Needs Assessment Report

The needs assessment report is a result of a records management system (RMS) analysis commissioned by the Minnesota Department of Natural Resources, Enforcement Division to determine and document business needs and critical system features as well as to identify and evaluate available approaches for a RMS solution to meet those needs.

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Overview

The Minnesota Department of Natural Resources, Division of Enforcement, is responsible for ensuring public safety and compliance with state game and fish, recreational vehicle, environmental and natural resource commercial operations laws. The DNR Enforcement Division is the 5th largest law enforcement agency in the State of Minnesota. It has statewide jurisdiction with more than 200 employees located in Five (5) regional offices and conservation officers covering more than 90,000 square miles of land and water across the State of Minnesota.

The Division is in need of a modern and comprehensive law enforcement records management and incident management system to support the efficient and effective operation of its core functions as well as to share information with other local law enforcement agencies, criminal justice agencies, government units and their information systems. As a law enforcement agency, the DNR Enforcement Division has certain business functions and records management system needs similar to that of other Minnesota law enforcement agencies. In addition, as a conservation law enforcement agency with statewide jurisdiction, the DNR Enforcement Division also has unique and specialized business functions and responsibilities which result in a distinctive and broad set of critical system feature needs.

This document defines “law enforcement records management system and describes the core business functions and critical system features of the Division as defined by the DNR Records Management System Analysis project team. It also summarizes approach options and discusses the experiences of select state and local law enforcement agencies as well as other state conservation law enforcement agencies in this regard and includes a recommended RMS approach for the Minnesota DNR, Enforcement Division. Finally, it includes the recommended approach for the implementation of a records management system solution for the Minnesota DNR, Enforcement Division.
Law Enforcement Records Management System (RMS) Defined

According to a report published by the U.S. Department of Justice, Office of Justice Programs and the National Institute of Justice\(^1\), a “law enforcement records management system” (RMS) is an agency-wide system that provides for the storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents, or files pertaining to law enforcement operations. RMS covers the entire life span of records development—from the initial generation to its completion. An effective RMS allows single entry of data, while supporting multiple reporting mechanisms. Such records include incident and accident reports, arrests, citations, warrants, case management, field contacts, and other operations-oriented records. RMS does not address the general business functions of a law enforcement agency, such as budget, finance, payroll, purchasing, and human resources functions. However, because of operational needs, such as the maintenance of a duty roster, law enforcement personnel records and vehicle fleet maintenance records are included within an RMS. In addition, RMS should provide the user with the ability to reuse and/or import data returned from external sources to eliminate redundant data entry. RMS also should provide the capability to electronically forward RMS data to external data sources, either automatically or upon the user’s request (i.e., based on agency rules embedded within RMS).”

Depending on the specific agency, their size, purpose and needs; an RMS can include a range of system features and functions as described above. Most modern records management systems offer core functions as well as other supporting “modules” which can be made available to agencies whose responsibilities require additional features. “A module is an independent portion of an RMS software application which provides specific functionality, e.g., Arrest and Booking. Each module performs those procedures related to a specific process within a software package. Modules are normally separately compiled and linked together to build a software system. Single modules within the application can normally be modified without requiring change to other modules, so long as requisite inputs and outputs of the modified module are maintained.” (OJP, 2006)

\(^{1}\)Standard Functional Specifications for Law Enforcement Record Management Systems, Developed by the Law Enforcement Information Technology Standards Council (LEITSC) and published by the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice, in collaboration with the Law Enforcement Information Technology Standards Council
Objectives and Needs

The primary objectives of the DNR Enforcement Division leadership in pursuing an RMS are to leverage automation to increase efficiencies and effectiveness of division operations and to share data electronically. Current processes are manual which result in delayed and incomplete records as well as create an inability to reliably report on division data or effectively share data with other state and local agencies.

The vision of the Division leadership is to increase public safety, improve law enforcement and conservation enforcement efforts and increase customer service through information and electronic data sharing information using an automated system. This is expected to positively impact internal operations and interaction with others in a number of ways.

Bringing the DNR Enforcement Division into the electronic age through implementation of an RMS will:

- Ensure that data regarding officer contacts with the public, conservation and other violations and warnings issued as well as any evidence confiscated are visible in the system and available to all conservation officers and employees statewide to assist them in making more informed decisions while performing their duties
- Make DNR Enforcement data available to be shared electronically with other state and local agencies
- Provide opportunities for the Division to proactively plan and respond strategically to:
  - resource needs
  - officer training needs
  - public safety concerns
  - conservation issues
- Provide access to violation and trend data
  - statewide, by region or specific location
  - to a variety internal and external business partners and stakeholder groups
    - types of violations (e.g. species, animal, recreational activity)
    - recreational safety issues
    - Legislative inquiries
    - Public interest data

In order to effectively understand and document the core business functions of the Division and determine the critical system features needed to meet the objectives as stated above, a records
management system analysis was conducted. The following represents the findings and recommendations of the DNR Enforcement Division RMS Analysis team.
Core Business Functions:
Core business functions refer to the primary business activities and responsibilities of the DNR Enforcement Division. They include:

**Incident Reports:** Incident Reports (ICR) are required to be completed for certain types of contacts made by DNR conservation officers. This includes calls for service, field reports, complaints and physical arrest. The primary officer completes an incident report and any other officer involved would each complete supplemental report, all using the same ICR# so they can be related as same incident. The ICR number is received from state patrol dispatch today. ICR’s are sent to the officer’s supervisor upon completion and other copies are disseminated. This is envisioned for inclusion in the RMS as an electronic process for the creation and dissemination of required Incident Reports (including electronic workflow for routing) as well as storage and retrieval.

**Citations, Warnings & Civil Citations:** The DNR uses the statewide standard citation as its primary document to charge a person with an offense. This can include a violation of a conservation statute or any other state statute or ordinance. Citations are filed with the local court and any fine payments or restitution collected as a result of a conviction is paid at the court. Warnings are issued using another type of form and are not filed with the court. Civil Citations are also issued for violations of certain statutes and are not filed with the court. Payments on civil citations are made directly to the DNR (Office of Management and Budget Services). Civil Citations can be appealed to the Office of Administrative Hearings (OAH).

Copies of citations and warnings issued by conservation officers are sent to central office for data entry into the AS400. A variety of data from the citation is captured and recorded including violator name and address, activity and species codes, violation code, officer and station code. The AS400 associates a single violation to a single citation number. Each violation is kept separate today for purposes of tracking repeat violations for license revocation. Other law enforcement agencies can also issue citations for conservation related offenses. When this occurs, the other law enforcement agency is to send a copy to the citation issued to the DNR central office. It is not known how consistently citations issued by other law enforcement agencies are received for data entry into the DNR mainframe. Disposition and sentence information for DNR citations is received from courts in an overnight data pass to the AS400. If there is conviction data received but no ticket was ever sent to the central office for
data entry, the record is not maintained at the central office. If an offense is charged by formal complaint, the officer is still required to complete a citation and send it to the central office for data entry purposes.

Recreational DWI’s – requires completion of a forms packet. A copy of the paperwork is sent to the central office and to DVS after blood or urine results are received. The same packet of forms is used for hunting while intoxicated violations. DWI records are entered into an Access database which includes name, DOB, violation, vehicle type, date of revocation of license. License revocation is manually entered into the Electronic Record System (ELS) today.

Juvenile citations – the AS400 calculates date of birth and automatically changes name and address as “unidentifiable”.

Revenue: All fine revenue transmitted by the courts (including wildlife restitution) is deposited with the DNR Office of Management and Budget (OMB). Funds collected for confiscated items sold are also deposited with OMB.

*Computer Aided Dispatch (CAD)*: As a law enforcement agency, the DNR Enforcement Division has a business need for Computer Aided Dispatch (CAD). This is currently provided through a contract with the State Patrol (IMobile) for dispatch and radio services. This application is used today for three key functions: mandatory officer status checking (when an officer reports for duty and when they sign off duty so that others know who is available and where) as well as for creating field events, which is not mandatory, and use of GPS maps. It also serves as the gateway to the Minnesota Justice Information Services (MNJIS) where a number of criminal justice records can be accessed as well as includes instant messaging capabilities.

*Revocations*: The DNR Enforcement Division has the responsibility to monitor for multiple violations (convictions) received by an individual which would qualify for revocation of a DNR issued license. This is accomplished today by running a query from the AS400 about once a month to manually check for multiple convictions. There is a known information gap in finding convictions for conservation offenses written by other law enforcement agencies due to lack of violation system code in the current system. If qualification for revocation is determined, a letter is sent (Word form) by certified mail to the individual. There is no appeal option for license revocation. The revocation period depends on the
offense and can be for between 1 and 5 years. Minnesota participates in the Wildlife Violator Compact where revocation information from 30 + states is sent to a shared database. A revocation in a compact state will make a person ineligible for obtaining that license in Minnesota. An administrative appeal is available for this process. Reinstatements are automatic.

**Evidence & Confiscation:** Items used by individuals while committing conservation related offenses can be seized by DNR conservation officers. Items under $1,000 involved in a violation can be seized immediately and through completion of a form. This includes items such as bow and arrow, firearms, fish houses, Balsam boughs, etc. If an item involved in an offense is valued at more than $1,000 (such as certain firearms, recreational vehicles and other vehicles) a formal complaint is needed and is drafted by the prosecutor’s office. The DNR officer must complete the paperwork to send to the prosecutor’s office in order to begin the confiscation and seizure process on items of higher value. Contraband or anything taken illegally automatically becomes state property.

Items seized are kept as evidence until the case is disposed and are required to be tagged and tracked. The conservation officer sends in a seizure receipt (top of form) indicating where the seized property is located or what was otherwise done with it. For example, fish taken illegally can be released back into the water or destroyed. A seized item is tagged and brought in to the office. Items can be kept in gun lockers at the regional offices until they can be delivered to the central office. There is currently no visibility as to what is located at the regional offices. The tag stays with the item until it is returned or another determination for its disposal is made. There is a signature process (audit trail) all the way through to disposal. Seized items can be sold, destroyed, used by the agency or returned. Pictures and videos taken as evidence are currently stored on the individual officer’s State home computer.

**Permits:** The DNR Enforcement Division issues a variety of permits for a number of very specific and limited purposes. Examples include: trapping beaver, handicap/shooting from a vehicle, etc. Permits are issued manually by officers today. Information regarding permits issued is currently entered into an Access database at the central office. Other divisions within the DNR also issue permits however, the existence of these are not visible to the Enforcement Division.

A Conservation Officer’s need to issue Enforcement Division permits as well as check for valid permits is largely seasonal work (Spring and Fall) however during those times, this task comprises a large part of
the conservation officer’s daily activities. Multiple divisions of the DNR (Fisheries, Forestry, Eco & Water) in addition to the Enforcement Division are responsible for issuing issue permits of many types, all which conservation officers have a duty to enforce. Therefore, the question of where permit information is best stored for field officer retrieval becomes an important consideration. For example, including only those permits issued by the Enforcement Division of the DNR in the (Enforcement Division) RMS would provide officers with a partial picture of the numerous permits issued by the DNR agency-wide. On the other hand, since Enforcement Division permits are all issued manually today and information about them is not convenient to retrieve, including only Enforcement Division permits might be an incremental step that adds some business value. Another alternative to having the permits of one division issued and accessed in the RMS might be for the DNR to pursue a separate application where permits issued agency-wide would be housed, for more comprehensive access when checking permits. If this option were to be pursued, similar to license information (ELS), the data in this type of system should be easily accessed through the RMS in order to best meet needs of the field officer. It was also noted that some officers feel strongly that it is the responsibility of the citizen to show any permits so the lengths that officers go to verify permits when a person claims to have one but cannot produce it (before issuing a warning or citation), may vary and could influence the priority placed on having electronic access to permit information over other types of information in the RMS.

**Licensing and Registration:** A variety of licenses are issued by the DNR across multiple divisions of the agency. Conservation related licenses issued include both individual and commercial licenses for a variety of specific uses and purposes. Licenses are issued using an automated system known as the Electronic Licensing System (ELS) which is a product licensed through an outside vendor. DNR Enforcement Division officers routinely access the ELS database for purposes of checking for valid licenses when encountering individuals in the course of their work. The ELS system is not anticipated to be replaced by a new RMS, rather an interface would be needed.

**Safety Training:** The DNR Enforcement Division provides citizen training for certain types of recreational activities which require certification such as firearm safety, snowmobile and ATV safety training. Citizen trainers are certified to be instructors who then teach classes and certify students across the state. Once training is successfully completed, the citizen receives a certification which signifies their qualification to participate in the activity. This information is recorded at the DNR central office (on AS400) and also sent to DVS for inclusion on the DL. In the course of their work, Conservation Officers have a need to
access this information when determining if a person has the proper credentials when participating in a recreational activity requiring certification. This information is not always available through DVS so there is a desire to make citizen training certification information available in the RMS for purposes of DNR certification verification.

All youth completing safety training are issued a Minnesota driver’s license number upon completion even if they are not yet eligible for a driver’s license. This number follows them for life and become their driver’s license number later when they become eligible to obtain a DL.

*Inventory Management, Policies & Directives, Permits and Safety Training*: There are a number of written processes, agency polices and directives as well as other existing documents that need to be accessed by conservation officers and other DNR staff. There is a system need to house and store this type of information for fast and convenient retrieval. This may also include the issuance of and information regarding the permits and certifications issued by the DNR Enforcement Division.
Critical System Features:
The following critical system features were noted as most significant in terms of the needs of the DNR Enforcement Division in carrying out the duties and responsibilities of the Division. They are based on the cumulative information gathered from individual internal stakeholder interviews. Many of the critical system features described below include a description of the “vision” that individual stakeholders have for the efficient and effective use of an RMS in carrying out that particular function to improve processes and increase efficiency.

Usability – In terms of system usability, easy to enter and easy to find is the general theme. Several stakeholders expressed the need to be able to access information easily without having to key in basic data or re-key that same data into several systems, forms and documents. For example, having the ability to swipe a State issued license of an individual (driver’s license, hunting license, etc.) in a device which would read and capture that person’s name and address in the RMS and from that information, provide the officer the option to conduct a records search pulling data from the various locations routinely checked (DL history, license status, court convictions, etc.) was described as a key business benefit of a modern records management system. In addition, this same information would then be available to automatically populate any citations, warnings or forms that may need to be completed as a result of the contact. Ease of use and the ability to re-use information already available in the system was a common theme expressed by stakeholders as a measure of efficient and effective use of an RMS. Auto formatting on fields and a logical business flow (i.e. all person information together) of the user interface is also desired. The ability for the Enforcement Division RMS to issue an ICR number (24 x 7) was also noted as an opportunity to save time and increase efficiency. Today, the officer contacts the State Patrol dispatch for this information.

Efiling capability - The electronic capture and transfer of data is a critical feature for the Division RMS solution. Citations, warnings and civil citations will be issued using the RMS with data captured and stored in the system. In addition to being able to produce a citation to give to the defendant and capturing the citation data in the Enforcement Division RMS, the capability to issue eCitations that are filed electronically with the courts is also needed. There is a business need for the RMS to track the status of each citation, warning or civil citation, including appeals of the latter, to final disposition as well as produce statistical reports regarding the offenses, locations issued, species involved, issuing officer, etc.
Evidence - Items seized are kept as evidence until final disposition of the case. Seized items can ultimately be sold, destroyed, used by the agency or returned to the owner. The ability to track and inventory all seized items in the DNR’s possession at any given time and across the state is needed, including the ability to distinguish those items stored at regional offices and those at the central office. Support for bar coding functionality is also anticipated. The RMS will need to be able to track all items, location and disposition (or date to be disposed) throughout the process as well as provide an audit trail and related statistical data and reporting capabilities.

Computer Aided Dispatch (CAD) - Computer Aided Dispatch is used to initiate public safety calls for service, dispatch, and maintain the status of responding officers on duty. CAD is a critical system need for the DNR Enforcement Division. It is desired that this feature be made available in the system utilizing a user interface consistent with the look and feel of the RMS, either as a component of the selected records management solution or through a seamless interface to another CAD system. Services provided by CAD technology may include call input, call dispatching, call status, event notes, officer status and tracking, as well as call resolution and disposition.

Intelligence - The need for a person centric system that allows the ability to enter information that does not necessarily result in an arrest, citation or ICR report to support investigations is also important to many of the stakeholders interviewed. This is referred to as “intelligence” or “intel” information that could be captured and retrieved about a person so that other officers statewide can be made aware that there has been previous contact and to log observations, something that was reported, anything odd noted or things to watch out for should another officer have contact with that person in the future. This is described useful data both in terms of background information as well as for officer safety. The ability to associate a person to other people or groups or geographical location(s) was also noted as an information need for officers in the field when responding to calls for service or when encountering a person in the course of conservation enforcement duties.

Any enforcement information that is entered into an RMS and easily retrievable would also benefit Special Investigations in the course of their work. If “intel” were to become a component of the RMS, it was noted that consistency would be needed as to when and how to add these types of contacts as part of an officer’s regular duties and to strike the right balance in terms of entering enough information to be useful without creating an undue and additional data entry burden for officers.
GIS – The use of Geographic Information System (GIS) to integrate, store, analyze, share, and display geographical information was expressed as a critical system need by stakeholders interviewed. Examples of Enforcement Division business needs which would utilize GIS technologies include the ability to monitor, map and illustrate conservation and preservation related trends as well as to gather and present data to make informed business strategy decisions, including staffing and training needs.

Interoperability - More convenient and ready access to other systems routinely referenced is a system need mentioned by nearly every stakeholder interviewed. Conservation Officers routinely check the following:

- DVS record
- permit records
- license records (ELS)
- MNCIS – disposition and sentence information for conservation violations
- Citizen training records
- Statewide Supervision System
- BCA records for stolen items.
- Shared database for Compact states (this is checked less often due to access issues with this application).
- DNR AS400 (if still supported)

Ideally, a new system would have a “search menu” that would allow officers to enter a person’s name and choose to include or exclude any type of information on that person regardless of whether the source data resides in the RMS or is available through an interface with another system. The concept of “one stop shopping” was mentioned by several stakeholders.

The need to maintain the current integration with Courts for disposition information and store that data in the RMS was also noted as an ongoing and important need.

Forms – The ability to capture and store data which can then be used to create electronic forms (integrated within the system) for increased efficiency and to eliminate redundant data entry was expressed as a high need by stakeholders. This includes the primary forms such as ICR and
supplemental forms and DWI forms (similar to what other agencies can do in the BCA’s ECharging portal) as well as other forms, citations, warnings, confiscation tags completed on a routine basis.

Basic information that is entered once should populate all necessary forms generated as a part of an incident. The number and types of forms that need to be completed can vary by situation. Once created, the ability to store the form(s) in the system in a manner that they are easily retrieved is another area where a new system could offer significant process improvement. It is also important that forms creation is a user-defined system capability that does not require dependence on a product vendor in order to add a new form or change an existing form or its contents. It was noted that the scope of forms that are appropriate within the RMS should be evaluated as there many forms used in the division that are not law enforcement related.

**Redaction Software** - The inclusion of redaction software for purposes of securing non-public information contained in forms and documents subject to public inspection was also noted as a desired component of the RMS.

**Automated Workflow Capability** to route forms including notification that a document has been routed, from the officer to superiors the Central Office and others is an additional high priority business need with respect to the dissemination of forms once they have been created on the system. Access to electronic forms should be based on security levels as well as system rights and roles assigned to individuals. In addition, the acceptance of an electronic signature standard should be addressed in order to create true electronic workflow environment for the Enforcement Division.

**Reports** - The need to have robust system reporting capabilities was noted as another important system need. The data that goes into the RMS needs to be available in the form of report output for purposes of obtaining statistical information and trend data by user defined parameters such as data range, geographical location, types of offenses, types of species, activity, issuing officer, etc. This information is critical internally to anticipate such things as staffing and training needs, to define division business strategy and budgetary needs, and respond to legislative inquiries as well as for external stakeholders who are interested in information about the work of the DNR Enforcement Division.
Connectivity for Conservation Officers is a large concern in certain areas of the State. Although this may not be an issue that can be expected to be solved by an RMS, the implementation of an RMS would become the impetus for evaluating current connectivity issues as well as examining other options that may be available for those areas where reliable and consistent connectivity is currently problematic. While specific numbers were not available, it is understood that chronic connectivity issues impact a relatively small percentage of officers in the Enforcement Division but is a very significant problem for those affected. Given connectivity concerns for officers working in certain areas of the state, the need for a device that will store the data for upload later is anticipated.

Central Repository – The DNR Enforcement Division as well as any other Minnesota law enforcement agency can issue citations or warnings for violations of conservation statutes. The DNR Enforcement Division needs visibility to all conservation related citations and warnings in order to reliably carry out their responsibilities related to the revocation of a DNR license due to multiple convictions of certain statutes within a defined period of time. In addition, certain offenses carry increased penalties for subsequent offenses of the same type. There is a business need for the DNR as well as other law enforcement agencies to be aware of all conservation offenses regardless of the issuing agency.

A type of central repository containing all conservation related citation information is a statewide data need identified through the DNR’s RMS analysis. This would include data from the Enforcement Division RMS as well as conservation related violations and warning information from all other Minnesota law enforcement agencies. Conservation statutes can be defined as a finite number of offenses in sections of the Minnesota Statutes which, for violations and warnings in electronic format, could be retrievable from a central data source.

Other areas mentioned but not current critical system features include:

- Logs for overtime projects
- Expense report logs
- Policies, Rules and Directives
- Squad maintenance history information
RMS Approach Options:
A records management system solution which both meets the needs of the core business functions of
the division as well as provides the critical system features discussed above can generally be obtained
through one of two approaches - either through an internal system build approach or through the
purchase of an existing, off-the-shelf software application. This type of “build or buy” analysis is a
common part of the process for most large organizations contemplating the implementation of an
automated system. Several factors such as cost, available time, and products available in the
marketplace, skills sets of internal IT staff and the goals, objectives and preferences of both the internal
IT organization as well as overall organization are common factors that influence such a decision.
As part of the RMS analysis, three key project activities provided input to the approach recommendation
for the DNR Enforcement Division. These key project activities include:

- Discussions with DNR IT and MN IT technical staff
- Benchmark Partner interviews
- Responses from the RMS vendor community to a Request for Information (RFI)

Discussions with DNR and MN Information Technology staff:

The information technology professionals within the DNR generally prefer the purchase of a new system
over internal development. However, it is generally recognized that most systems offered by vendors in
this area are customizable to suit the unique needs of an agency. The DNR Information Technology
team is prepared, if needed, to assist with customization and ongoing support of a new RMS system
purchased from an outside vendor.

Benchmark Partner Interviews:

Benchmark partner interviews were conducted with nine (9) local and state agencies. These agency
partners were identified by the project team as comparable to the MN DNR Enforcement Division for
purposes of this analysis and were also an agency known to have recently embarked on RMS
implementation initiative.
Many things were learned from the experiences of the agencies interviewed by the team.\textsuperscript{2} One significant objective of the benchmark partner interview activity was to learn specifically about the approach (build or buy decision) that other law enforcement and conservation agencies have taken with respect to acquiring an RMS. Relevant information from the benchmark partner interviews revealed that:

- 4 law enforcement agencies (2 local and 2 state conservation agencies) had purchased and successfully implemented an off-the-shelf records management system
- 1 state conservation agency had opted to internally build a system but had not yet implemented it
- 3 other agencies were searching for an off-the-shelf solution but had not yet acquired one
- 1 other local law enforcement agency was contacted for the limited purposes of hardware selected however, was in the process of moving from an internally built system to a commercial off-the-shelf system

**RFI Responses from RMS Vendor Community:**

A Request for Information (RFI) was issued to the RMS vendor community as part of this analysis. The objective of this activity was to provide the RMS vendor community with information regarding the core business functions and critical system needs of the Enforcement Division and receive responses as to their ability to meet those needs as well as to obtain high level cost information from which to formulate a cost estimate. The turnaround time from posting of the RFI until the time vendor responses were due was very tight due to the short duration of the RMS analysis project. This undoubtedly impacted the number of responses received however; three very detailed and thorough responses were received from known RMS vendors. Analysis of these responses revealed that Enforcement Division expectations appear reasonable and viable solutions to meet expectations appear to exist in the off-the-shelf marketplace.

\textsuperscript{2} Detailed notes from the Benchmark Partner interviews are incorporated by reference as appendices to this document
Conclusion:
In consideration of all of the above, the approach recommended by the DNR Enforcement Division RMS Analysis team is to pursue the purchase of a commercial off-the-shelf records management system to meet the business functions and critical system features as defined for the Division. This will be Phase I of the overall effort.

Phase II is the longer term vision to create a data “clearinghouse” for natural resource incident and offense data generated by the DNR Enforcement Division as well as other law enforcement agencies statewide. This clearinghouse will serve as a central source for all natural resource incidents and offenses to be interfaced with and accessed by all law enforcement agencies statewide, in order to provide a comprehensive and holistic view of natural resource incidents and offenses throughout the State of Minnesota.

A Project Definition will be prepared to define project objectives and scope relative to the approach recommended for Phase I – DNR Enforcement Division, RMS implementation.