supplementary IT tasks, work on new applications and liaise with external vendors, as required.

C. County Central System Administrator:

1. Designated by the lead law enforcement agent within their respective county.
2. Responsible for program management and countywide system security of the Regional Automated Property Information Database (RAPID) within their respective county or jurisdiction.
3. Responsible for administrative support, technical guidance and system and user management for/to each System Administrator and municipality designated within their respective county.
4. Responsible for maintaining an updated listing of each municipality and corresponding RAPID Administrator within that municipality.
5. Responsible for authorizing RAPID use for law enforcement and/or approved civilian personnel within their county/jurisdiction.
6. Responsible for collecting, approving, and maintaining all user requests for RAPID within their respective county.
7. Responsible for ensuring proper training and certifications are provided to each authorized user within their respective county.
8. Responsible for creation of user accounts and assignment of passwords.

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9. Responsible to ensure that employees under their supervision implement security measures as defined in this section.
10. Responsible for monitoring usage and reporting abuses to the Global Administrator as defined within RAPID standard operating procedures.

D. System Administrator

1. Designated by County Central System Administrator and or police chief within any participating municipality within a respective county.
2. Responsible for program management and user system security of the Regional Automated Property Information Database (RAPID) within their respective geographic jurisdiction.
3. Responsible for administrative support, technical guidance and system management for/to each user designated within their respective geographic jurisdiction.
4. Responsible for maintaining an updated listing of each certified and approved user within their geographic jurisdiction.
5. Responsible for collecting, approving, and maintaining all user requests for RAPID within their geographic jurisdiction.
6. Responsible for ensuring proper training and certifications are provided to each authorized user within their geographic jurisdiction.
7. Responsible for creation of user accounts and assignment of passwords.
8. Responsible to ensure that employees under their supervision implement security measures as defined in this section and promptly report abuses to the County Central Administrator.

E. Authorized User

1. Accountable for their actions relating to their use of RAPID.
2. Restricted in the use of RAPID for criminal investigative purposes only.
3. Are prohibited from sharing passwords or user accounts.

PROCEDURES

1. The Global Administrator will ensure that all Maryland Counties participating in R.A.P.I.D. have a current Memorandum of Understanding (MOU) on file and comply with agreement requirements.
2. Before any account/password is created users must receive all necessary approvals, authentications training and/or authorizations as required.
3. Requests for training must be submitted to either a System Administrator, County Central System Administrator, R.A.P.I.D. Help Desk Technician or Global Administrator after proper approval has been secured as specified by the requestor's departmental polices and procedures.
4. Upon receipt of a request for training, the authorized administrator may arrange for the approved training or may conduct the approved training as per RAPID polices and procedures.
5. After confirmed successful completion of the approved training, an authorized

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administrator shall assign a RAPID User account and provide the user with a password. These steps shall be completed after the user has agreed by signature to the conditions outlined in the RAPID User Agreement form.

6. Users are responsible for their conduct while utilizing RAPID. All users are responsible for being aware of the regulations relating to the use and dissemination of information gained from RAPID
7. All users operating the RAPID system are responsible for complying with RAPID regulations in regards to entries, managing accounts and or uploads.
8. Users will not use or request any information from RAPID for non-official use.
9. All users of the RAPID system are responsible for protecting information from unauthorized access, modification, disclosure and destruction. This policy covers all information that is electronically generated, received, stored, printed, filmed and typed.
10. Users will maintain their RAPID log-on identification and password as confidential.
11. Users will not divulge their log-on or password to others, and will not allow anyone else to access the RAPID System with their log-on and password.
12. Users are reminded that any use of the RAPID system is for the explicit purpose of conducting criminal investigations.