


<p align="center">Online Policing Solutions, Inc. Standard Operating Procedure</p>	
<p>Subject: Statewide “Law Enforcement Notification Sharing platform” (LENS)</p>	<p>Policy Number: Pending</p>
<p>Date Approved: Add Date</p>	<p>OPS Board Approval: Pending</p>

INTRODUCTION: OPS LENS™ (Law Enforcement Notification and Sharing platform) is a secure inter-agency law enforcement notification system that allows all participating law enforcement agencies to share information quickly and effectively.

POLICY: It is the policy of this agency to support this initiative and establish usage and management rules regarding the use of the OPS LENS™ platform, to ensure the security of the system and to provide guidance that will allow this agency to share information and notifications that comply with current and future guidelines and best practices.

I. Background

The OPS LENS™ platform is a secure cross-jurisdictional law enforcement information sharing platform that allows all participating agencies to not only share information, but update and respond to information in real-time, within no jurisdictional borders or limitations. The OPS LENS™ platform includes the ability to integrate select civilian partners into the notification chains as well.

In the state of New Jersey, the OPS LENS™ system is managed and financially supported by the New Jersey State Police (NJSP) with access granted to all participating law enforcement at zero-cost.

II. Agency OPS LENS™ Master Administrator and Network Security

Security of the OPS LENS™ platform is of utmost importance. To ensure the security of OPS LENS™, this agency shall appoint and maintain an OPS LENS™ Master Administrator to oversee the management and use of the network AND be responsible for the implementation, upkeep, and security of the platform for this agency.

- A. It is the responsibility of agency Command to always maintain an active OPS LENS™ “Master” Administrator who will be responsible for:
 - a) Overall security and user management of the OPS LENS™ platform.

- b) Assigning additional LENS Administrators (if needed) to:
 - i. assist with managing agency OPS LENS™ users.
 - ii. review and monitor user activity.
 - iii. ensure policy compliance.
 - iv. manage civilian notification data.
 - B. It will be the responsibility of agency Command, and the agency's OPS LENS™ Master Administrator, to ensure that upon severance from the agency, all users are promptly removed from the OPS LENS™ platform.
 - C. It will be the responsibility of agency Command, and the OPS LENS™ Master Administrator, to ensure that upon severance, or change of circumstance, OPS LENS™ Master Administrator duties are transferred to an active member of the agency.
 - D. Failure to maintain an active OPS LENS™ Master Administrator could result in removal of agency-wide OPS LENS™ access and permissions, making this is a critical oversight function that must be maintained.

III. Agency User Access

- A. As per the NJSP, each participating agency's Command is permitted to determine which active duty sworn agency users can have access to the OPS LENS™ platform.
- B. Agency Command can provide access to all members, selected members, or members of specific units, or divisions at its sole discretion.
- C. It is important to remind all users that this agency can only grant access to the OPS LENS™ platform to active duty, sworn law enforcement members currently enlisted in good standing with this agency.
- D. Under no circumstance, other than with written permission from the New Jersey State Police, is any member of this agency permitted to grant access to OPS LENS™ to any law enforcement member who is not a full-time enlisted member of this agency.
- E. Under no circumstance can any non-sworn or civilian member be permitted to access OPS LENS™.

IV. Account Creation and Permissions

- A. Once approved by agency Command or the assigned agency OPS LENS™ Administrator, the agency user will create an account in OPS LENS™ via the OPS CONNECT™ application and utilizing the provided account creation instructions.
 - a) For security purposes, users **MUST** use a valid and professional profile image when creating an OPS LENS™ account. **NO EXCEPTIONS.**
 - b) Failure to comply with this provision will result in deactivation and suspension of the user's account.
 - c) Users **MUST** complete their bio to include valid contact details once approved into the OPS LENS™ platform.

- B. Each user who is granted access to the OPS LENS™ platform by the agency's LENS Master Administrator, or an assigned OPS LENS™ Administrator, will be provided one of the following OPS LENS™ permission levels:
 - a) *Level 1 User:*
 - i. Provides access to receive and respond to notifications.
 - b) *Level 2 User:*
 - i. Provides access to receive, respond, and post notifications.
 - c) *OPS Administrator:*
 - i. Provides all permissions as Level 2, along with the ability to approve and remove agency users within the OPS LENS™ platform and approve certain notifications based on established notification thresholds.
 - ii. Add and edit civilian assets to be notified via the OPS LENS™ platform when appropriate.

VI. Authorized Notifications and OPS LENS™ Usage

- A. Agency users will only distribute or respond to notifications that:
 - a. Are for a legitimate law enforcement purpose.
 - b. Are drafted in a professional manner, respecting all other users.
 - c. Are NOT in any way posted in violation of any agency policy, State Guidelines or the laws of the State of New Jersey or United States of America.
 - d. Are not for personal or social purposes.
- B. OPS LENS™ is NOT a social media platform. It is an official law enforcement notification and sharing system to be used ONLY for law enforcement use.
- C. OPS LENS™ is not meant to share opinions of a personal or political nature.
- D. No user shall print, disseminate, share, release or in any way expose any information located on the OPS LENS™ platform without written consent from the party or parties that posted and control that information and without authorization via proper agency chain of command.
- E. ANY release of information in violation of this policy WILL result in agency discipline all the way up to termination and criminal prosecution.
- F. No user shall distribute a notification that spans further than surrounding counties without first acquiring permission from one of the assigned OPS LENS™ Administrators.
 - a) If the notification is of an emergency nature, and no OPS LENS™ Administrator is available, the user can obtain permission to release the notification utilizing the established chain of command.
 - b) The user will document the approving officer's name in the appropriate OPS LENS™ field.

V. User Account Security

- A. Each approved user is responsible for their OPS LENS™ account security.
 - a) Users will under NO CIRCUMSTANCE share their account, username, password, any authentication token(s), or in any way grant access to their account to any other person, including other law enforcement officers, members, or superiors of this agency, for any reason (excluding to members of Online Policing Solutions, Inc., for technical support or assistance).
 - b) Users can utilize any secure device they have access to when accessing OPS LENS™ but must be cognizant of their surroundings.
 - c) The user is to never “save” their username and password when utilizing any device, including any device within the agency.
 - d) Each user will logout of OPS LENS™ when they are done accessing the system to avoid other persons accessing the same under their account.
 - e) No user will leave themselves logged into OPS LENS™ and leave the device they are utilizing unsupervised.
- B. Each user may login to OPS LENS™ via the OPS CONNECT™ platform from:
 - a) Any secure and authorized computer or laptop.
 - b) Via any authorized mobile device.
 - c) Via the OPS CONNECT™ APP.
- C. Users WILL NOT login to OPS CONNECT™ or access OPS LENS™ from any public device, to include any computer, tablet or mobile device used or accessible by the public such as those available at terminals, airports, libraries, “Internet Cafés”, schools, institutions, public buildings, private businesses, etc..

VI. Navigating the OPS LENS platform:

- A. Once logged into OPS LENS™, users will have numerous use options, depending on their user permissions. Users will have the option to:
 - a) Read received alerts and notification tiles.
 - b) Respond to received notification tiles.
 - c) Post or update a notification tile and:
 - i. Set Alert Levels (low, medium, high, critical)
 - ii. Add person(s) details.
 - iii. Add details about the notification.
 - iv. Add images, videos, and documents.
 - v. Create Wanted and Missing persons flyers.
 - vi. Determine what agencies the notification is sent to:

1. Statewide (with authorization)
2. Countywide/Multiple Counties
3. Combination of counties and individual agencies
- vii. Distribute an email notification to authorized civilian assets.
- viii. Determine if comments will be permitted by receiving users.
- d) Search received, sent and master notification databases by:
 - i. Keywords
 - ii. Names
 - iii. Officers
 - iv. Date Ranges
- e) Follow OPS LENS™ notifications and view who is following notifications.
- f) IMPORTANT: Users must post and respond to notifications with purpose. Sharing information that has little value to the receiver, distributing notifications with higher than needed alert levels, selecting larger than needed distribution regions, or sending notifications with no greater law enforcement goal or purpose, can have a negative effect on the spirit of the platform and those receiving the notifications – hindering system usage. PLEASE utilize OPS LENS™ responsibly.

VII. User Support and Training

- A. OPS LENS™ is extremely user friendly and developed to be used by law enforcement with little training. Most users will need little more than a few moments to become familiar with the platform and begin utilizing the same.
- B. Each user will receive in person, virtual or delivered training on the use of OPS LENS™ from Online Policing Solutions, Inc., the New Jersey State Police, and/or the County Prosecutor's Office.
- C. All members will have access to the OPS Learning Center and the OPS LENS™ Video Learning Series.
- D. Requests for technical support and additional training can be submitted via:
 - a) Agency OPS LENS™ Master Administrator
 - i. Most questions can be answered by the agency's OPS LENS™ Master Administrator, to include those involving user login, permissions, and use.
 - b) County OPS LENS™ Master Administrator
 - i. The County Prosecutor's Office has various members trained as County OPS LENS™ Master Administrators and are available to assist.
 - c) NJSP – Regional Operations and Intelligence Center (ROIC)
 - i. Add ROIC Info
 - d) Online Policing Solutions, Inc.
 - i. support@opspolice.com
 - ii. [Support Portal](#)